

Introduction to the Designing and Deploying Advanced Knowledge Systems Minitrack

Stefan Smolnik
EBS Business School
stefan.smolnik@ebs.edu

Timo Käkölä
University of Jyväskylä
timokk@jyu.fi

The objective of this minitrack is to contribute to the body of knowledge that helps academics and practitioners to

- design, deploy and evaluate advanced knowledge systems,
- explore and leverage appropriate project management methods and tools for designing and deploying knowledge systems, and
- study changing organizational knowledge processes and structures.

First, work systems and the knowledge systems enabling them need to be aligned with emerging technologies to ensure organizational acceptance and to support effective organizational value creation. Traditional, often monolithic knowledge system architectures can be redesigned due to technological progress manifested by, for example, social networking sites, mashups, semantic technologies, and ubiquitous information and communication technologies. In our view, these redesigns are the basis of advanced knowledge systems.

Second, project management involved in the design and deployment of knowledge systems differs from the project management involved in traditional information systems projects. Examples abound in the literature about knowledge systems deployment efforts that failed because (1) the business cultures did not encourage and reinforce knowledge sharing, and (2) the necessary organizational change could not be implemented. Such failures could often have been avoided if (1) more balanced efforts between the design and deployment of knowledge systems had been implemented, and (2) the design and deployment efforts had been managed through coordinated design and deployment projects. Deployment projects have a crucial role in implementing organizational and social changes. Yet, deployment is often considered only as a phase in larger design-driven projects.

After a rigorous review process, three papers were accepted for publication in the proceedings and for presentation.

The first paper is co-authored by *Meshari Alwazae*, *Erik Perjons*, and *Harald Kjellin*. The

authors propose a set of quality measures for best practices categorized in the form of a template, aimed at supporting the quality enhancement of documented best practices. The proposed template can be applied (1) during the design of best practices to document them and (2) to evaluate already designed best practices. The authors furthermore present the first evaluation of the template by (1) letting practitioners and academic experts in the areas of best practices to apply the template and (2) documenting the results.

The second paper is co-authored by *Domenik Bork* and *Hans-Georg Fill*. It analyzes and compares six common enterprise modeling methods in regard to the formalization of their process-related aspects. From this comparison, the paper derives implications for choosing an appropriate method to design work and knowledge systems.

The third paper is authored by *Robert Andrei Buchmann*. It describes a hybrid modeling method designed to meet the domain specific requirements of the ComVantage EU research project. It focuses on the mobile maintenance application area of the project. It draws a distinction between general purpose modeling languages/notations and the more complex notion of a modeling method. The generalized result is that agile engineering of modeling methods is a key necessity for bringing the modeling methods closer to the business view, as new insights about the domain specificity emerge.

We wish to thank all of the authors who submitted work for consideration in this minitrack. We also thank the dedicated reviewers for the time and effort they invested in reviewing the papers: Meher Vani Bojja, Frada Burstein, Katharina Ebner, Hans-Georg Fill, Nikolaus Fischer, Travis K. Huang, Peter Hui, Bodo Kraft, Michael Leyer, Henry Linger, Caimei Lu, Yikun Lu, Sree Nilakanta, Lorie Obal, Richard Orwig, Kari Ronkko, Nils Urbach, Adam Wierzbicki.

We believe that the accepted papers contribute significantly to furthering our understanding of advanced knowledge systems. We look forward to discussing them in our session.