

## Experience Management In Knowledge Management

Knowledge Management Systems Information and Communication Technologies for Knowledge Management Springer Science & Business Media

The Fraunhofer Competence Center Knowledge Management presents in this second edition its up-dated and extended research results. In doing so it describes best practices in knowledge management from leading companies and shows how to integrate such activities into the daily business tasks and processes, how to motivate people and which capabilities and skills are required. It concludes with an overview of the leading knowledge management projects in several European countries.

In the last few years, knowledge management practices have evolved in organizations. The introduction of Web 2.0 technologies has encouraged new methods of information usage and knowledge sharing, which are frequently used by employees who already rely on these Web 2.0 technologies in their personal lives. Knowledge Management 2.0: Organizational Models and Enterprise Strategies provides an overview of theoretical and empirical research on knowledge management generation in the Web 2.0 age. Research in this book highlights knowledge management evolution with a global focus and investigates the impact knowledge management 2.0 has on business models, enterprise governance and strategies, human resources, and IT design, implementation, and appropriation in organizations.

Advanced undergraduate and postgraduate students and researchers in international business, international management and cross-cultural management, and all concerned with the transfer of knowledge in the global economy. It will also be a valuable source of concepts and ideas to cross-cultural trainers and to various categories of practitioners within knowledge management and international human resource management. This book forges a break with the concept of culture that has dominated management thinking, education, and research for several decades. Culture, rather than being presented as a source of difference and antagonism, is presented as a form of organisational knowledge that can be converted into a resource for underpinning core competence. This perspective based on extensive research into the operations of four major international corporations, challenges traditional thinking by contending that cross-cultural management is a form of knowledge management. Key to this text are the four global case companies contrasting experiences, presented as insightful case studies about rarely observed aspects of firms cross-cultural communication behaviour.

Organizational strategies in the public sector are constantly changing and growing. In order for organizations to remain successful and competitive, they must ensure that the stream of knowledge is managed effectively. Building a Competitive Public Sector with Knowledge Management Strategy explores different practices and theories of knowledge management, providing an efficient way of sustaining knowledge to improve organizational learning and enhance company performance. By intelligently analyzing current research, this publication is beneficial to managers, practitioners, and researchers interested in increasing their knowledge management strategies in the public sector.

"This book provides an opportunity for readers to clearly understand the notion of ontology engineering and the practical aspects of this approach in the domains of two interest areas: Knowledge Management Systems and Enterprise Systems"--

This book constitutes the thoroughly refereed post-proceedings of the Third Conference on Professional Knowledge Management - Experiences and Visions, WM 2005, held in Kaiserslautern, Germany in April 2005. The 82 revised papers presented were carefully reviewed and selected from the best contributions to the 15 workshops of the conference. Coverage includes intelligent office appliances, learning software organizations, learner-oriented knowledge management and KM-oriented e-learning.

The two-volume set LNAI 6922 and LNAI 6923 constitutes the refereed proceedings of the

Third International Conference on Computational Collective Intelligence, ICCCI 2011, held in Gdynia, Poland, in September 2011. The 112 papers in this two volume set presented together with 3 keynote speeches were carefully reviewed and selected from 300 submissions. The papers are organized in topical sections on knowledge management, machine learning and applications, autonomous and collective decision-making, collective computations and optimization, Web services and semantic Web, social networks and computational swarm intelligence and applications.

This book provides a perspective on knowledge management at Siemens - an internationally recognised benchmark - by presenting the reader with the best of the corporation's practical applications and experiences. Tom Davenport and Gilbert Probst bring together instructive case studies from different areas that reflect the rich insights gained from years of experience in practising knowledge management. Most of the cases have been updated for the second edition. New cases have been added. The Knowledge Management Case Book provides a comprehensive account of how organisational knowledge assets can be managed effectively. Specific emphasis is given to the development of generic lessons that can be learned from Siemens' experience. The book also offers a roadmap to building a "mature knowledge enterprise", thereby enhancing our understanding of the steps that need to be taken in order to sustain competitive dominance in the knowledge economy. Presenting applications from very different areas, this practice-orientated book is really outstanding in the broad field of KM literature. "Perhaps the most revealing - and interesting - part of the cases in this book is not the analysis of the various knowledge management tools and processes, but the description of their development, of how they come about, of how commitment was gained, of how implementation was led." Yves Doz, The Timken Chaired Professor of Global Technology and Innovation at INSEAD, Fontainebleau "This case book brings insights how our most valuable resource makes those tools happen. I found this book exciting reading, because it is, to my knowledge, the only book where a single company with a wide variety of knowledge management approaches accumulates years of experiences and lessons learned. Edited by two of the leading thinkers in the field of knowledge management, this book will show the way you practise knowledge management in your company." Heinz Fischer, Global Head of HR, Deutsche Bank AG "This book is a rare and valuable description of a single company's knowledge management journey. Siemens has made impressive advances in becoming a knowledge-driven firm, and this volume details many of its directions and waystations." Laurence Prusak, Executive Director, IBM Institute for Knowledge Management "Though there are many books on Knowledge Management, this is a unique one on a sense that it provides practical application of KM rather than the jargon." Sushil, Modi Foundation Chair Professor and Group Chair, Department of Management Studies, Indian Institute of Technology, New Delhi

Annotation Presents a portfolio of concepts, methods, models, and tools supported by real life case studies from various corners of the globe providing insights into the management of knowledge in the construction industry. Knowledge management promises concepts and instruments that help organizations support knowledge creation, sharing and application. This book offers a comprehensive account of the many facets, concepts and theories that have influenced knowledge management and integrates them into a framework consisting of strategy, organization, systems and economics guiding the design of successful initiatives. The third edition extends coverage of the two pillars of implementing knowledge management initiatives, organization and systems. The seventh International Conference on Knowledge Management in

Organizations (KMO) brings together researchers and developers from industry and the academic world to report on the latest scientific and technical advances on knowledge management in organisations. KMO 2012 provides an international forum for authors to present and discuss research focused on the role of knowledge management for innovative services in industries, to shed light on recent advances in cloud computing for KM as well as to identify future directions for researching the role of knowledge management in service innovation and how cloud computing can be used to address many of the issues currently facing KM in academia and industrial sectors. The conference took place at Salamanca in Spain on the 11th-13th July in 2012.

This book constitutes the thoroughly refereed proceedings of the 4th International Joint Conference on Knowledge Discovery, Knowledge Engineering and Knowledge Management, IC3K, held in Barcelona, Spain, in October 2012. The 29 best papers were carefully reviewed and selected from 347 submissions. The papers are organized in topical sections on knowledge discovery and information retrieval; knowledge engineering and ontology development; knowledge management and information sharing.

Nowadays, there is software everywhere in our life. It controls cars, airplanes, factories, medical implants. Without software, banking, logistics and transportation, media, and even scientific research would not function in the accustomed way. Building and maintaining software is a knowledge-intensive endeavour and requires that specific experiences are handled successfully. However, neither knowledge nor experience can be collected, stored, and shipped like physical goods, instead these delicate resources require dedicated techniques. Knowledge and experience are often called company assets, yet this is only part of the truth: it is only software engineers and other creative employees who will effectively exploit an organisation's knowledge and experience. Kurt Schneider's textbook is written for those who want to make better use of their own knowledge and experience – either personally or within their group or company. Everyone related to software development will benefit from his detailed explanations and case studies: project managers, software engineers, quality assurance responsables, and knowledge managers. His presentation is based on years of both practical experience, with companies such as Boeing, Daimler, and Nokia, and research in renowned environments, such as the Fraunhofer Institute. Each chapter is self-contained, it clearly states its learning objectives, gives in-depth presentations, shows the techniques' practical relevance in application scenarios, lists detailed references for further reading, and is finally completed by exercises that review the material presented and also challenge further, critical examinations. The overall result is a textbook that is equally suitable as a personal resource for self-directed learning and as the basis for a one-semester course on software engineering and knowledge management. Business organizations and governments are nowadays developing and providing internet based electronic services (e-services) featuring various

intelligent functions. This book offers a thorough introduction and systematic overview of the new field e-service intelligence. It covers the state-of-the-art of e-service intelligence including both theorems and applications, and a broad range of topics are discussed.

This handbook provides advice and guidance to organisations considering implementing service management. It features a six-step process to planning service management implementation; relationships, roles, organisation & structure and enablers and blockers to successful service management.

A straightforward guide to leveraging your company's intellectual capital by creating a knowledge management culture The Complete Guide to Knowledge Management offers managers the tools they need to create an organizational culture that improves knowledge sharing, reuse, learning, collaboration, and innovation to ensure measurable growth. Written by internationally recognized knowledge management pioneers, it addresses all those topics in knowledge management that a manager needs to ensure organizational success. Provides plenty of real-life examples and case studies Includes interviews with prominent managers who have successfully implemented knowledge management structures within their organizations Offers chapters composed of short theoretical explanations and practical methods that you can utilize, based primarily on hands-on author experience Taking an intellectual journey into knowledge management, beginning with an understanding of the concept of intellectual capital and how to establish an appropriate culture, this book looks at the human aspects of managing knowledge workers, promoting interactions for knowledge creation and sharing.

Organizations that want to deliver required outcomes can do so by shifting gears from traditional 'command and control tactics', to a more collaborative way of working with customer interactions, ensuring relevant skills and capabilities are made available. By investing in technology, organizations that support the customer experience can provide accurate forecasting, customer in sight, and the skills and capabilities regardless of their location and time zone. Processes that span the back office to the front office should provide real time insight into the interpersonal experience journeys and enable co-creation of goods and services. Due to the development of mobile and Web 2.0 technology, knowledge transfer, storage and retrieval have become much more rapid. In recent years, there have been more and more new and interesting findings in the research field of knowledge management. This book aims to introduce readers to the recent research topics, it is titled "New Research on Knowledge Management Technology" and includes 13 chapters. In this book, new KM technologies and systems are proposed, the applications and potential of all KM technologies are explored and discussed. It is expected that this book provides relevant information about new research trends in comprehensive and novel knowledge management studies, and that it serves as an important resource for researchers, teachers and students, and for the development of practices in the knowledge management field.

This book constitutes the refereed proceedings of the 12th International Conference on Knowledge Engineering and Knowledge Management, EKAW 2000, held in Juan-les-Pins, France in October 2000. The 28 revised full papers and six revised short papers presented

were carefully reviewed and selected from a high number of high-quality submissions. The book offers topical sections on knowledge modeling languages and tools, ontologies, knowledge acquisition from texts, machine learning, knowledge management and electronic commerce, problem solving methods, knowledge representation, validation, evaluation and certification, and methodologies.

Provides comprehensive, in-depth coverage of all issues related to knowledge management, including conceptual, methodological, technical, and managerial issues. Presents the opportunities, future challenges, and emerging trends related to this subject.

This book contains the papers presented at the 4th International Conference on Practical Aspects of Knowledge Management organized by the Department of Knowledge Management, Institute of Informatics and Business Informatics, University of Vienna. The event took place on 2002, December 2–3 in Vienna, Austria. The PAKM conference series is a forum for people to share their views, to exchange ideas, to develop new insights, and to envision completely new kinds of solutions to knowledge management problems, because to succeed in the accelerating pace of the “Internet age,” organizations will be obliged to efficiently leverage their most valuable and underleveraged resource: the intellectual capital of their highly educated, skilled, and experienced employees. Thus next-generation business solutions must be focussed on supporting the creation of value by adding knowledge-rich components as integral parts in the work process. The authors, who work at the leading edge of knowledge management, have pursued integrated approaches which consider both the technological side, and the business side, and the organizational and cultural issues. We hope the papers, covering a broad range of knowledge management topics, will be valuable, at the same extent, for researchers and practitioners developing knowledge management approaches and applications. It was a real joy seeing the visibility of the conference increase and noting that knowledge management researchers and practitioners from all over the world submitted papers. This year, 90 papers and case studies were submitted, from which 55 were accepted. This text serves as a complete introduction to the subject of knowledge management, incorporating technical, and social aspects of knowledge management, as well as practical examples, traditional approaches, and emerging topics.

Managing Service, Education and Knowledge Management in the Knowledge Economic Era contains papers that were originally presented at the 2016 International Congress on Management and Technology in Knowledge, Service, Tourism & Hospitality (SERVE 2016), held 8-9 October 2016 & 20-21 October 2016, in Jakarta, Indonesia & at the Vladimir State University, Vladimir, Russia. The contributions deal with various interdisciplinary research topics, particularly in the fields of social sciences, education, economics and arts. The papers focus especially on such topics as language, cultural studies, economics, behavior studies, political sciences, media and communication, psychology and human development. These proceedings should be of interest to academics and professionals in the wider field of social sciences, including disciplines such as education, psychology, tourism and knowledge management.

In this book Dr. Michael Stankosky, founder of the first doctoral program in knowledge management, sets out to provide a rationale and solid research basis for establishing Knowledge Management (KM) as an academic discipline. While it is widely known that Knowledge is the driver of our knowledge economy, Knowledge Management does not yet have the legitimacy that only rigorous academic research can provide. This book lays out the argument for KM as a separate academic discipline, with its own body of knowledge (theoretical constructs), guiding principles, and professional society. In creating an academic discipline, there has to be a widely accepted theoretical construct, arrived at by undergoing scholarly scientific investigation and accompanying rigor. This construct becomes the basis for an academic curriculum, and proven methodologies for practice. Thus, the chapters in this

book bridge theory and practice, providing guiding principles to those embarking on or evaluating the merits of a KM program. As a methodology itself for undertaking the development of a body of knowledge, a KM Research Map was developed to guide scholars, researchers, and practitioners. This book presents this map, and showcases cutting-edge scholarship already performed in this nascent field by including the dissertation results of eleven KM scholar/practitioners. \*First book to provide cutting-edge research from new scholars in Knowledge Management \*Provides a rationale and research base for establishing knowledge management as an academic discipline \*Research from the first doctoral program in knowledge management in North America, at George Washington University Knowledge management principles, strategies, models, tools, and techniques have been proven in government, business, and industry. More recently, knowledge management has emerged as an essential enabler for the successful pursuit of scholarly activities in higher education. Knowledge management has significant contributions to make in capturing, storing, processing, and disseminating knowledge between and across these stakeholder entities and their processes to better support these interrelated processes and activities. Given the impetus provided by the United Nations Global Knowledge Economy Policy, institutions worldwide are actively pursuing the use of knowledge management in all facets of social and economic development. The importance of knowledge management research and application in academia is a critical element of this multifaceted endeavor. The Handbook of Research on Knowledge Management Tools in Higher Education is a compendium of cutting-edge research on the use of knowledge management in higher education and provides original, theoretical, and application-oriented research within this domain. The book will also provide insights on the management of expertise, knowledge, information, and organizational development in different types of work communities and environments. By including research on global perspectives, the implementation of knowledge management at universities, current trends in the field, and the results, this book is a valuable reference work for professionals and researchers working in the field of information and knowledge management in various disciplines, and academics, analysts, developers, students, technologists, education consultants, higher education administrators, academicians, stakeholders, and practitioners seeking to learn, improve, and expand their theoretical and applied knowledge of knowledge management tools and techniques, models, processes, and systems in higher education.

Knowledge Management is concerned with all aspects of eliciting, acquiring, modelling, and managing knowledge. Application of knowledge resources successfully helps the organization to deliver creative products and services. Especially in service business, service job experience and information about the customer, as well as the installed site equipment, are key factors to deliver services efficiently and with high quality. In many cases supporting information is stored in different backend systems and it needs to be retrieved, aggregated, and presented on demand. Knowledge Management and Drivers of Innovation in Services Industries provides a comprehensive collection of knowledge from experts within the Information and Knowledge Management field. Outlining areas on Knowledge Management, Innovation, Information Technologies and Systems, and Services Industry, this book provides insight for academic professors, policymakers, and students alike.

Chapter 1 examines the relationships between absorptive capacity and effective knowledge management through the analysis of quantitative data drawn from managers and employees in residential aged care organizations in Western Australia. Chapter 2 provides an application of system dynamics modelling in firms in the poultry industry in Bangladesh.

This volume contains the papers presented at the 13 International Conference on Knowledge Engineering and Knowledge Management (EKAW 2002) held in

Sig enza, Spain, October 1-4, 2002. Papers were invited on topics related to Knowledge Acquisition, Knowledge Management, Ontologies, and the Semantic Web. A total of 110 papers were submitted. Each submission was evaluated by at least two reviewers. The selection process has resulted in the acceptance of 20 long and 14 short papers for publication and presentation at the conference; an acceptance rate of about 30%. In addition, one invited paper by a keynote speaker is included. This volume contains 8 papers on Knowledge Acquisition, 4 about Knowledge Management, 16 on Ontologies, and 6 papers about the Semantic Web. This was the second time (EKAW 2000 being the first) that the event was organized as a conference rather than as the usual workshop (hence the acronym: European Knowledge Acquisition Workshop). The large number of submissions (110 versus the usual 40-60) is an indication that the scientific community values EKAW as an important event to share experiences in the Knowledge Technology area, worthy of being organized as a prestigious international conference. Knowledge is the fuel of the upcoming Knowledge Economy. Therefore, we believe that conferences such as EKAW, that focus on Knowledge Technologies, will continue to play a major role as a platform for sharing and exchanging experiences and knowledge between key players in the area.

This book features both cutting-edge contributions on managing knowledge in transformational contexts and a selection of real-world case studies. It analyzes how the disruptive power of digitization is becoming a major challenge for knowledge-based value creation worldwide, and subsequently examines the changes in how we manage information and knowledge, communicate, collaborate, learn and decide within and across organizations. The book highlights the opportunities provided by disruptive renewal, while also stressing the need for knowledge workers and organizations to transform governance, leadership and work organization. Emerging new business models and digitally enabled co-creation are presented as drivers that can help establish new ways of managing knowledge. In turn, a number of carefully selected and interpreted case studies provide a link to practice in organizations.

?This book introduces the application of knowledge management (KM) theories, practices, and tools in school organization for sustainable development. Schools in Asia Pacific have long faced a variety of challenges in terms of sustainable development under the education reforms and curriculum reforms to meet the demands of a knowledge society. Schools are inevitably expected to develop human capital for the knowledge society within the competitive global economy, and to interact with its policy environment and know how to leverage pedagogical knowledge. The high speed of expansion change and expansion of knowledge have dramatically influence the development of flexibility of teacher and school works. The nature of teacher work becomes increasingly less routine, more analytical, and disruptive yet often come with a sense of urgency and need to be more collaborative. Teachers not only require data and information, but also

knowledge and experience of individual, they also need to collaborative task execution, decision making and problem solving. Helping school leaders and teachers to manage their knowledge and become “know how” to cope with the change is important.

In finding the logical by way of the illogical in Knowledge Management strategy, this book highlights key challenges and opportunities for businesses looking to improving the efficacy and extent of their knowledge management infrastructure. Knowledge management has always been about the process of creating, sharing, using, and applying knowledge within and between organizations. Before the advent of information systems, knowledge management processes were manual or offline. However, the emergence and eventual evolution of information systems created the possibility for the gradual but slow automation of knowledge management processes. These digital technologies enable data capture, data storage, data mining, data analytics, and data visualization. The value provided by such technologies is enhanced and distributed to organizations as well as customers using the digital technologies that enable interconnectivity. Today, the fine line between the technologies enabling the technology-driven external pressures and data-driven internal organizational pressures is blurred. Therefore, how technologies are combined to facilitate knowledge management processes is becoming less standardized. This results in the question of how the current advancement in digital technologies affects knowledge management processes both within and outside organizations. Digital Technology Advancements in Knowledge Management addresses how various new and emerging digital technologies can support knowledge management processes within organizations or outside organizations. Case studies and practical tips based on research on the emerging possibilities for knowledge management using these technologies is discussed within the chapters of this book. It both builds on the available literature in the field of knowledge management while providing for further research opportunities in this dynamic field. This book highlights topics such as human-robot interaction, big data analytics, software development, keyword extraction, and artificial intelligence and is ideal for technology developers, academics, researchers, managers, practitioners, stakeholders, and students who are interested in the adoption and implementation of new digital technologies for knowledge creation, sharing, aggregation, and storage.

Gabriele Troilo explores the entire marketing knowledge management process from a unique perspective. He emphasises the fact that in today's markets, competitive advantage is achieved by companies which are knowledge-based and market oriented. The role of marketing in a knowledge-based company is also underlined: its purpose is to generate marketing knowledge, share it with other departments, and promote its use. As a consequence, the author argues, the marketing department is no longer simply responsible for functional activities, but rather must become a diffuser of knowledge dispersed within the

organization. Marketing Knowledge Management describes the individual phases of the process in detail, exploring marketing knowledge emersion, marketing knowledge generation and marketing knowledge sharing and use. The tools required to effectively implement any single phase are also discussed.

Emphasising that marketing should broaden its scope to encompass effective marketing knowledge management, this book will be invaluable to: students, researchers and academics with an interest in knowledge management and all areas of marketing (including organizational aspects, marketing in an information age and marketing information systems). Practising marketeers will also find that this book provides essential reading material.

This book constitutes the refereed proceedings of the 5th International Conference on Information Systems, Technology and Management, ICISTM 2011, held in Gurgaon, India, in March 2011. The 35 revised full papers presented together with 4 short papers were carefully reviewed and selected from 106 submissions. The papers are organized in topical sections on information management, information systems, information technology, healthcare information management and technology, business intelligence, applications, as well as management science and education.

“We know more than we can tell and we can know nothing without relying upon those things which we may not be able to tell” (Michael Polanyi) The importance of knowledge management (KM) is increasingly recognized in the public sector and in relation with e-government implementations. Because governments and public administrations deal with information and knowledge on a large scale, this domain is particularly predestined to actively practice KM: much of the work of public authorities refers to the elaboration of data, information and knowledge on citizens, businesses, society, the markets, the environment, laws, politics, etc.

Even many “products” of public administration and government are delivered in the shape of information and knowledge themselves. This aspect especially applies to the policies, management, regulation and monitoring of society, markets and the environment. With the recent evolution of e-government projects, high expectations are linked. As a consequence, efficient support from adequate KM concepts and tools to exploit the huge knowledge and information resources dealt with in e-government is expected. Not only the trend towards a knowledge society calls for KM solutions. Current e-government developments significantly influence the public sector. These require the rethinking of knowledge distribution and management: Citizen- and business- oriented service delivery, including one-stop service provision, inter-organizational cooperation between government agencies and cross-border support for complex administrative decision making call for largely opened-up access to remote information and knowledge resources. E-government – and specifically the concept of online one-stop government – integrates dislocated information and knowledge sources into a global virtual knowledge fabric.

"This encyclopedia is a research reference work documenting the past, present, and possible future directions of knowledge management"--Provided by publisher.

This book constitutes the refereed proceedings of the 4th IFIP International Working Conference, KMGov 2003, held in Rhodes, Greece in May 2003. The 32 revised full papers presented were carefully reviewed and selected for presentation. The papers are organized in topical sections on KM concepts for inter-organization cooperation, requirements for KM systems in government, improving government activity through KM, representing governmental knowledge, innovative technologies to support KM, KM tools for public administration, approaching KM solutions, examples of KM in public administration.

This book deals with experience management in the context of real-world applicability and realistic applications. A particular focus is given by the requirements that arise in complex problem solving and by the fact that modern experience management must be implemented as Internet-based applications. Concrete application areas that are discussed in this book are electronic commerce, diagnosis of complex technical equipment, and electronic design reuse. This book explores how experience management can be supported by information technology, especially by techniques that stem from knowledge-based systems, case-based reasoning, machine learning, and process modeling. It surveys different methods in a unified terminology and investigates them with respect to application requirements. Further, the process of application development and maintenance is highlighted, pointing out successful practically proven ways for obtaining and operating experience management applications. These proceedings represent the work of researchers presenting at the 16th European Conference on Knowledge Management (ECKM 2015). We are delighted to be hosting ECKM at the University of Udine, Italy on the 3-4 September 2015. The conference will be opened with a keynote from Dr Madelyn Blair from Pelerei Inc., USA on the topic "The Role of KM in Building Resilience". On the afternoon of the first day Dr Daniela Santarelli, from Lundbeck, Italy will deliver a second keynote speech. The second day will be opened by Dr John Dumay from Macquarie University, Sydney, Australia. ECKM is an established platform for academics concerned with current research and for those from the wider community involved in Knowledge Management to present their findings and ideas to peers from the KM and associated fields. ECKM is also a valuable opportunity for face to face interaction with colleagues from similar areas of interests. The conference has a well-established history of helping attendees advance their understanding of how people, organisations, regions and even countries generate and exploit knowledge to achieve a competitive advantage, and drive their innovations forward. The range of issues and mix of approaches followed will ensure an interesting two days. 260 abstracts were initially received for this conference. However, the academic rigor of ECKM means that, after the

double blind peer review process there are 102 academic papers, 15 PhD research papers, 1 Masters research papers and 7 Work in Progress papers published in these Conference Proceedings. These papers reflect the continuing interest and diversity in the field of Knowledge Management, and they represent truly global research from many different countries, including Algeria, Austria, Bosnia and Herzegovina, Brazil, Canada, Chile, Colombia, Cuba, Cyprus, Czech Republic, Estonia, Finland, France, France, Germany, Hungary, India, Indonesia, Iran, Ireland, Italy, Japan, Jordan, Kenya, Lithuania, Mexico, Nigeria, Norway, Pakistan, Poland, Portugal, Romania, Russia, Slovakia, Slovenia, South Africa, Spain, Sri Lanka, Sultanate of Oman, Sweden, Switzerland, Thailand, The Netherlands, UK, United Arab Emirates, USA and Venezuela.

This is the first book on experience-based knowledge representation and knowledge management using the unique Decisional DNA (DDNA) technology. The DDNA concept is roughly a decade old, and is rapidly attracting increasing attention and interest among researchers and practitioners. This comprehensive book provides guidelines to help readers develop experience-based tools and approaches for smart engineering of knowledge, data and information. It does not attempt to offer ultimate answers, but instead presents ideas and a number of real-world case studies to explore and exemplify the complexities and challenges of modern knowledge engineering issues. It also increases readers' awareness of the multifaceted interdisciplinary character of such issues to enable them to consider – in different ways – developing, evaluating, and supporting smart knowledge engineering systems that use DDNA technology based on experience.

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