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- Key facts
- Research challenges
- The Knowledge Workspace
- Success factors
- Beyond ACTIVE

Fact sheet



Next generation knowledge management

Integrated Project - 3 years, €12M

12 partners - BT coordinator

Research challenges

- marrying formal and informal knowledge representation
- using context to inhibit information overload
- learning and using knowledge processes

Case studies

- engineering, consultancy, telecoms

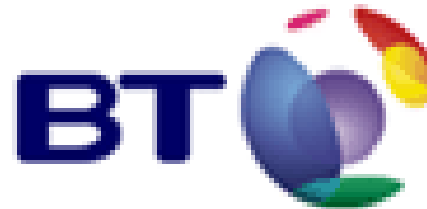
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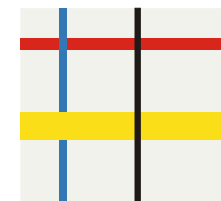
AIFBO



EURESCOM



isoco



kea-pro

Formal & informal



Semantic Technologies

- need to create metadata

Folksonomies

- informal knowledge representation prevents reasoning

How do we combine formal & informal?

User context



Information wealth

Overload & constant task-switching

Context-driven solutions
- learning & using context
- understanding priorities

Knowledge processes



Knowledge processes

informal

dynamic

How do we learn, describe, & facilitate dynamic knowledge processes?

The Knowledge Workspace



Context:

- Interest profile
- Device type
- Connectivity
- Time, date, location
- Current tasks
- Community...



Interrupts:

- E-mail (multiple accounts)
- Voice mail
- Schedule
- Task list
- IM
- SMS
- News items
- Stock market
- Weather
- Security alarm
- Bank alerts
- Travel news
- Media
- ...



ACTIVE Technology

Features

- Filtering information
- Learning your interests
- Learning your knowledge processes
- Modelling your context
- Learning your priorities



Knowledge Workspace:

- Prioritisation of interrupts
- Automated support for knowledge processes
- Concise, timely, relevant information
- Context and device sensitive



In the knowledge workspace



Effortless sharing

Everything in context

- relevant knowledge proactively presented
- only higher priority interrupts permitted

A helping hand through knowledge processes

Success factors



Timely research challenges

- displaying understanding of work elsewhere
- clearly linked to development and to case studies
- linked to scenarios

Realistic case studies
– industrial strength

Usability and business benefits programme

Strong exploitation routes

All clearly linked together
e.g. scenarios link research challenges to usage

Beyond ACTIVE



Large, complex projects and processes

e.g. building an airport, large software systems

- semantics in project control & management
- scaling to large teams with complex interactions

Trust and security in social computing

- role of semantics in tracking provenance of information & specifying micro-level security policies