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Practical Aspects of Knowledge Management

5th International Conference, PAKM 2004
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Proceedings

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Preface

This book contains the papers presented at the 5th International Conference on Practical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Computer Science and Business Informatics, University of Vienna. The event took place on December 02–03, 2004 in Vienna.

The PAKM conference series offers a communication forum and meeting ground for practitioners and researchers engaged in developing and deploying advanced business solutions for the management of knowledge and intellectual capital. Contributions pursuing integrated approaches which consider organizational, technological and cultural issues of knowledge management have been elected for presentation. PAKM is a forum for people to share their views, to exchange ideas, to develop new insights, and to envision completely new kinds of solutions for knowledge management problems.

The accepted papers are of high quality and are not too specialized so that the main issues can be understood by someone outside the respective field. This is crucial for an interdisciplinary exchange of ideas. Like its predecessors, PAKM 2004 featured two invited talks.

It is a real joy seeing the visibility of the conference increase and noting that knowledge management researchers and practitioners from all over the world submitted papers. This year, 163 papers and case studies were submitted, from which 48 were accepted.

Many people were involved in setting up PAKM 2004. We would like to express our warm thanks to everybody who contributed to making it a success. First of all, this includes all the authors who submitted a paper to the review process, and the members of the program committee who made all the efforts to select the best papers and to ensure a high-quality program. Special thanks go to Prof. Dr. Hermann Krallmann and Prof. Dr. Dimitris Plexousakis for giving the keynote talks.

Most of the organizational work was done by Michaela Schein, reliable and industrious as always. She also managed the local organization. Our thanks also include the session chairs for their support in running a smooth conference, and all the participants who made the event possible in the first place.

Our wish is that all participants found it worthwhile to attend PAKM 2004 and returned home with many new ideas and valuable contacts.

Vienna, December 2, 2004

Dimitris Karagiannis
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