

Call for papers

17th International Conference on Knowledge Management in Organisations

Theme: Post pandemic knowledge management in organisations

Venue: Srinakharinwirot University, Bangkok, Thailand

Dates: July 24-27, 2023

The conference is preceded by one day of free tutorials for participants who wish to learn state of the art of research relating to the topics of KMO and LTEC. The tutorials will be held on the 24th of July 2023. The conference itself commences on the 25th of July 2023.

Knowledge management benefits organisations in many ways especially during and after the pandemic. Knowledge is an important asset and the foundation for the digital workplace. Companies begin to recognise how critical knowledge is to collaboration - especially for remote workers. Modern knowledge management also helps accelerate onboarding and learning and companies are increasingly recognising it as critical to preserve corporate knowledge as people retire.

Businesses depend on a reliable knowledge management system for smooth information sharing and internal operations. Effective knowledge management supported by technology enables organizations to become more innovative and productive. Knowledge Sharing matters now, more than ever since the pandemic. Regardless of the industry, size, or knowledge needs of organization, we need *people* to lead, sponsor, and support knowledge sharing.

Knowledge is no longer shared in silos. The use of social media should be a part of the knowledge management system. This will enable collaboration at the click of a button and give employees a common space to interact. By adding these new features, we will be able to provide employees with an experience that is better than their current ones.

AI is increasingly used in knowledge management. Knowledge mining is a new AI-driven idea that entails combining several intelligent services to quickly study data, uncover hidden insights, and discover linkages at scale. Knowledge workers will be able to access unstructured data more efficiently and make better business judgments due to this.

Chatbots powered by Knowledge Management can be used by employees to retrieve documents from the knowledge management system as personal assistants on the intranet and in messaging apps like Teams, Skype For Business, and Skype.

In a constantly digitalizing world, companies' success depends on knowledge management more than ever before. Digital transformation along with digital technologies adoption offer almost endless opportunities for companies' development, value creation and profit. In order to utilize these possibilities organizations, need to simultaneously enable innovative, quick,

and dynamic ways of learning and adopt more flexible knowledge management strategies. Digital transformation is a process facilitated to large extent by knowledge management.

To effectively manage knowledge in organisations; it is necessary that we address many of the above issues. KMO 2023 aims to encourage research on various aspects of managing knowledge in the process or supporting the process of global digital transformation.

The KMO 2023 conference aims to bring together leading academic researchers and research scholars to exchange and share their experiences and research from all aspects of Knowledge Management challenges. This conference provides an interdisciplinary platform for researchers, practitioners, and educators to present and discuss their most recent work, trends, innovation and concerns as well as practical challenges encountered, and solutions adopted in the fields of Knowledge Management in Organisations.

The conference welcomes contributions from researchers and scholars to contribute original and unpublished results of conceptual, constructive, empirical, experimental, or theoretical work in all areas of Knowledge Management in organisations at the conference. The conference solicits contributions of full papers that address themes and topics of the conference. We are also interested in case studies that demonstrate how KM research strategies have been applied and the lessons learned.

KMO 2023 aims to encourage research into the various aspects of knowledge management to address many of the challenges facing organisations. The intent is to create a better understanding of knowledge management practices, research, and practical applications. We solicit papers from a broad set of research topics including, but not limited to, the following:

Knowledge management in general

- Dynamic Knowledge Integration and Visualization
- Enterprise 2.0 Knowledge Management Development
- Knowledge resource - intellectual capital
- Knowledge Management Paradigm
- Knowledge visualization for knowledge management and business modelling
- KM for Healthcare
- KM for Smart cities
- Knowledge Representation and Reasoning
- Knowledge discovery in databases
- Knowledge engineering and management
- Security and intrusion detection in KM
- Ontology and knowledge representation
- Tacit knowledge capture and dissemination
- Knowledge creation and sharing mechanisms
- Knowledge management strategies, resources and competencies
- Methodology and best practices to implement big data driven KM
- Application of knowledge representation techniques to semantic modelling
- Measurement and evaluation of KM effectiveness
- Knowledge Management in Practice
- Change management, KM in business transformation

- Case studies and best practices
- KM in SME's
- Security and privacy issues
- Semantic Integration
- Knowledge Management Processes
- Data Mining (store/discover/propagate)
- Technologies for Knowledge Sharing
- Cognitive knowledge
- Knowledge management strategy
- KM and data analytics
- KM and AI/Intelligent systems
- KM and machine learning
- KM and learning technologies
- KM and risk management
- KM and project management
- KM and cognitive computing
- KM and quantum computing
- Pushing the KM frontier
- Ethics and privacy issues of KM, big data and AI
- Cultural and organisational issues of KM
- KM and related case studies
- KM and mobile
- Knowledge sharing during the COVID pandemic

Digital transformation

- Customer Data Platform (CDP)
- Distributed Cloud
- Key Ingredients to Successful Digital Transformation
- Everything as a Service (XaaS)
- Internet of Things (IoT)
- Augmented Reality Cloud (AR Cloud)
- Sustainable Digital Transformation
- Artificial Intelligence (AI)
- total Experience
- Data Democratization
- Automation
- intelligent Search
- Future of Digital Transformation

Social and Organisational aspects

- Social networks analysis
- Algorithms for developing user profiles
- Knowledge Management and supply chains
- Benefits and Challenges in Adopting KM in the Public Sector
- KM in Education
- The role of KM in Tourism
- KM and Sustainable Competitive Advantage
- KM, HR and Organisational Culture

- Social Networks Extraction and Construction
- KM and Organisational Structures
- Knowledge Management and Knowledge Networks
- Value Creation through Knowledge
- Transferring Critical Knowledge to Maintain Competitiveness
- Best practices and communities of practice
- The impact of Covid-19 on knowledge management: firms' survival in a time of crisis
- Competitive and Business Intelligence
- Social Media and Social Network Technologies
- Social media analytics
- Business forecasting
- Knowledge management in innovative applications, such as healthcare information and networking
- Big Data sharing Knowledge Analytics Framework and Architecture
- Knowledge management and value creation through innovation
- Customer Knowledge in Innovation
- Managing Knowledge for Global and Collaborative Innovations
- Co-production of Knowledge
- Knowledge Management for Social Change and Innovation
- The Impacts of Knowledge Management in the Organisation
- E-government
- Intelligent and Multi-agent Control Systems
- Knowledge management and sustainable development
- Knowledge management in a pandemic

Innovation Management

- Design of innovation spaces
- Future centres
- Smart cities
- Challenges in knowledge and creative economics
- Open innovation
- Future universities
- Societal innovation
- Taxonomies and Ontologies
- Legal and social aspects of knowledge and idea protection and diffusion

Innovation, Evaluation and Services

- Innovative business models
- Innovation and Knowledge
- Innovation Management in the Public Sector Through KM
- Re-thinking Knowledge Management
- Innovative Processes and Models
- Innovation in Education and Training
- Practical examples of services innovation
- Mobile Data Communications
- KM Implementation Challenges and Opportunities
- Knowledge Assets
- Knowledge Measurement and Evaluation
- Knowledge Sharing

- Dynamic Knowledge Integration and Visualization
- Knowledge Creation through Crowdsourcing
- Social computing and knowledge management
- Service Science
- Management and Business Intelligence
- Information security and knowledge protection
- Web Services, Grid Services and Service-Oriented Computing
- Knowledge Representation
- Knowledge Evaluation
- KM Tools and Techniques
- Knowledge Quality Estimation and Uncertainty Handling
- The Role of Semantic Web in Software and Service Development
- Intelligent information systems
- Modelling of service, industrial, and environmental processes
- Predictive analytics
- Semantic and Entity-Based Information Retrieval
- Machine Learning for IR

Big Data and Cloud Computing

- Big Data Computing for Knowledge Management
- Mobile Data Communications
- Business models on Big Data applications
- Supply chain of big data and data products
- Real-time data mining in mobile internet
- Web 2.0 and Data Mining
- Data and Knowledge Interoperability and Exchange
- Semantic web data management
- Large-scale network data analysis
- Large data stream processing on cloud
- Large incremental datasets on cloud
- Open source real-time computing system for data mining
- Security and privacy in Big Data
- Knowledge Acquisition and Discovery (AI, Data Mining, Text and Web Mining)
- Knowledge Organisation (Meta Data, Taxonomies and Ontology)
- Theoretical development of Big Data
- Volume, velocity and variety of Big Data on cloud
- Cloud computing, peer-to-peer, parallel and distributed databases
- Big data and innovation
- Data and Knowledge Modelling
- Use Cases and Applications in Knowledge and Big Data analytics
- Data mining theory, methods, and applications
- Data warehousing and business intelligence
- Big Data theory
- Big data analytics
- Big Data applications
- Big Data processing tools
- Big Data visualization
- Big Data management
- Big data and smart city

- KM and Data Security
- Case studies of big data mining applications for providing online customer support
- Big data for knowledge management
- Capture of big data for knowledge management
- Big data and knowledge extraction
- New algorithmic approaches to Big Data
- Big data and knowledge sharing
- Privacy Preserving Big Data Collection / Analytics
- Big data on cloud
- Big Data Computing for Knowledge Management
- KM in the Cloud
- Privacy preserving on cloud
- Agile Knowledge Management for crisis management
- AI & KM

Internet of Things

- Formal verification and model-checking for Internet of Things applications
- Knowledge representation models in the Internet of Things
- Business information processing and business models in the Internet of Things
- Management information systems of the Internet of Things
- Knowledge retrieving and sharing mechanisms in the Internet of Things
- Integration of heterogeneous information for the Internet of Things
- Reasoning algorithms for the knowledge systems in the Internet of Things
- Knowledge representation models in the Internet of Things
- Governance, Ethics and Trust in IoT and Big Data in KM
- Software engineering in the Internet of Things
- Service oriented computing in the Internet of Things
- Mobile tracking services in the Internet of Things
- Context Awareness in the Internet of Things
- Enterprise knowledge management in the Internet of Things
- Service oriented computing in the Internet of Things
- Privacy protection and security issues of the Internet of Things
- Intelligent applications of the Internet of Things
- Technologies of data management and integration in the Internet of Things
- Data Mining in the Internet of Things
- Interoperability including Semantic interoperability in the Internet of Things
- Business models for the Internet of Things
- Development methodologies for IoT-based applications
- IoT for health
- Organisational semiotics
- Testing, debugging, validation, and QoS modelling of Internet of Things applications
- Blockchain & knowledge
- KM & blockchain
- IOT & Blockchain

Papers should contain original contributions not published or submitted elsewhere and referenced to related state-of-the-art work.

Tutorials

In addition to the conference, there will be pre-conference tutorials relating to the state of the art in the topics of the conference. Invitation for submission to the tutorial can be found in **XXXXX**.

Instructions for Authors

Papers reporting original and unpublished research results pertaining to the above topics are solicited (Proceedings will be published by Springer CCIS series). Full paper and all submissions deadlines are 30th December, 2022. These papers will undergo an academic review process. Full paper manuscripts must be in English with a maximum length of 12 pages (using the Springer template). All papers are blind reviewed.

IMPORTANT: Please do not include the author(s) information in the FIRST submission of the paper, for double-blind review to be carried out.

More information in Springer publication; please see: Communications in Computer and Information Science (CCIS).

Review Process:

KMO 2023 welcomes the submission of papers with reference to the topics listed in the call for papers. All submitted papers will undergo a thorough review process; each paper will be refereed by at least three experts in the field, based on relevance, originality, significance, quality and clarity.

Submitting Papers:

All papers must be formatted according to the Springer template, with a maximum length of 12 pages, including figures and references. All proposed papers must be submitted in electronic form (WORD format) using the Paper Submission Page

<https://easychair.org/conferences/?conf=kmo2023>

Publication:

Accepted papers will be included in KMO 2023 Proceedings. At least one of the authors will be required to register and attend the symposium to present the paper in order to include the paper in the conference proceedings. All accepted papers will be published by Springer Verlag (LECTURE NOTES in Communications in Computer and Information Science (CCIS)).

Special Issue:

Authors of selected papers will be invited to extend and revise their papers to be submitted to a special issue of International Journal of Web Engineering and Technology (IJWET) published by Inderscience.

Important Dates:

Submission of tutorial: 1st December 2022
Submission of paper: 30th December 2022
Author notification: 30th January 2023
Early Registration: 10th March 2023
Camera ready: 30th March 2023
Conference date: 25th July 2023

Conference Chair:

Professor Lorna Uden, - Staffordshire University, UK

Program Chairs:

Professor I Hsien, - National University of Kaohsiung, Taiwan

Local Chair

Program committee

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DR. Mingzhu Zhu -Apple Inc, USA.

Dr. Xianzhi Wang- University of Technology Sydney, Australia.