

Information in a Networked World: Harnassing the Flow

**Sunday, November 4th,
3:30 pm**

Knowledge Management-The Practitioner's View (SIG KM)

Overview

Knowledge management (KM) is increasingly being viewed by businesses, nonprofit organizations and government agencies as an essential ingredient for their success. To develop an effective KM system, though, organizations must overcome an array of technical, organizational, personnel, and communication challenges. In this session, speakers will provide a hands-on, real-world look at how to develop, implement and operate an effective KM system and how to incorporate it into an organization's existing information management strategy.

You Will Learn About

- ?? A case study in which KM was used to integrate 39 disparate databases into a common system
- ?? An international KM system, which supports 157 "communities of practice" worldwide
- ?? How taxonomy brought a common vocabulary to the operation of a global KM system
- ?? Efforts to assess the benefits of KM programs

Presenters

Cynthia Dickinson, U.S. Department of Agriculture
Ana Flavia Fonseca, The World Bank
Suzanne Marcy, Ernst & Young
S. Michael Malinconico, University of Alabama

Moderator

Lucian Russell, DynCorp Information Systems

**Monday, November 5th,
10:45 am**

Taxonomies

(Contributed Papers)

David Clarke and **Trish Yancey**, Synapse, the Knowledge Link Corporation
TwentyFirst Century Tools for Vocabulary Management and Indexing

Donna D'Ambrosio, Long Island University
Toward an Ontology for Information Systems Requirements in Systems Analysis

Michael Buckland, University of California, Berkeley
Entry Vocabulary, Intermediaries, and Retrieval Performance

1:30 am

Knowledge Management/Competitive Intelligence Convergence (SIG MGT)

Overview

Knowledge management (KM) and competitive intelligence (CI) have both come to play increasingly important and visible roles in the corporate world in recent years. Now with the widespread development of corporate Intranets, these two activities are becoming increasingly integrated. In this session, speakers will explore this new convergence between KM and CI and examine the impact it will have on information specialists and how they do their jobs.

You Will Learn About

- ?? The evolution of this new link between KM and CI
- ?? The implications of this link for researchers and practitioners
- ?? The ways in which an organization's culture and values support KM and CI and how these forces are driving a further convergence of the two

Presenters

Bret Breeding, Compaq Computer Corporation

Jerry Miller, Simmons College

Katherine M. Shelfer, Drexel University

Beverly Colby, Battery Ventures

3:30 pm

Metrics and Knowledge Management (SIG KM)

Overview

Knowledge management (KM) has moved rapidly from "hot new idea" to "standard practice" in many business and academic settings. But what do we really know about the effectiveness of KM and the impact it has on an organization? For instance, do KM practices increase productivity, efficiency, or the assets of an organization? In this session, speakers will explore this and other key questions as they examine the practical effects of KM and discuss how managers can measure the impact of a KM initiative.

You Will Learn About

- ?? How to measure knowledge assets
- ?? New ways to think about such assets
- ?? The impact that the collection and dissemination of such assets may have on an organization
- ?? How to assess the effectiveness of knowledge management activities

Presenters

Herwig Rollett, KnowCenter

Frameworks for Measuring Intellectual Capital

Skip Boettger, PTC Global Services

Knowledge Management Realizing Value through Pragmatics

Eliot Rich, State University of New York, Albany

Modeling the Dynamics of Organizational Knowledge: Policy Evaluation Using Systems Thinking

Mary Durham, Context Integration
Metrics as Building Blocks of Culture: Context Integration's Experience with Knowledge Sharing "Good Citizen" Measurements

Interface Design (Contributed Papers)

Francis Devadason, Neelawat Intaraksa, Asian Institute of Technology; **Pornprapa Patamawongjariya**, and **Kavita Desai**, Vicinity Corporation
Search Interface Design Using Faceted Indexing for Web Resources

Wooseob Jeong, Florida State University
Multimodal Geographic Information Systems: Adding Haptic and Auditory Displays

Soo Young Rieh, Excite@Home; and Hong (Iris) Xie, University of Wisconsin, Milwaukee
Patterns and Sequences of Multiple Query Reformulations in Web Searching: A Preliminary Study

Tuesday, November 6th,
9:00 am

Knowledge Management (Contributed Papers)

Darius Mahdjoubi and **Glynn Harmon**, University of Texas, Austin
Knowledge Management: A Conceptual Platform for the Sharing of Ideas

Kimberly Wells and **Thomas Horan**, Claremont Graduate University
Discovering Actionable Knowledge about Community Telecommunications Systems: Concepts and Case Applications of Design Studio Methodology

Tuija Helokunnas and **Juha Herrala**, Tampere University of Technology
Knowledge Searching and Sharing on Virtual Networks

10:45 am

Knowledge Management: Contested Grounds (SIG KM)

Overview

Knowledge management (KM) has gained widespread acceptance in business and academic circles as a powerful tool for helping staff share information and work smarter. However, many controversies still swirl around KM, relating to issues such as approach, methodology, outcomes, and appropriate use of information and communication technologies. In this session, speakers will address these controversies headon and engage the audience in a dynamic give-and-take discussion and debate. The session will address such questions as: Who owns the design of technologies for KM and thereby 'shapes' the workplace? Is KM just a fad that allows information technology vendors to sell their products? Are performance incentives, used in many firms to encourage participation in KM initiatives, simply bribes?

You Will Learn About

?? "Contested grounds" that strike at the very nature of KM practice

?? Varying perspectives on the implications of these controversial issues for the future of KM

Presenters

Claire McInerney, Rutgers University
Elisabeth Ross Davenport, Napier University
Kim Sbarcea, Ernst & Young of Australia
Ross Todd, University of Technology, Sydney

Knowledge Management (Contributed Papers)

Darius Mahdjoubi and **Glynn Harmon**, University of Texas, Austin
Knowledge Management: A Conceptual Platform for the Sharing of Ideas

Kimberly Wells and **Thomas Horan**, Claremont Graduate University
Discovering Actionable Knowledge about Community Telecommunications Systems: Concepts and Case Applications of Design Studio Methodology

Tuija Helokunnas and **Juha Herrala**, Tampere University of Technology
Knowledge Searching and Sharing on Virtual Networks

Information Seeking/User Studies (Contributed Papers)

Makiko Miwa, National Institute of Multimedia Education
User Situations and Multiple Levels of User Goals in Information Problem Solving Processes of AskERIC Users

HsiaoTieh Pu and **Chyan Yang**, National Chiao Tung University and Shih Hsin University; and **ShuiLung Chuang**, Academia Sinica
Exploration of Web Users' Search Interests through Automatic Subject Categorization of Query Terms

Elisabeth Ross Davenport, Napier University; and **Blaise Cronin**, Indiana University
Knowledge Management, Metrics and Higher Education: Does it all Compute?

Darius Mahdjoubi, University of Texas, Austin
Knowledge Sensitive Performance Metrics for the Management of Public Libraries: Application of the Balanced Scorecard as a Knowledge Management Tool

Wednesday, November 7th
3:30 pm

Trends in Knowledge Management Initiatives: From the Enterprise Level to the Team Level (SIG MGT)

Overview

In this session, speakers will explore how the implementation of knowledge management (KM) initiatives has changed in recent years, including its evolution from a strictly enterprise-wide concept to one that also can be applied in a more targeted fashion to teams within an organization or even to individual projects. Speakers also will discuss some key factors to consider when implementing a KM program.

You Will Learn About

- ?? A risk assessment tool that can help identify potential risks to workflow, productivity and other areas that could result from implementing a KM initiative
- ?? A case study highlighting how one company's KM initiative has evolved, including a look at the benefits realized and lessons learned

Presenters

Beverly Colby, Battery Ventures

Kris Liberman, Fiducite

Chris Bednar, Bain & Company, Inc.

James L. Poage, U.S. Department of Transportation

Michael J.D. Sutton, McGill University

A Provisional Knowledge Management Taxonomy – The Need for a Community of Interest to Create an Authoritative Taxonomy (contributed paper)

**Thursday, November 8th,
9:00 am**

Affective Issues in Knowledge Management: Social Capital, Narrative, and Learning (SIG KM)

Overview

In this session, speakers will explore the role of affective issues in knowledge management (KM), including emotional and social intelligence, personality, learning styles and crosscultural, personality and gender differences.

You Will Learn About

- ?? How KM literature addresses affective issues
- ?? The sociopolitical context of affective labor and the possible roles of gender
- ?? Dimensions of the transformation of tacit to explicit knowledge, including the effectiveness and use of organizational narrative in communities of practice
- ?? A synthesis of information on learning style differences, personality styles, multiple intelligences, and emotional intelligence as they relate to best practices for knowledge transfer and knowledge management in classrooms and corporations

Presenters

Len Ponzi, Long Island University

Ronald E. Day, Wayne State University

Elisabeth Davenport, Napier University

Louise Gruenberg, Gruenberg & Walwark Associates