

Exploiting User and Process Context for Knowledge Management Systems

User Modelling for Context-Aware Applications
Workshop at the UM 2001

Ludger van Elst, Andreas Abecker, Heiko Maus

{Firstname.Lastname}@dfki.de

German Research Center for Artificial Intelligence, DFKI GmbH

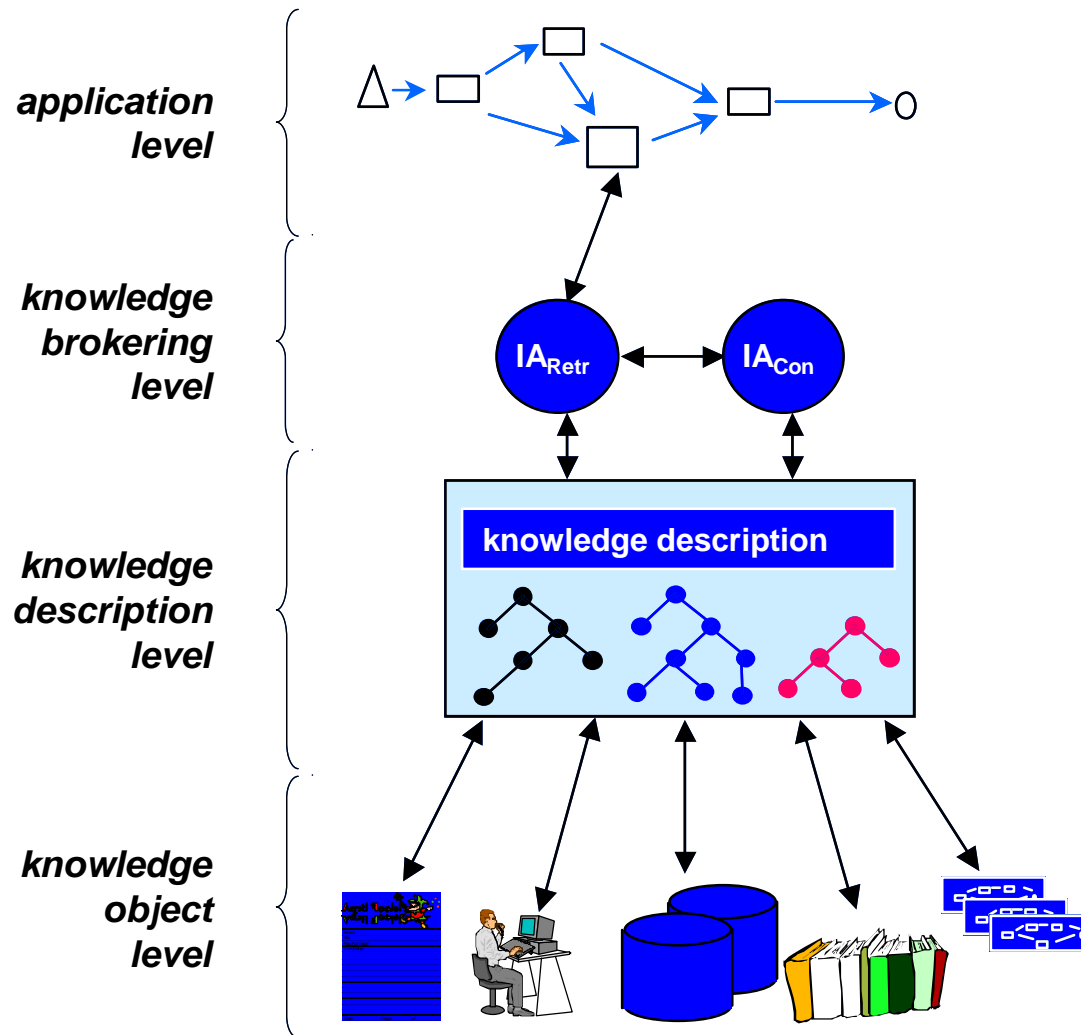
Knowledge Management Department



Overview

- Business Process-oriented Knowledge Management
- User and Process Context in FRODO
- Conclusion

The big picture: business process-oriented knowledge management in FRODO



- Knowledge workers are involved in complex processes
- Support in planning and execution of knowledge work (by a concept called *weak workflow*)
- Support by context-specific, proactive information delivery
- Process models and their enactment provide context information and enable proactivity

Focus: Supporting users in their knowledge work

context of a user's information need is determined by:

- the individual person
- his/her position in the organizational structure
- the task at hand

application level

user model

organizational model

process model

knowledge description level

WfMS = Workflow Management System

Our means to provide task-specific, proactive information delivery from the organizational memory

- Workflow Management Systems

process context:

- task information needs
- task-concept ontology to provide semantics within workflows
- workflow context model

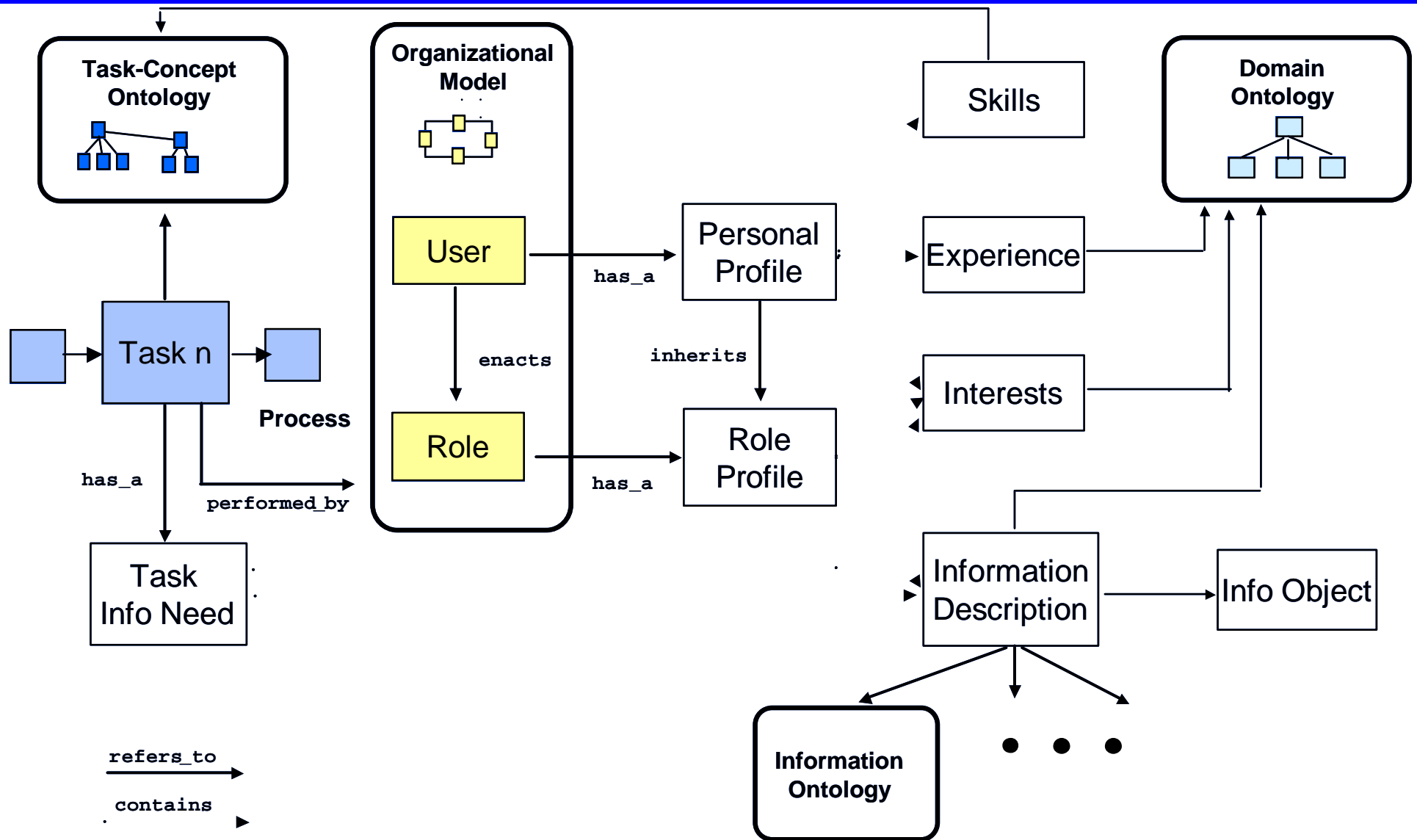
organizational model

- extend with concepts from User Modeling

- Organizational Memory

- user and process context to store, access, and arrange information
- context-driven information retrieval to provide relevant information

Integration of task, user and role profiles in the organizational memory



Conclusion

- Combination of WfMS, Organizational Memory and concepts from User Modeling allow a fruitful integration
- User and process context forms a valuable information source for knowledge-intensive information provider
- Concepts from User Modeling fit well into the knowledge description level