

Business Process Oriented Knowledge Management (BPOKM) Bibliography

Markus Strohmaier

September 27, 2004

References

- [1] A. Abecker, K. Hinkelmann, H. Maus, and H.J. Müller. *Geschäftsprozess-orientiertes Wissensmanagement*. Springer, Berlin, 2002.
- [2] A. Abecker, G. Mentzas, M. Legal, S. Ntioudis, and G. Papvassiliou. Business-Process Oriented Delivery of Knowledge through Domain Ontologies. In *Proceedings of DEXA conference, TAKMA-2001, Second International Workshop on Theory and Applications of Knowledge Management*, 2001.
- [3] T. Allweyer. Modellbasiertes Wissensmanagement. *IM Information Management*, 13(1):37–45, 1998.
- [4] V. Bach, H. Österle, and P. Vogler. *Business Knowledge Management in der Praxis - Prozessorientierte Lösungen zwischen Knowledge Portal und Kompetenzmanagement*. Springer Verlag, 2000.
- [5] M. Bellmann, H. Krcmar, and T. Sommerlatte, editors. *Praxishandbuch Wissensmanagement, Strategien - Methoden - Fallbeispiele*, chapter Geschäftsprozessmanagement und Wissensmanagement - Ein integrierter Lösungsansatz, pages 473–487. Symposion Publishing GmbH, 2002.
- [6] M. Bettoni, N. Baschung, G. Endress, and M. Rütli. Eine prozessorientierte Mikro-Logik für praxisnahe Wissensmanagement-Projekte:

- Grundlagen und Vorgehensmodell. In *Proceedings of WM2001, 1. Konferenz Professionelles Wissensmanagement, Baden - Baden*, 2001.
- [7] A. Bordt. Wissensmanagement in Projektorganisationen. In *Proceedings of WM2001, 1. Konferenz Professionelles Wissensmanagement, Baden - Baden*, 2001.
- [8] M. Brunk and H.A. Schneider. Wissensmanagement im Projektgeschäft. In *Proceedings des Workshops Geschäftsprozessorientiertes Wissensmanagement der 1. Konferenz "Professionelles Wissensmanagement" WM 2001*. Shaker-Verlag, 2001.
- [9] R. A. Burkhard and M. Meier. Tube Map: Evaluation of a Visual Metaphor for Interfunctional Communication of Complex Projects. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management, Graz, Austria*, 2004.
- [10] S.Y. Choy, W.B. Lee, and C.F. Cheung. A Systematic Approach for Knowledge Audit Analysis: Integration of Knowledge Inventory, Mapping and Knowledge Flow Analysis. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management, Graz, Austria*, 2004.
- [11] R. Cuel. A new Methodology for Distributed Knowledge. In *Proceedings of I-Know '03, 3rd international conference on knowledge management, Graz, Austria*, 2003.
- [12] T. Davenport, S. Jarvenpaa, and M. Beers. Improving Knowledge Work Processes (Working Paper). Technical report, Ernst & Young LLP, Center for Business Innovation, 1995.
- [13] B. Decker, J. Rech, K.D. Althoff, A. Klotz, E. Leopold, and A. Voss. Participative Process Introduction: A Case Study in the indigo Project. In *Proceedings of I-Know '03, 3rd international conference on knowledge management, Graz, Austria*, 2003.
- [14] M. Delp, K. Böhm, and W. Engelbach. Pre-Built Information Space: Some Observations on the Challenges of Process-Oriented Knowledge Management. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management, Graz, Austria*, 2004.

- [15] O. Demirörs, C. Gencel, and A. Tarhan. Utilizing Business Process Models for Requirements Elicitation. In *Proceedings of the 29th EUROMICRO Conference "New Waves in System Architecture" (EUROMICRO'03)*, 2003.
- [16] A. Dengel, A. Abecker, A. Bernardi, L. van Elst, H. Maus, S. Schwarz, and M. Sintek. Konzepte zur Gestaltung von Unternehmensgedächtnissen. *Künstliche Intelligenz*, 16(1):5–11, 2002.
- [17] M. Diefenbruch, M. Hoffmann, A. Misch, and Helge Schneider. Situated Knowledge Management - KM on the borderline between chaos and rigidity. In *Proceedings of PAKM 2000 - Conference on Practical Aspects of Knowledge Management*, pages 8–1–8–7, 2000.
- [18] I. Dämmig, U. Hess, and C. Borgmann. Wissenstransparenz als Wettbewerbsvorteil - Einstiegsmethode und -werkzeug in das praktische Wissensmanagement von Unternehmen. In *Proceedings of WM2001, 1. Konferenz Professionelles Wissensmanagement, Baden - Baden*, 2001.
- [19] S. Dustdar. Collaborative Knowledge Flow - improving process-awareness and traceability of work activities. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.
- [20] S. Dustdar. Reconciling Knowledge Management and Workflow Management Systems: The Activity-based Knowledge Management Approach. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.
- [21] W. Engelbach. Vorgebaute Informationsräume für Informationssrecherchestrategien in wissensintensiven Geschäftsprozessen. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen*, Luzern, 2003.
- [22] M. J. Eppler, P. M. Seifried, and A. Röpnack. Improving knowledge intensive processes through an enterprise knowledge medium. In *Proceedings of the 1999 ACM SIGCPR conference on Computer personnel research*, 1999.

- [23] J. Farmer. Ad Hoc: Supporting Task-oriented Teaching and Learning under Time Pressure. In *Proceedings of INTERACT 2003 - Ninth IFIP TC13 International Conference on Human-Computer Interaction (Doctoral Consortium)*, 2003.
- [24] T. Forzi, M. Peters, and K. Winkelmann. A Framework for the Analysis of Knowledge Management within Distributed Value-creating Networks. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.
- [25] C. Frank and M. Gardoni. Knowledge Management for Industrial Research Processes of an Industrial Research Center. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.
- [26] T. Goesmann. *Ein Ansatz zur Unterstützung wissensintensiver Prozesse durch Workflow-Management-Systeme*. PhD thesis, Fakultät IV - Elektrotechnik und Informatik der technischen Universität Berlin, Berlin, Deutschland, 2002.
- [27] N. Gronau, U. Palmer, K. Schulte, and T. Winkler. Modellierung von wissensintensiven Geschäftsprozessen mit der Beschreibungssprache K-Modeler. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen*, Luzern, 2003.
- [28] N. Gronau and E. Weber. Defining an Infrastructure for Knowledge Intensive Business Processes. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.
- [29] T. Gurzki, H. Hinderer, and J. Vlachakis. Die Fraunhofer Portal Analyse und Design Methode (PADEM). Technical report, Fraunhofer Institut Arbeitswirtschaft und Organisation, 2004. <http://www.ebi.iao.fraunhofer.de/WhitepaperPortalAnalyseundDesignMethodePADEMFraunhoferIAO.pdf>, last accessed April 21st, 2004.
- [30] H.J. Hartl. Konzeption eines Wissensportals auf der Basis von Hyperwave zur Unterstützung des wissenschaftlichen Forschungsprozesses.

Master's thesis, Wirtschaftswissenschaftliche Fakultät der Universität Regensburg, Regensburg, Deutschland, 2002.

- [31] P. Heisig. Business Process oriented Knowledge Management - Methode zur Verknüpfung von Wissensmanagement und Geschäftsprozessgestaltung. In *Proceedings of WM2001, 1. Konferenz Professionelles Wissensmanagement, Baden - Baden*, 2001.
- [32] M. Hoffmann, T. Goesmann, and A. Misch. Unsichtbar oder Vergessen - Wie man "verborgenen Wissensprozessen" auf die Schliche kommt. In *Proceedings des Workshops Geschäftsprozessorientiertes Wissensmanagement der 1. Konferenz "Professionelles Wissensmanagement" WM 2001*, pages 59–63. Shaker-Verlag, 2001.
- [33] M. Hoffmann, T. Herrmann, M. Diefenbruch, and T. Goesmann. PRomisE2 - Recording and Displaying Situated Process Information in Knowledge Management Applications. In *Proceedings of I-Know'02 - International Conference on Knowledge Management, Graz - Austria*, July 2002.
- [34] M. Hoffmann, K.U. Loser, T. Walter, and T. Herrmann. A design process for embedding knowledge management in everyday work. In *Proceedings of the international ACM SIGGROUP conference on Supporting group work*, pages 296–305. ACM Press, 1999.
- [35] D. Hollingsworth. Workflow Management Coalition - The Workflow Reference Model. Technical report, Workflow Management Coalition, Jan 1995.
- [36] B.J. Hommes and V. van Reijswoud. Assessing the Quality of Business Process Modelling Techniques. In *Proceedings of the 33rd Hawaii International Conference on System Sciences*, 2000.
- [37] C. Huth, S. Smolnik, and L. Nastansky. Applying Topic Maps to Ad Hoc Workflows for Semantic Associative Navigation in Process Networks. In *Proceedings of the Seventh International Workshop on Groupware (CRIWG'01)*, 2001.
- [38] C. Huth, N. Tas, I. Erdmann, and L. Nastansky. GroupProcess Web: Graphisch interaktives Management von Ad-hoc-Geschäftsprozessen

im Web. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen*, Luzern, 2003.

- [39] The ISO Survey of ISO 9000 and ISO 14000 Certificates - Eleventh Cycle: up to and including 1 December 2001. <http://www.iso.ch/iso/en/prods-services/otherpubs/pdf/survey11thcycle.pdf>, 2001.
- [40] The ISO Survey of ISO 9000 and ISO 14000 Certificates - Twelfth Cycle: up to and including 1 December 2001. <http://www.iso.ch/iso/en/iso9000-14000/pdf/survey12thcycle.pdf>, 2002.
- [41] ISO - International Organisation for Standardization. *Qualitätsmanagementsysteme: Anforderungen (ISO 9001:2000)*, Dezember 2000. <http://www.iso.ch/>.
- [42] ISO - International Organisation for Standardization. *Qualitätsmanagementsysteme: Grundlagen und Begriffe (ISO 9000:2000)*, Dezember 2000. <http://www.iso.ch/>.
- [43] ISO - International Organisation for Standardization. *Qualitätsmanagementsysteme: Leitfaden zur Leistungsverbesserung (ISO 9004:2000)*, Dezember 2000. <http://www.iso.ch/>.
- [44] S. Jablonski, S. Horn, and M. Schlundt. Process Oriented Knowledge Management. In *Eleventh International Workshop on Research Issues in Data Engineering: Document Management for Data Intensive Business and Scientific Applications*, Heidelberg, Germany, pages 77–84. IEEE Computer Society, 2001.
- [45] C. Jahn. Implementierung von Wissensmanagementsystemen - Lessons Learned aus einer Fallstudie im Bereich der universitären Forschung. Master's thesis, Wirtschaftswissenschaftliche Fakultät der Universität Regensburg, Regensburg, Deutschland, 2000.
- [46] V. Janev and S. Vranes. Knowledge Processes in Enterprises and the Role of Knowledge Management Solutions. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.

- [47] C. Jansen. *Prozessunterstützung durch Wissensplattformen*. PhD thesis, Universität St. Gallen, Hochschule für Wirtschafts-, Rechts- und Sozialwissenschaften (HSG), St. Gallen, Schweiz, 2000.
- [48] D. Karagiannis and R. Telesko. The EU-Project PROMOTE: A Process-oriented Approach for Knowledge Management. In *Proceedings of PAKM 2000 - Conference on Practical Aspects of Knowledge Management*, pages 13–1–13–7, 2000.
- [49] H.M. Kim. Developing Ontologies to Enable Knowledge Management: Integrating Business Process and Data Driven Approaches. In *AAAI Workshop on Bringing Knowledge to Business Processes*, mar 2000.
- [50] S. Kim, H. Hwang, and E. Suh. A Process-based Approach to Knowledge-Flow Analysis: A Case Study of a Manufacturing Firm. *Knowledge and Process Management*, 10(4), 2003.
- [51] S. Kundermann. Ansätze zur Qualitätsverbesserung von Wissensprozessen. Master's thesis, Johann Wolfgang Goethe-Universität, Lehrstuhl für Entwicklung betrieblicher Informationssysteme, Frankfurt am Main, 2002.
- [52] F. Lehner. Informationsbroschüre des Lehrstuhls: TEIL W - Wissensmanagement und Prozeßmanagement. Technical report, Universität Regensburg, Mai 2002.
- [53] S. Lindstaedt, M. Strohmaier, J. Farmer, J. Hrastnik, and H. Rollett. Integration von Prozess- und Wissensmanagement-orientierten Designstrategien zur Erstellung benutzerfreundlicher Unternehmensportale. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen*, Luzern, 2003.
- [54] M. Lindvall and I. Rus. Lessons Learned from Building Experience Factories for Software Organizations. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen*, Luzern, 2003.
- [55] R. Maier. *Knowledge Management Systems*. Springer Verlag Berlin, 2002.

- [56] R. Maier and U. Remus. Towards a Framework for Knowledge Management Strategies: Process Orientation as Strategic Starting Point. In *Proceedings of the 34th Hawaii International Conference on System Sciences*, 2001.
- [57] R. Maier and U. Remus. Defining Process-oriented Knowledge Management Strategies. *Knowledge and Process Management*, 9(2):103–118, 2002.
- [58] R. Maier and U. Remus. Implementing process-oriented Knowledge Management Strategies. *Journal of Knowledge Management*, 7(4):62–74, 2003.
- [59] F. Maurer and H. Holz. Process-Oriented Knowledge Management for Learning Software Organizations. In *Proceedings of the 12th Workshop on Knowledge Acquisition, Modeling, and Management (KAW-99)*, 1999.
- [60] F. Maurer and H. Holz. Integrating Process Support and Knowledge Management for Virtual Software Development Teams. *Annals of Software Engineering*, 14, 2002.
- [61] K. Mertins, P. Heisig, and K. Alwert. Process-oriented Knowledge Structuring. *Journal of Universal Computer Science*, 9(6), 2003.
- [62] K. Mertins, P. Heisig, and J. Vorbeck. *Knowledge Management - Concepts and Best Practices*. Springer Verlag Berlin Heidelberg New York, 2003.
- [63] A.P. Morgan, J.A. Cafeo, D.I. Gibbons, R.M. Lesperance, G.H. Sengir, and A.M. Simon. The General Motors Variation-Reduction Advisor: An Example of Grassroots Knowledge Management Development. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.
- [64] T. Mueller-Prothmann and I. Finke. SELaKT - Social Network Analysis as a Method for Expert Localisation and Sustainable Knowledge Transfer. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.

- [65] C. Nagel. Processes and Knowledge Management: A Symbiosis. In *Product Focused Software Process Improvement, Third International Conference, PROFES 2001, Kaiserslautern, Germany, September 10-13*, pages 153–166. Springer-Verlag Berlin Heidelberg, 2001.
- [66] M. Nissen, M. Kamel, and K. Sengupta. Integrated Analysis and Design of Knowledge Systems and Processes. *Information Resources Management Journal*, 13(1), 2000.
- [67] H. Nohr. Wissen und Wissensprozesse visualisieren. Technical report, HBI Stuttgart, 2000.
- [68] H. Nohr. Strategie- und Geschäftsprozessorientiertes Wissensmanagement. Technical report, Hochschule der Medien, Studiengang Informationswirtschaft, 2002.
- [69] H. Nohr. Wissensmanagement als Stütze der Unternehmensziele. *Wissensmanagement, das Magazin für Führungskräfte*, November/December(6):16–20, 2002.
- [70] H. Nohr. Geschäftsprozessorientiertes Wissensmanagement mit Unternehmensportalen. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen, Luzern*, 2003.
- [71] A. Oberweis and O. Paulzen. Kontinuierliche Qualitätsverbesserung im Wissensmanagement - ein prozessbasiertes Reifegradmodell. In *Proceedings der KnowTech 2003 - 5. Konferenz zum Einsatz von Knowledge Management in Wirtschaft und Verwaltung*, 2003.
- [72] D. Paier. Network Analysis: A tool for analysis and monitoring of the dynamics of knowledge processes in organizations. In *Proceedings of I-Know '03, 3rd international conference on knowledge management, Graz, Austria*, 2003.
- [73] A. Papargyris, A. Poulymenakou, and K. Samiotis. Knowledge Processes Embedded in Task Structures: Implications for the Design of a Technical and Organisational Solution. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.

- [74] G. Papavassiliou, G. Mentzas, and A. Abecker. Integrating Knowledge Modelling in Business Process Management. In *ECIS2002 conference: The Xth European Conference on Information Systems*, 2002.
- [75] G. Papavassiliou, S. Ntioudis, A. Abecker, and G. Mentzas. Managing Knowledge in weakly-structured Administrative Processes. In *Proceedings of The Third European Conference on Organizational Knowledge, Learning, and Capabilities - OKLC 2002, Athens, Greece*, April 2002.
- [76] O. Paulzen and P. Perc. A Maturity Model for Quality Improvement in Knowledge Management. In A. Wenn, M. McGrath, and F. Burstein, editors, *Enabling Organisations and Society through Information Systems, Proceedings of the 13th Australasian Conference on Information Systems (ACIS 2002)*, pages 243–253, Melbourne, 2002.
- [77] J. Raimann, E. Enkel, A. Seufert, G. von Krogh, and A. Back. Supporting Business Processes through Knowledge Management - A Technology-based Analysis. Technical report, Research Center Knowledge Source, University of St. Gallen, March 2000.
- [78] U. Reimer, A. Margelisch, and M. Staudt. EULE: A Knowledge-Based System to Support Business Processes. *Knowledge-Based Systems*, 13(5):261–269, 2000.
- [79] U. Remus. Integrierte Prozeß- und Kommunikationsmodellierung als Ausgangspunkt für die Verbesserung von wissensintensiven Geschäftsprozessen. In *Proceedings of WM2001, 1. Konferenz Professionelles Wissensmanagement, Baden - Baden*, 2001.
- [80] U. Remus. *Prozeßorientiertes Wissensmanagement - Konzepte und Modellierung*. PhD thesis, Wirtschaftswissenschaftliche Fakultät der Universität Regensburg, Regensburg, Deutschland, 2002.
- [81] U. Remus and F. Lehner. The Role of Process-oriented Enterprise Modeling in Designing Process-oriented Knowledge Management Systems. In *Proceedings of the AAAI Symposium on Bringing Knowledge to Business Processes. Stanford, CA, USA*, 2000.
- [82] U. Remus and S. Schub. A Blueprint for the Implementation of Process-oriented Knowledge Management. *Knowledge and Process Management*, 10(4), 2003.

- [83] U. Remus and S. Schub. Referenzmodellierung im prozessorientierten Wissensmanagement. In U. Reimer, A. Abecker, S. Staab, and G. Stumme, editors, *WM 2003, Professionelles Wissensmanagement - Erfahrungen und Visionen, Luzern, 2003*.
- [84] A.W. Scheer. ARIS-House of Business Engineering. *IWI Hefte*, 133, 1996.
- [85] A.W. Scheer. *ARIS - Business Process Modeling*. Springer Verlag, 2000.
- [86] G. Schreiber, H. Akkermans, A. Anjewierden, R. de Hoog, N. Shadbolt, W. Van de Velde, and B. Wielinga. *Knowledge Engineering and Management*. The MIT Press, 2002.
- [87] S. Schwarz and T. R. Roth-Berghofer. Towards Goal Elicitation by User Observation. In *Proceedings der GI Workshopwoche LLWA - Workshop der Fachgruppe FGWM (Fachgruppe Wissensmanagement)*, October 2003.
- [88] P. Starkloff and K. Pook. Process-Integrated Learning: The ADVISOR Approach for Corporate Development. In *Proceedings of The Third International Workshop on Learning Software Organizations (LSO'01)*, September 2001.
- [89] M. Strohmaier. A Business Process oriented Approach for the Identification and Support of organizational Knowledge Processes. In *4. Oldenburger Fachtagung Wissensmanagement, Potenziale - Konzepte - Werkzeuge*, 2003.
- [90] M. Strohmaier. Designing Business Process Oriented Knowledge Infrastructures. In *Proceedings der GI Workshopwoche LLWA - Workshop der Fachgruppe FGWM (Fachgruppe Wissensmanagement)*, October 2003.
- [91] R. Telesko and D. Karagiannis. Process-based Knowledge Management: Experiences with two Projects. In *Proceedings of Tenth European Conference on Information Systems ECIS 2002, Gdansk, Poland*, June 2002.

- [92] G. Timbrell, S. Koller, and S. N. Lindstaedt. A Knowledge Infrastructure Hierarchy Model for Call Centre Processes. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.
- [93] A. Voss, K.D. Althoff, U. Becker-Kornstaedt, B. Decker, A. Klotz, E. Leopold, and J. Rech. Enhancing Experience Management and Process Learning with Moderated Discourses: the indiGo Approach. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.
- [94] C. Wargitsch, T. Wewers, and F. Theisinger. An organizational-memory-based approach for an evolutionary workflow management system-concepts and implementation. In *Proceedings of HICCS'31, the 31st Hawaii International Conference on Systems Sciences*, 1998.
- [95] V. Weerakkody and W. Currie. Integrating business process reengineering with information systems development: Issues & Implications. In *Proceedings of Business Process Management Conference (BPM), Eindhoven, Netherlands*, June 2003.
- [96] R. Woitsch. Knowledge Management Services as a basic concept for Enterprise Knowledge Management System. In *Proceedings of I-Know '03, 3rd international conference on knowledge management, Graz, Austria*, 2003.
- [97] R. Woitsch and D. Karagiannis. Process-oriented Knowledge Management Systems Based on KM-Services: The PROMOTE Approach. In *Proceedings of the Fourth International Conference on Practical Aspects of Knowledge Management (PAKM2002)*, 2002.
- [98] R. Woitsch and D. Karagiannis. Knowledge Management Service Based Organisations. In *4. Oldenburger Fachtagung Wissensmanagement, Potenziale - Konzepte - Werkzeuge*, 2003.
- [99] R. Woitsch and D. Karagiannis. Process-oriented Knowledge Management - A Service Based Approach. In *Proceedings of I-Know'04 - 4th International Conference on Knowledge Management*, Graz, Austria, 2004.

[100] U. Woltron. Der Ort als Maschine. *Der Standard*, page A8, May, 31th, 2003.