Exploiting User and Process Context for Knowledge Management Systems

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

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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

user model
organizational model
process model

application level 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