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

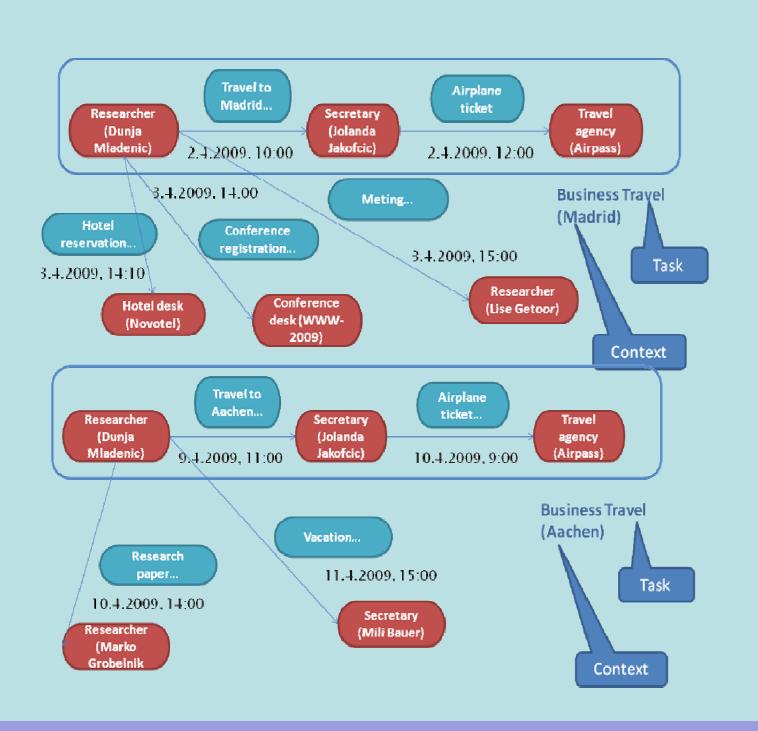
- •We need to solve the following:
 - Context discovery
 - Action discovery
 - Process discovery
- Example same process in different contexts:

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

URI Document Person Event "meeting" intranet researcher Action

Process Mining

Discover the dynamics of the knowledge process



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

"Ontology" "Review" 'Tadej" "Knowledge" Context

Document

Action Mining

Context Mining

 Discover the generalized actions the knowledge worker is doing in different contexts

Event

active-project.eu

Via clustering

