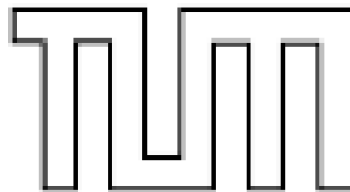


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Supporting the execution of knowledge
intensive processes by means of expert and
best-practice mediation

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Abstract

Especially in the modern service economy enterprises face an increased complexity of processes and the requirement for advanced human knowledge. The relevance of **intellectual assets** as a success factor of profit and non-profit organizations is widely recognized and stressed in several publications.

This thesis investigates and develops means for supporting collaborating users in knowledge intense processes. Focal points of support are provision of expert mediation functionality, as well as means for computing best-practice recommendations. Expert mediation is accomplished by modeling process specific knowledge demands, which are then matched with expert profiles. For population of expert profiles, we introduce a novel methodology based on collaborative user modeling in terms of *social profiles*. We further develop means for specifying context specific knowledge requirements. We therefore introduce our approach of semantic enrichment of a priori modeled process models by collaborative tagging. Major contribution is the post-processing of the gathered data. For this purpose means of adjacent research fields (such as natural language processing and clustering) are applied. The resulting process models allow for accomplishing enhanced information retrieval, as a fundamental precondition for computing best-practices. For mediation and matchmaking we apply a highly fault tolerant approach for querying the process models as well as the expert profiles, by successively computing a numerical (and hence rankable) similarity measure comparing actual data sets and the query. The user can hence be provided with expert and further best-practice recommendations (depending on the query scenario).

In the final part we consolidate our findings and motivate an integration of our techniques in existing frameworks. The concepts developed in this work have been prototypically implemented; this thesis closes with a demonstration of the computed output data.

Contents

List of Figures	xiv
List of Tables	xv
Table of Acronyms	xv
Part I: Introduction	1
1 Introduction	3
1.1 Preamble/ Motivation	3
1.2 Scientific Positioning	5
1.2.1 Goals for this thesis	5
1.2.2 Non-goals, demarcation	6
1.3 Related work and research directions	6
1.4 Thesis Overview	8
1.4.1 Applied methodology	8
1.4.2 Thesis Structure	8
Part II: Reference Application Framework	11
2 Application Domain Foundations	13
2.1 Initial Setting	13
2.1.1 Knowledge intense processes	13
2.1.1.1 Content based features	15
2.1.1.2 Structural features	20
2.1.1.3 Organizational Aspects	22
2.1.2 Process oriented knowledge management	28
2.2 Aspects of collaboration in distributed environments	30
2.2.1 Computer Supported Cooperative Work	30
2.2.2 Scenarios for distributed control flow	34
2.2.3 Social Software	35
2.3 Chapter summary	37

3	Concept Requirements Analysis	39
3.1	Introductory issues	39
3.2	Critical scenario features	39
3.2.1	Reuse of process components	41
3.2.2	Expert mediation	42
3.2.3	Establishing awareness about knowledge carriers	42
3.3	Extracted usage scenarios	43
3.4	Identified requirements	45
3.4.1	Meta data requirements	45
3.4.2	Process description techniques	46
3.4.3	Hierarchical task refinement	47
3.4.4	User profiles	47
3.4.5	Collaborative information space	48
3.4.6	Rights management	49
3.4.7	Mediation requirements	49
3.4.8	Interoperability requirements	49
3.4.9	Quality of service requirements	49
3.5	Chapter Summary	50
4	Abstract overview of the approach	51
4.1	Motivation	51
4.2	Preconditions	52
4.3	Fundamental guidelines	52
4.4	Conceptual model	53
4.4.1	Modeling expert profiles	55
4.4.1.1	Major research issues	55
4.4.1.2	Selected techniques	55
4.4.1.3	Demanded contributions	56
4.4.2	Modeling knowledge intense processes	56
4.4.2.1	Major research issues	56
4.4.2.2	Selected techniques	56
4.4.2.3	Demanded contributions	56
4.4.3	The mediation layer	57
4.4.3.1	Major research issues	57
4.4.3.2	Selected techniques	57
4.4.3.3	Demanded contributions	57

<i>CONTENTS</i>	ix
4.4.4 Consolidation of the principle approach	57
4.5 Chapter Summary	57
Part III: Development of Concept theory	59
5 Expert profiles in distributed teams	61
5.1 User modeling with focus on knowledge	61
5.2 Modeling and evaluating skill profiles	65
5.2.1 Data models and representation techniques	65
5.2.2 Estimation of aptitude	69
5.3 Competence profiles based on self reflection	71
5.3.1 Related concepts	71
5.3.2 Utilizability and expressiveness of cognitive maps	73
5.3.2.1 Analysis of semantic content	74
5.3.2.2 Psychological and socio-pragmatic aspects	76
5.3.2.3 Case Studies: Interoperability of selected data models	79
5.3.3 Consolidation of findings	87
5.4 Distributed team skill model	87
5.4.1 Motivation	88
5.4.2 Guidelines	89
5.4.3 Profile data structure	89
5.4.3.1 Graph structure	89
5.4.3.2 Elements and their semantics	91
5.4.3.3 Operation semantics	93
5.4.4 Procedure model for profile population	95
5.4.4.1 User registration	96
5.4.4.2 Profile initialization	96
5.4.4.3 Collaborative evolution phase	98
5.4.5 Rights management	99
5.4.6 Functionality	100
5.5 Chapter summary	101
6 Modeling knowledge intense processes	103
6.1 Motivation	103
6.2 Related concepts and standards	104
6.2.1 Semantic Web services	104
6.2.2 Business processes ontologies	106

6.3	Means for describing knowledge intense processes	106
6.3.1	The Semantic Process Wiki Approach	108
6.3.1.1	Basic Concept	109
6.3.1.2	Explication of the implicit structure	110
6.3.1.3	Prototype implementation	112
6.3.1.4	Evaluation	114
6.3.2	Knowledge Modeling and Description Language	114
6.3.2.1	The Core language	115
6.3.2.2	Evaluation	119
6.3.3	Keyword based approaches	120
6.3.3.1	Motivation	120
6.3.3.2	Conceptual foundations	121
6.3.3.3	Analysis of constraints towards the vocabulary	122
6.3.3.4	Evaluation of the approaches	126
6.3.4	Consolidation of findings	128
6.4	The process enrichment approach	128
6.4.1	Guidelines	128
6.4.2	Conceptual foundations	129
6.4.3	Meta data conditioning approach	130
6.4.3.1	Preprocessing and noise reduction	130
6.4.3.2	Representation of elements	137
6.4.3.3	Determining the similarity measure	138
6.4.3.4	Determining the clustering methodology	140
6.4.4	Process layer	142
6.5	Chapter Summary	146
7	The querying and mediation approach	147
7.1	Motivation	147
7.2	Related work	147
7.3	Graph matching	148
7.3.1	Foundations	148
7.3.2	Tree similarity	150
7.4	Querying and mediation	152
7.4.1	Query scenarios	152
7.4.2	Matching algorithm	153
7.4.3	Making group decisions	154
7.5	Chapter summary	157

<i>CONTENTS</i>	xi
8 Prototype Implementation	159
8.1 Architecture	159
8.1.1 Overview	159
8.1.2 Components	159
8.1.2.1 Rights management component	159
8.1.2.2 User profile manager	160
8.1.2.3 Process manager	161
8.1.2.4 Matchmaking and querying component	163
8.1.2.5 Import/ Export Filter	163
8.1.2.6 Visualization component	164
8.2 Evaluation of output data	164
8.2.1 Test data set	164
8.2.2 Output data	165
8.2.3 Conclusion	166
Part IV: Conclusion	167
9 Conclusion and prospects	169
9.1 Summary of contributions	169
9.2 Future research directions	171
9.3 Concluding remarks	172
Part V: Appendix	173
10 Glossary	175
11 Bibliography	178