Undestanding the life of a knowledge worker

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Goal

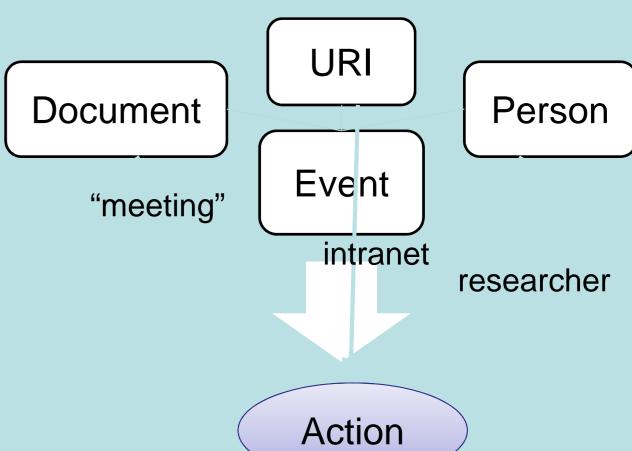
- Fighting knowledge worker's information overload by enabling contextual information delivery
 - Knowledge workers are most often working within a single context for a given period of time and then switch to another context
 - While working, we are only interested in resources within that particular context
 - Example: Receiving too many emails from different contexts, hard to manage
- Understanding the dynamic properties of a knowledge process
 - Given only basic productivity software and no big information systems, how can we identify an informal knowledge process?
 - Is there a bottleneck in the process?

Problem statement

- •We need to solve the following:
 - Context discovery
 - Action discovery
 - Process discovery
- Example same process in different contexts:

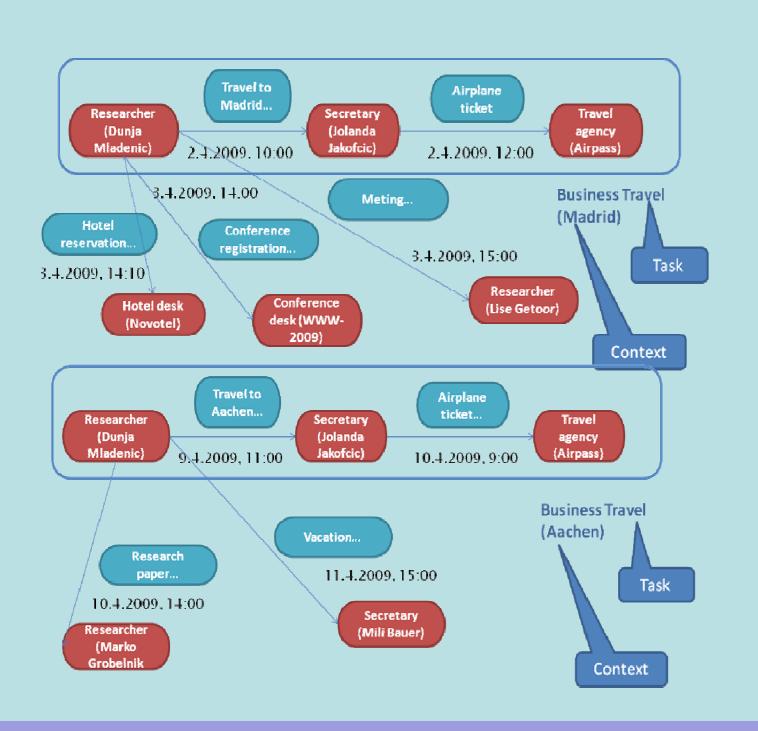
secure_operation, code, project, bullet travel, request, root approval authorised review, completed, dates, proposed, action, discussion,

Mining for actions.



Process Mining

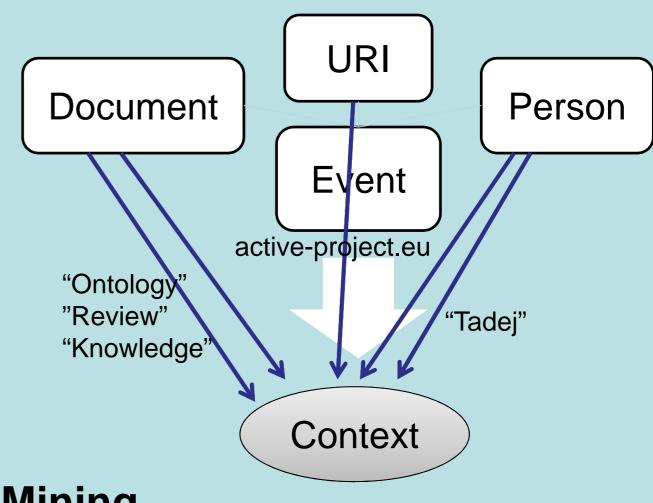
Discover the dynamics of the knowledge process



Event: consortium. SendMailEvent Person: company, projectpartner, manager Resource: call, discuss, tomorrow Event: WordReadFile 0.05 Event: internal, SendMailEvent Person: company, insider, bt.com Resource: above, systems, researchhttp Event: consortium, group, SendMailEven Person: company, outsider, projectpartne Start Resource: web, next, generation

Context Mining

- Discover contexts in which the knowledge worker is working, e.g. projects, clients, cases
- Via semi-supervised clustering



Action Mining

- Discover the generalized actions the knowledge worker is doing in different contexts
- Via clustering

