Ontology-Based Experience Management for Public Organizations

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Abstract

In this paper, the view into the ontology-based experience management in the Pellucid project is presented. The result of the project – the Pellucid platform works in cooperation with a underlying system, that reports workflow events for employees in public organizations. Experiences produced by employees are captured, stored and re-used as useful help for novice or other employees in public organizations. This can relieve and improve work effectively and observe important knowledge when a experienced employee leaves the organization. The paper also presents the platform architecture, its functional design and the brief platform evaluation.

1. Introduction

Pellucid - the Platform for Organizationally Mobile Public Employees is the 5FP European Project RTD IST-2001-34519 - is a project [Pellucid] concerned with knowledge management for public employees, specifically for those who are organizationally mobile, moving from one department or post to another. To assist these employees, it focuses on a subtype of knowledge management: experience management. The project is developing a customizable software platform for developing experience management systems in a wide variety of organizations. It integrates several leading-edge information technologies, including agent-based system development; organizational memory; ontology for representing information and knowledge; information retrieval and automatic