

Knut Hinkelmann, Holger Wache (Eds.)

**Fifth Conference**

**Professional Knowledge Management**

**Experiences and Visions**

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in Solothurn, Switzerland**

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**Volume Editors**

Dr. med Hans-Bernd Bludau

Innere Medizin, Abt. II, Allgemeine Klinische und  
Psychosomatische Medizin, Universität Heidelberg  
69115 Heidelberg, Germany

Email: [hans-bernd\\_bludau@med.uni-heidelberg.de](mailto:hans-bernd_bludau@med.uni-heidelberg.de)

Dipl.-Inform. Med. Andreas Koop

IMSIE - Universitätsklinik Köln  
Institut für Medizinische Statistik, Informatik  
und Epidemiologie

50931 Köln, Germany

Email: [Andreas.Koop@medizin.uni-koeln.de](mailto:Andreas.Koop@medizin.uni-koeln.de)

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## Preface

Knowledge has become more and more an imperative key success factor for each company. It plays a key role in many business processes, in product development and advanced customer satisfaction. This is particularly important as products are becoming more complex and processes more knowledge-intensive. Many companies are going to realize their knowledge potential and improve their knowledge management. New technologies like those known under the "Web2.0" label and new methods like intellectual capital statements support the improvement of knowledge management.

The 5<sup>th</sup> conference on Professional Knowledge Management provides a broad integrative overview of organizational, cultural, social and technical aspects on knowledge management. Focus of the conference is bringing together different research disciplines and sharing experiences gained in the different areas where knowledge management is being applied. In particular the 5<sup>th</sup> conference on Professional Knowledge Management consists of five tutorials and eleven workshops focusing on current trends. Topics of these tutorials and workshops include knowledge services and mashups, knowledge and social networks, convergence of knowledge management and e-learning, productive knowledge work, personal knowledge management, experience management, measuring and benchmarking the economical success of knowledge management, integrating knowledge base systems as well as knowledge management approaches specialised for SME, for companies from the financial sector, or for combination with enterprise communication.

Ninety-five contributions were submitted to the workshops of which 45 were accepted as long papers and 20 as short paper. These 65 contributions are collected in this proceeding. Each contribution was reviewed by well-known experts specialized on the workshop topics. We think that many accepted contributions provide interesting viewpoints which motivate a lot of discussions during the conference.

We invited both practitioners and scientists to the knowledge marketplace in Solothurn in order to exchange experiences, to discuss current problems and challenges. The conference provides an excellent platform where we can learn from each other. Therefore the conference offers much time and space for communication. Participants will get a well-founded overview of the most important trends in knowledge management.

Such a conference is the result of many helping hands. Without these supporters we would not be able to organize the conference. First we would like to thank the invited speakers, Dr. Markus Junginger and Prof. Dr. Herbert Weber, for their stimulating keynotes at the conference, the workshop organizers for their exciting workshops, the tutorial speakers for their interesting tutorials and in general all authors and speakers for explaining us their exciting insights. Furthermore we thank the whole organizing team and the helpers in the background who were always there when they are needed and helped to solve problems with dedication and creativity. We also would like to thank all our sponsors for their financial contribution.

Olten in March 2009

Knut Hinkelmann  
Holger Wache

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