Knowledge Management is the process of extracting knowledge from the sources accessible to people in an organisation (structured data in databases, semi-structured data on the web and companies documents, unstructured knowledge in the brain of experts, multimedia data etc.). Knowledge Management requires models and methodologies to manage disparate know-how and heterogeneous viewpoints.

Knowledge Management is a global project of the firm, including capitalisation, sharing and evolution of knowledge and know-how. It is a strategic issue, that requires the mastering of a lot of aspects, from management to social attitudes, from information technology to business process.

This workshop is a attempt to show the diversity of the possible approaches, and to prove that it is an irreversible trend in companies.

A general approach is necessary, as shown by J-L Ermine and H. Laude (French Knowledge Management Club), even the “architecture component” may be involved : sophisticated “Knowledge Spaces” can be designed for supporting KM functionality as shown by V. Ward and C. Holtham. It is also necessary to have deep interrogation on the nature of Knowledge, and it is not simple as proved by D. Leiser.

Sharing knowledge is an important issue in KM, and can be achieved by a mix of technology and organisation in the extended firm (I. Boughzala and al;), or with the help of advanced technology (G. Dubois and al.)

The link between information technology and knowledge can be seen in the framework of KDD in the paper of F. Hussain and al., while we can see the links of KM with other processes in the firm : the Business Intelligence process (T. Tounkara) or the Activity process (P. Maret). The “related issues” show that KM may have a lot of ramifications in
organisations, and the papers of P. Coustillière and P. Vandekerchhove, from two major companies in France, proves that KM is not a passing fad, but a actual preoccupation in companies.

Jean-Louis Ermine
President of the workshop

We would like to express our gratitude to all the members of the program committee:

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