Presentation Title: “K-Discovery: Identification of distributed Knowledge Structures in a process oriented Groupware Environment”

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Brief Description: Scenarios in groupware environments show the problems of accessing knowledge structures in common and organizational knowledge structures in particular. Based on this an architectural model will be introduced in which knowledge structures are created by generating Topic Maps in a process oriented groupware environment.

Track/Audience: Topic Maps

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Abstract: In many companies groupware environments are the basis of communication and information management. The increasing integration in the internal business processes leads to growing information memories. These in groupware-based office systems often existing shared databases enable to transform the individual knowledge of the employees into a common knowledge of all employees. [Wagner 1995, p. 3] (From a) Looking at the technical perspective of knowledge management groupware seems to be a suitable platform to collect and to distribute the organizational knowledge base. [Schliwka 1998]

The exploding amount of available knowledge requires powerful concepts and mechanisms to support users who search for relevant information and knowledge objects. Mechanisms for navigating and linking as well as functionalities for extensive searches and investigations are needed to explore and to use the complex information and knowledge offer. They are a necessary condition for the core processes of knowledge identification and knowledge use [Probst et al. 1999]. Therefore effective search mechanisms, which provide an improved organizational use of existing individual and collective information and knowledge objects, contribute to the process of knowledge generation (the development or collection of new knowledge) [Güldenberg 1998, p.248].

Topic Maps, as defined in ISO/IEC 13250, used on information sets create knowledge structures and form a structured semantic linked network on top of great sets of information. [Rath/Pepper 1999] Therefore, Topic Maps are a perfect basis to realize the mentioned mechanisms and functionalities for the identification of relevant information and knowledge objects. Hence, the fundamental idea of the described project K-Discovery is to use Topic Maps for the identification of distributed knowledge structures in a process oriented
groupware environment. Additional to the existing techniques for searching and navigating, like the hierarchical navigation in categories of views or full text searching, the user can be provided with the strong concept of associative navigation in semantic networks [cf. Ahmed 2000]. A groupware-based implementation of Topic Maps participates in several aspects in groupware technologies.

This paper describes some concrete scenarios in groupware environments to (demonstrate) show the problems of accessing knowledge structures in common and organizational knowledge structures in particular. Based on this an architectural model will be introduced in which knowledge structures are created by generating Topic Maps in a process oriented groupware environment.

**Literatur:**


