APOSDLE: Contextualized Collaborative Knowledge Work Support

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Abstract. This contribution shortly introduces the collaborative APOSDLE environment for integrated knowledge work and learning. It proposes a video presentation and the presentation of the third APOSDLE prototype.

APOSDLE

In a world of rapid change and continuous technological innovation the economy relies heavily on the ability of their knowledge workers to manage and apply new knowledge effectively within their work processes. In order to realize the productivity gain needed, the focus in learning has to be shifted away from the acquisition to the application of knowledge.

APOSDLE (Advanced Process-Oriented Self-Directed Learning Environment, www.aposdle.org) is an integrated project funded by the European Commission under FP6 IST initiative. The goal of the project is to enhance knowledge worker productivity by supporting informal learning activities (1) during work task

execution and tightly contextualized to the work context, (2) within the work environment, and (3) utilizing knowledge artifacts and people available within the organizational memory for learning.

The APOSDLE environment is a collaborative environment which provides computational support for knowledge work and *work-integrated learning*. It enables the individual knowledge worker to tap into the collective intelligence of her organization and provides mechanisms to feed new knowledge back into the system without much effort. APOSDLE combines semantic approaches with 'scruffy' methods (such as associative retrieval, statistical methods and heuristics) which provide good results in the presence of uncertainty and the absence of fine-granular models. It implements hybrid approaches to user context detection, user profile management, context-based recommendation and awareness building, expert identification, etc.

APOSDLE features include, but are not limited to:

- *Suggest Artifacts:* contextualized recommendation of knowledge artifacts (text as well as video) based on the current work task of the user and her prior knowledge (skills)
- *Suggest People:* contextualized recommendation of people within the organization which have similar or more advanced skills than the user
- *Collaboration Wizard:* scripted support for collaboration between a knowledge seeker and a knowledgeable person, the collaboration results can be shared easily within the organization
- *Learning Paths:* contextualized recommendation of learning activities and resources (including people) ordered according to learning prerequisites, these learning paths can also be manually created and shared
- *Shared collections:* share artifacts, insights, and links to people

Video and Demonstration

Within the APOSDLE project we have developed a high-quality, 5 minute video. This video shortly introduces the project objectives and gives an overview of the second prototype using the example of a fictitious company. **Technical equipment needed:** beamer and speakers (audio).

For the demonstration we will be using the newly developed third prototype which provides a significant improvement in terms of usability and integrated knowledge work support. APOSDLE has been applied to domains as diverse as innovation management, project management, intellectual property rights management, requirements engineering, software simulation of aircraft, and statistical data analysis within the four application partner organizations. The APOSDLE demonstration will be conducted using at least one of these application cases together with real world usage scenarios. Time permitting we can also offer interested participants to explore the system on their own.

Technical equipment needed: internet connection would be advantageous but not absolutely necessary.

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