

ICKM 2009

The 6th International Conference on Knowledge Management

jointly held with

KSS 2009

The 10th International Symposium on Knowledge and Systems Sciences

December 3-4, 2009
Hong Kong, China

Managing Knowledge

for Global and Collaborative Innovations



Program

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Welcome Message from ICKM 2009

Welcome to the 6th ICKM conference!

The International Conference on Knowledge Management, which started 2004 in Singapore and has since been held in cities around the globe, has given the honor to host the event to Hong Kong this year. ICKM is a special event on the international conference circuit as it aims to bring together latest developments in scholarly research and practical insights from the business community, thus fostering the dialogue and collaboration between these often different worlds.

Building on this ICKM tradition, our conference theme on “Global collaboration and innovation” addresses collaboration at many different levels and from different perspectives. Collaboration continues to be one of the difficult challenges for individuals and organizations. This year’s ICKM coincides with the world’s largest collaboration exercise, the UN Global Climate Summit in Copenhagen, where collaboration capabilities between stakeholders from government, business, science, and civil society determine our future.

While our collaboration infrastructure has advanced significantly over the last few years with the development of social computing tools and models, we still need to rethink our strategies and business models to become more adaptive, informal and responsive and less focused on formal structure and hierarchies. Social collaboration and network tools require us to “prepare the mind” for partnerships and different forms of thinking. Many of our traditional business models, public organizational structures, and educational systems are not yet ready for new forms of decision-making, problem-solving and collaboration that goes beyond organizational boundaries. Concepts like “open innovation”, “value networks”, “wisdom of crowds” are some of the ideas that influence our thinking on collaboration and information/knowledge sharing.

Understanding the intangible value of collaboration has been at the core of knowledge management since it started to develop as a multidisciplinary social science in the late 1990s, and Hong Kong has been part of this community from very early on. The 1st international Knowledge Management conference in Hong Kong was held on 2-3 December 1999 and looking back at the content of that conference we can see the continuous interest in getting better at collaborating and making use of know-how.

On behalf of the whole organization committee and all our supporters who greatly helped to make this conference possible, we would like to welcome you to our conference.

Sam Chu, Conference Co-Chair for the Academic
Waltraut Ritter, Conference Co-Chair for Business
Suliman Hawamdeh, General Chair

Welcome Message from KSS'2009

The annual international symposium on Knowledge and Systems Sciences aims to promote the exchange and interaction of knowledge across disciplines and borders to explore the new territories and new frontiers. Even with 10-year continuous endeavors, attempts to strictly define the knowledge science may be still ambitious, but a very tolerant, broad-based and open-minded approach to the discipline can be taken. Knowledge science and systems science can be used for one another as methodology and tool and benefit each other. Around these disciplines, the first International Symposium on Knowledge and Systems Sciences, initiated and organized by Japan Advanced Institute of Science and Technology, was held in September of 2000 (KSS2000), then KSS2001 (Dalian, China), KSS2002 (Shanghai, China), KSS2003 (Guangzhou, China), KSS2004 (JAIST, Japan), KSS2005 (Vienna, Austria), KSS2006 (Beijing, China), KSS2007 (JAIST, Japan) and KSS2008 (Guangzhou, China) had been held successfully and many scientists and researchers, from different countries, contributed to all those symposia. Within 10 years, people interested in Knowledge and Systems Sciences have been growing up into a community and a specific international society has already existed for 7 years. ISKSS exhibits its particular views toward complex problems solving even from its name.

This year, the 10th symposium, KSS2009 still expects to provide excellent opportunities for the presentation of interesting new research results, and discussion about them, leading to knowledge transfer and the synergetic generation of new ideas by joining the 6th International Conference on Knowledge Management (ICKM2009) which will be held in Hong Kong, China during December 3-4, 2009.

Welcome to KSS'2009!

Yoshiteru Nakamori, Conference Chairman
Shouyang Wang, Conference Chairman
Xijin Tang, Conference Secretary

Program Overview

Day 1: December 3rd, 2009

8:30	Registration (RHT-foyer)						
9:00	Welcoming & Opening Address (RHT)						
9:45	Keynote 1: Prof. Max Boisot (RHT)						
10:30	Networking Break (RHT-foyer)						
11:00	Global Collaboration & Innovation (RHT)	Semantic Technologies & Web 2.0 Tools (RMB 104)	KM in Libraries & Information Sectors (RMB 101)	KM Tools & Techniques (MW S324)	Knowledge Society (RRS A207)	Workshop 1 Intellectual Capital (MW S325)	Knowledge & Systems Sciences [KSS] (RRS A208)
12:30	Lunch						
14:00	Global Collaboration & Innovation (RHT)	Semantic Technologies & Web 2.0 Tools (RMB 104)	KM in Education (RMB 101)	KM Tools & Techniques (MW S324)	Knowledge Society (RRS A207)	Workshop 2 University Science Collaboration (MW S325)	KSS (RRS A208)
15:30	Networking Break (RHT-foyer)						
16:00	Keynote 2: Mr. Andrew McCusker (RHT)						
16:50 - 18:20	Global Collaboration & Innovation (RHT)	Special Track: KM in Healthcare (RMB 104)	KM in Education (RMB 101)	KM Tools & Techniques (MW S324)	Knowledge Society / Creative Commons (Business) (RRS A207)	Workshop 3 Lessons Learnt (MW S325)	KSS (RRS A208)
19:00 - 21:30	Conference Dinner: ICKM Conference & KMDC 5th Anniversary Banquet (Police Headquarters, 1 Arsenal Street, Wanchai, Hong Kong) Welcoming Address by Prof. Shirley J Grundy and Mr. Eric Chan						

Day 2: December 4th, 2009

8:45	Registration (RHT-foyer)						
9:00	Opening Remarks and Opening Talk (RHT)						
9:30	Keynote 3: Dr. Edward W. Rogers (RHT)						
10:15	Networking Break (RHT-foyer)						
10:45	Global Collaboration & Innovation (RHT)	Special Track: KM in Healthcare (RMB 104)	KM in Education (RMB 101)	KM Tools & Techniques (HOC 102)	KM in Information Sectors (Business) (RRS A207)	Workshop 4 KM in Sales & Marketing (HOC 103)	KSS (RRS A208)
12:30	Lunch						
14:00	Keynote 4: Prof. Youmin Xi (RHT)						
15:00	Special Theme: KM in Environment (Business) (RHT)	KM in NGO and Nonprofit Organizations (RMB 104)	KM in Education (RMB 101)	KM Tools & Techniques (HOC 102)	Knowledge Economy / Open Access (Business) (RRS A207)	Workshop 5 The Value of Collaboration (HOC 103)	KSS (RRS A208)
16:30	Knowledge Café: Mr. Mark Pixley, Leadership Inc (RHT-foyer)						
16:50							KSS (RRS A208)
17:30	Closing Plenary and Best Paper Award Ceremony (RHT)						

RHT Rayson Huang Theatre 黃麗松講堂
RHT-foyer The Foyer of Rayson Huang Theatre 黃麗松講堂大堂
RRS Run Run Shaw Building 邵逸夫樓

RMB Runme Shaw Building 邵仁枚樓
HOC Hui Oi Chow Science Building 許愛周科學館
MW Meng Wah Complex 明華綜合大樓

Campus Map

The University of Hong Kong



Rayson Huang Theatre
黃麗松講堂



Run Run Shaw Building
邵逸夫樓



Runme Shaw Building
邵仁枚樓



Hui Oi Chow Science Building
許愛周科學館



Meng Wah Complex
明華綜合大樓



Restaurants or canteens 餐廳或飯堂

Fast food restaurants

Local Dishes, Noodle in Soup, Chinese BBQ, Chinese Cuisine and Dim Sum, Order-to-made Fried Rice / Noodle, Curries, Pasta and Pies, Sandwiches

1. **Maxim's FOOD²**
4/F, Chong Yuet Ming Amenities Centre
2. **Fong Shu Chuen Amenities Centre Restaurant**
2/F, Fong Shu Chuen Amenities Centre

Cafes

Sandwiches, Cut Cakes, Pies, Pastries, Muffins, Salads, Premium Ground Coffee, Fruit Juices

3. **Pacific Coffee Company**
Global Lounge, G/F, Fong Shu Chuen Amenities Centre
4. **Starbucks Coffee**
G/F, Library Building Old Wing
5. **Oliver's Super Sandwiches**
4/F, Chong Yuet Ming Amenities Centre

Western fine-dining restaurant

6. **Joseph's at Graduate House**
Level P3, Graduate House

Halal Fast Food

7. **HKU Halal Food Corner**
1/F, Fong Shu Chuen Amenities Centre

Day 1: December 3rd, 2009

8:30 - 9:00 RHT-foyer	Registration
9:00 - 9:05 RHT	Opening Remarks by Dr. Sam Chu & Ms. Waltraut Ritter, ICKM Conference Co-Chairs
9:05 - 9:15 RHT	Welcoming Address by Prof. Lap-Chee Tsui, Vice Chancellor HKU
9:15 - 9:30 RHT	Opening Address by Mr. Jeremy Godfrey, Government Chief Information Officer, Hong Kong SAR
9:30 - 9:45 RHT	Opening Address by Asbjorn Christiansen, Consul, Consulate General of Denmark
9:45 - 10:30 RHT	Keynote 1: Prof. Max Boisot, Professor of Strategic Management, Birmingham Business School Collaborating through Boundary Objects: The Case of the ATLAS Experiment at CERN Session Chair: Ms. Waltraut Ritter, ICKM Conference Co-Chair (Business)
10:30 - 11:00 RHT-foyer	Networking Break
11:00 - 12:30 RHT	Global Collaboration & Innovation Session Chair: Prof. Vincent Ribiere <ul style="list-style-type: none"> Readiness of Technology Transfer Recipient in Acquiring Technological Knowledge <i>Thanaletchumi Sathasivam, Zuriani Ismail and Ahmad Rahman Songip (Business Advance Technology Center, University Technology Malaysia, Malaysia)</i> Technologic and Knowledge Diffusion through Innovation Networks <i>Beatriz Helena Neto, Jano Moreira de Souza and Jonice de Oliveira (Federal University of Rio de Janeiro, Brazil)</i> Establishing an Ad Hoc Infrastructure for Innovative Technology Development: The Case of Knowledge-based Systems <i>Michel Grundstein (Lamsade, Paris Dauphine University, Place du Maréchal De Lattre de Tassigny, France)</i> Design of a Knowledge-enabled Innovation Management System <i>Vincent M. Ribiere (Institute for Knowledge and Innovation, South-East Asia, Bangkok University, Thailand) and Francis Doug Tuggle (Argyros School of Business and Economics, Chapman University, USA)</i>
11:00 - 12:30 RMB 104	Semantic Technologies & Web 2.0 Tools Session Chair: Prof. Nelson Baloian <ul style="list-style-type: none"> Invited Talk: Leadership 2.0 and Web 2.0 at ERM: A Journey from Knowledge Management to “Knowledgeing” <i>Bonnie Cheuk (Environmental Resources Management, Global Knowledge Sharing & Communication Program, UK) and Brenda Dervin (School of Communication, Ohio State University, USA)</i> A study of Evaluating the Value of Social Tags as Indexing Terms <i>Kwan Yi (School of Library & Information Science, University of Kentucky, USA)</i> Campus Channel Network Keluarga Mahasiswa ITB: Measuring Web-based 2.0 KM Systems to Empower Student Union Community <i>Shana Fatina Sukarsono and Junita Riany (Industrial Engineering, Bandung Institute of Technology, Indonesia)</i> A Mobile Collaborative Visual System to Support Knowledge Creation <i>Gusta Zurita (Information systems and Management Department, University de Chile, Chile), Nelson Baloian and Gabriel Pena (Department of Computer Science, University de Chile, Chile)</i>
11:00 - 12:30 RMB 101	KM in Libraries & Information Sectors Session Chair: Mr. Peter Sidorko, The University of Hong Kong <ul style="list-style-type: none"> Evaluating Intellectual Assets in University Libraries: A Multi-site Case Study from Thailand <i>Sheila Corral and Somsak Sriborisutsakul (Department of Information Studies, University of Sheffield, UK)</i> Migration or Integration, Knowledge Management in Library and Information Science Profession: A Barrier or a Future <i>Manir Abdullahi Kamaba (Department of library and Information Science, Bayero University, Nigeria) and Roslina Othman (Department of library and Information Science, International Islamic University Malaysia)</i> Building a Knowledge Repository: Linking Jordanian Universities e-Library in an Integrated Database System <i>Faleh abdelga der Alhawary (Department of Business Administration, Applied Science private University, Jordan) and Belal Al-Sakar (Department of Business Administration, Alisra private University, Jordan)</i> Use of Web 2.0 Technology by the Librarians: A Survey <i>Preeti Sharda (Regional Institute of English, India)</i>
11:00 - 12:30 MW S324	KM Tools & Techniques Session Chair: Dr. David Griffiths <ul style="list-style-type: none"> Emotionally Intelligent Knowledge Sharing Behaviour Model for Constructing Psychologically and Emotionally Fit Research Team <i>Rajiv Khosla, M. Hedjvani (School of Management, La Trobe University, Australia), K.G. Yamada, K. Kuneida and S. OGA (C&C Innovation Res. Labs, NEC Corporation, Japan)</i> Hierarchical Model for Successful KM: A Study of Small and Medium Enterprises <i>Deepankar Chakrabarti (Apeejay School of Management, India) and P.K. GUPTA (Center for Management Studies, Jamia Millia Islamia, India)</i>

11:00 - 12:30 MW S324	<ul style="list-style-type: none"> • Strategies of Controlling Knowledge Worker Based Knowledge Transformation <i>Jisheng Peng, Xiao Jiuling and Shihong Wang (School of Business, Nanjing University, China)</i> • The Knowledge Core: A New Model to Challenge the Knowledge Management Field <i>David Griffiths, Shona M Morse, Brian Martin and Serge Koukpaki (University of Edinburgh, UK)</i>
11:00 - 12:30 RRS A207	<p>Knowledge Society (Academic) Session Chair: Ms Yanny Chow, Deacons</p> <ul style="list-style-type: none"> • Invited Talk: Legal Intersections and Diversions: The Challenge for Indigenous Populations of Protecting Legal Rights, Honored Traditions and Sacred Knowledge in the 21st Century <i>Joan S. Howland (Professor of Law and Associate Dean for Information & Technology, University of Minnesota Law School, USA)</i> • Multi-view of Patent Knowledge Visualization <i>Guicai Wang, Jiangning Wu and Zhaoguo Xuan (Institute of Systems Engineering, Dalian University of Technology, China)</i> • Using a Supply and Demand Model to Analyze the Current Situation of Knowledge Management Programs in Iran <i>Mohsen Akhbari Varkani and Mohammad Saleh Owlia (Department of Industrial Engineering, Yazd University of Iran)</i> • Fundamentals for an IT-Strategy towards Managing Viable Knowledge-Intensive Research Projects <i>Paul Pöltner and Thomas Grechenig (Research Group for Industrial Software (INSO), Institute of Computer Aided Automation, Vienna University of Technology, Austria)</i>
11:00 - 12:30 MW S325	<p>Workshop 1 Session Chair: Dr. Irene Lau, The University of Hong Kong</p> <ul style="list-style-type: none"> • Understanding Intellectual Capital - What Does It Mean to You, Your Organization and to the Economy? <i>Dr. Kin Chan</i> <p>The workshop explores the insights of IC in terms of the impact that it may have on: you, an individual, an organization and the economy as a whole. It also seeks to establish a clear view of on what IC is, and to use IC as a perspective in looking at corporate performance among its three actors named above. The workshop is specifically designed to help participants to: a) gain a broad based understanding of what IC is; b) examine IC as a metaphor for the understanding of knowledge activities and c) work through a guided example in how IC may be measured and computed quantitatively and objectively via proxies of indicators with data commonly found in company reports.</p>
11:00 - 12:30 RRS A208	<p>The 10th International Symposium on Knowledge and Systems Sciences Session I (Chair: Prof. Shouyang Wang)</p> <ul style="list-style-type: none"> • 11:00 - 11:10 Opening address of KSS'2009 <i>Shouyang Wang (President of International Society for Knowledge and Systems Sciences, Vice President of Academy of Mathematics & Systems Science, Chinese Academy of Sciences, China)</i> • 11:10 - 12:00 Invited Keynote Speech for KSS'2009 - Service Innovation in Systems Sciences Perspective <i>Kyoichi Kijima (Tokyo Institute of Technology, Japan)</i> • 12:00 - 12:30 Knowledge Synthesis <i>Jifa Gu (Academy of Mathematics & Systems Science, Chinese Academy of Sciences)</i>
12:30 - 14:00	Lunch
14:00 - 15:30 RHT	<p>Global Collaboration & Innovation Session Chair: Prof. Jean-Pierre Booto Ekionea</p> <ul style="list-style-type: none"> • A Case Study of Knowledge Sharing in Finnish Laurea Lab as a Knowledge Intensive Organization <i>Abel Ulsoro and Grzegorz Majewski (School of Computing, University of the West of Scotland, UK)</i> • A New Framework of Knowledge Management Based on the Interaction between Human Capital and Organizational Capital <i>Zheng Fan, Shujing Cao and Fenghua Wang (College of International Business, Shanghai International Studies University, China)</i> • Antecedents of Passive Knowledge Sharing Behaviour: An Expectancy & Social Capital Theories Perspective <i>Kamarul Faizal Hashim and Felix B. Tan (AUT University, New Zealand)</i> • Towards an Integrated Maturity Model of Knowledge Management Capabilities <i>Jean-Pierre Booto Ekionea (Faculty of Administration, University of Moncton, Canada), Michel Plaisent and Prosper Bernard (School of business studies, University of Quebec in Montreal, Canada)</i>
14:00 - 15:30 RMB 104	<p>Semantic Technologies & Web 2.0 Tools Session Chair: Prof. Weisen Guo</p> <ul style="list-style-type: none"> • Motivation, Identity and Authoring of the Wikipedian <i>Joseph C. Shih (Department of Information Management, Lunghwa University of Science and Technology, Taiwan) and C.K. Farn (Department of Information Management, National Central University, Taiwan)</i> • Patterns of Semantic-Based Knowledge Classification, Organization and Acquisition Processes for Product Design Enterprises <i>Yinglin Wang, Jianmei Guo (Department of Computer Science and Engineering, Shanghai Jiao Tong University, China) and Xijuan Liu (Mechanical School, Shanghai Dianji University, China)</i> • Social Bookmarking and Tagging Behaviour: An Empirical Analysis on Delicious and Connotea <i>Helen S. Du (The Hong Kong Polytechnic University), Sam Chu, Florence T.Y. Lam (The University of Hong Kong)</i> • Cross-Language Knowledge Sharing Model Based on Ontologies and Logical Inference <i>Weisen Guo and Steven B Kraines (Department of Frontier Sciences and Science Integration, Division of Project Coordination, The University of Tokyo, Japan)</i>

14:00 - 15:30 RMB 101	KM in Education Session Chair: Mr. Kai Wing Chu <ul style="list-style-type: none"> • Collaborative Writing with a Wiki in a Primary Five English Classroom <i>Matsuko Woo, Sam Chu, Andrew Ho and Xuanxi Li (The University of Hong Kong)</i> • Let's Go Blogging! An Exploratory Study of Knowledge Management in Higher Education <i>Andrew Chan and Ivy Chan (Hong Kong Community College, The Hong Kong Polytechnic University)</i> • Teacher Perception on Implementation of Knowledge Management in School <i>Kai Wing Chu (CCC Heep Woh College, Hong Kong), Minghong Wang and Allan Yuen (The University of Hong Kong)</i>
14:00 - 15:30 MW S324	KM Tools and Techniques Session Chair: Prof. Lingfeng Yi, East China Normal University <ul style="list-style-type: none"> • Enterprise Portals as Knowledge Management Systems: A Conceptual Analysis for Knowledge Use <i>Joyline Makani (Killam Memorial Library, Dalhousie University, Canada) and Syed Sibte Raza Abidi (Faculty of Computer Science, Dalhousie University, Canada)</i> • Factors Affecting Knowledge Management <i>Vallerut Pobkeeree, Nithat Sirichotiratana (Department of Public Health Administration, Faculty of Public Health, Mahidol University, Thailand) and Pathom Sawanpanyalert (National Institute of Health, Department of Medical Sciences, Ministry of Public Health, Thailand)</i> • Use of Text Mining in Managing Knowledge in Help Desk <i>Dinesh Rathi (School of Library of and Information Studies, University of Alberta, Canada) and Linda C. Smith (University of Illinois at Urbana-Champaign, USA)</i> • Knowledge Creation in an Application Domain: A Hermeneutic Study <i>Tanya Linden (Department of Management and Information Systems, Victoria University, Australia) and Jacob Cybulski (School of Information Systems, Deakin University, Australia)</i>
14:00 - 15:30 RRS A207	Knowledge Society Session Chair: Mr. Vincent Leung <ul style="list-style-type: none"> • Re-establishing Grassroots Inventors in National Innovation Systems in Less Innovative Asian Countries <i>C.N. Wickramasinghe (Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka), Nobaya Ahmad, S.N.S.A. Rashid and Z. Emby (Faculty of Human Ecology, University Putra Malaysia)</i> • Challenges of Knowledge Management and Collaboration between Government and Private Business: The Case of Tourism Promotion in Taiwan <i>Yau-Tzu Ma and Andrea Crestan (Graduate School of Business, Argosy University, USA)</i> • Ten Trends and Turning Points of Knowledge Economy <i>Yeong-Long Chen (Office of Research and Development, National Taiwan University of Science and Technology, Taiwan) and Guan-Yi Li (Graduate Institution of Finance, National Taiwan University of Science and Technology, Taiwan)</i> • An Expanded Intellectual Capital Framework for Evaluating Social Enterprise Innovations <i>Serafin D. Talisayon (Center for Conscious Living Foundation, Inc. Philippines) and Vincent Leung (AREOPA - China, Hong Kong)</i>
14:00 - 15:30 MW S325	Workshop 2 Session Chair: Dr. Naubahar Sharif, Hong Kong University of Science and Technology <ul style="list-style-type: none"> • The Power of University-Industry Relationships: Fostering Collaborative Innovation By Using Science-to-Business Marketing <i>Thorsten Klieve (Munster University of Applied Sciences, Science-to-Business Marketing Research Center, Germany) and Philipp Marquardt (Deloitte Consulting GmbH, Germany)</i> <p>Science-to-Business (S2B) Marketing aims at the usage of marketing principles for the area of science, supporting the successful commercialization of research competencies, capacities and results from a research institution to its research customers. The objective thereby is to develop, test and provide new models, instruments and proceedings for research commercialization that enable universities and research institutions to market their research more effectively. Since there is a direct link to related areas in marketing, the approach of S2B Marketing is to successfully adapt instruments from Business-to-Business Marketing, Service Marketing and Technology & Innovation Marketing.</p>
14:00 - 15:30 RRS A208	The 10th International Symposium on Knowledge and Systems Sciences Session II (Chair: Prof. Jifa Gu) <ul style="list-style-type: none"> • Systemic Thinking in Knowledge Management <i>Yoshiteru Nakamori (Japan Advanced Institute of Science and Technology, Japan)</i> • Contingency between Knowledge Characteristics and Knowledge Transfer Mechanism: An Integrative Framework <i>Ziye Li (Xi'an Jiaotong University, China), Youmin Xi (Xi'an Jiaotong-Liverpool University, China)</i> • Exploring the Knowledge Creating Communities: An Analysis of the Linux Kernel Developer Community <i>Haoxiang Xia (Dalian University of Technology, China), Shuangling Luo & T. Yoshida (JAIST, Japan)</i> • Sustainable Development Knowledge Sharing by Web 2.0: Resistance and Drivers to Change <i>Rita Yi Man Li (The University of Hong Kong, China), Don Henry Ah Pak (Xi'an Jiaotong-Liverpool University, China)</i>
15:30 - 16:00 RHT-foyer	Networking Break
16:00 -16:50 RHT	Keynote 2: Mr. Andrew McCusker, Operations Director, MTR Corporation Limited MTR's KM and OL Journey Session Chair: Ms. Waltraut Ritter, ICKM Conference Co-Chair (Business)

16:50 - 18:20 RHT	Global Collaboration & Innovation Session Chair: Prof. Thomas Froehlich, Kent State University <ul style="list-style-type: none"> • Social Network Approach for Sharing Knowledge: How Can the Structure and Characteristics of Social Networks Support for Sharing Knowledge? JeongSoo Lee, Youseung Kim, Rhosa Jang, and TaeYeon Park (Department of Library and Information Science, Daelim University, Korea) • A Study on the Usefulness for Social Tagging to Improve Access of Cultural Heritage Contents Hyungmi Lee, Seonghee Kim, Tae-Woo Nam (Department of Library and Information Science, Chung Ang University, Korea) • Knowledge Flow Networks and Communities of Practice for Knowledge Management Rajiv Khosla, Mei-Tai Chu (School of Management, La Trobe University, Australia), K.G. Yamada, S. Doi, K. Kuneida and S. OGA (C&C Innovation Res. Labs, NEC Corporation, Japan) • Factors Influencing Knowledge Sharing in Immersive Virtual Worlds: An Empirical Study with a Second Life Group Majewski Grzegorz and Abel Usoro (School of Computing, University of the West of Scotland)
16:50 - 18:20 RMB 104	Managing Knowledge in Healthcare Session Chair: Prof. Shianghau Wu <ul style="list-style-type: none"> • Knowledge Management of Healthcare by Clinical-Pathways Yamazaki Tomoyoshi and Umemoto Katsuhiro (Japan Advanced Institute of Science and Technology) • Developing a Sense-Making Model for Knowledge Creation and Utilization in Healthcare Louisa Mei Chun Lam (Li Ping Medical Library, the Chinese University of Hong Kong) • Using Blogs to Support Internship for Information Management and Nursing Students Alvin Kwan, Sam Chu, Agnes Tiwari, Audrey Puchan Zhou, David Leung, Jessica Mo (The University of Hong Kong) • Medical Knowledge Management by Using Data Mining Method Shianghau Wu (Faculty of Management and Administration, Macau University of Science and Technology) and Ya-yun Wen (Department of Agribusiness Management, Pingtung University of Science and Technology, Taiwan, China)
16:50 - 18:20 RMB 101	KM in Education Session Chair: Prof. Jann Hidajat Tjakraatmadja <ul style="list-style-type: none"> • Win-win Knowledge Management Strategies between a New Born Baby and a Giant in Academia Donald Henry Ah Pak (Business, Economics and Management Department, Xi'an Jiaotong-Liverpool University, China), Rita Yi Man Li (Department of Real Estate and Construction, The University of Hong Kong) • Comparing User Experiences in Using TWiki & MediaWiki to Facilitate Collaborative Learning Michael Liang (IT and Management Consulting Division, WiderWorld Company Limited, Hong Kong), Sam Chu, Felix Siu and Audrey Zhou (The University of Hong Kong) • Does a Knowledge Management Community Manage Knowledge? Milly Perry (Department of Information Science, The Open University of Israel) • Preliminary Identification of Generation Y Characteristics in Indonesia Fatma Dewi Vidiastih Wulansari and Jann Hidajat Tjakraatmadja (School of Business and Management, Institute of Technology Bandung, Indonesia)
16:50 - 18:20 MW S324	KM Tools and Techniques Session Chair: Mr. Trevor Lui, ICKM Workshop Co-Chair, OKIA Optical Co., Ltd. <ul style="list-style-type: none"> • Invited Talk: Integrating KM with E-learning Dr. Maggie Wang (Faculty of Education, The University of Hong Kong) • Motives for Social Collaboration in Knowledge Sharing Portals Farzad Sabetzadeh and Eric Tsui (The Hong Kong Polytechnic University) • The Virtual Terminal Visualizing and Structuring Future Automated Container Terminals Michele Fumarola (Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands) and Cornelis Versteegt (APM Terminals Management BV, The Netherlands) • From Behavioural Finance to Knowledge Management to Cognitive Computational Models Anna Maria Bruno, Nicola Miglietta (Management and Administration Department, University of Torino, Italy) and Marco Remondino (e-Business L@B, University of Torino, Italy)
16:50 - 18:20 RRS A207	Knowledge Society: Creative Commons (Business Focus) Session Chair: Ms. Waltraut Ritter <ul style="list-style-type: none"> • Invited Talk: Informing the Nation Jeanette Cotterill (Acting) Head of National Statistics, Australia • Copyright in the Digital Age Lindsay Esler, Head of IP Department, Deacons, Hong Kong (invited) • Creative Commons: A New Law in Hong Kong Ben Cheng, Creative Commons Hong Kong • The Intellectual Capital of Public Information Waltraut Ritter, Knowledge Dialogues
16:50 - 18:20 MW S325	Workshop 3 Session Chair: Danny Chung, VP in Marketing, PMI Hong Kong Chapter <ul style="list-style-type: none"> • Lessons Learnt in Project Management Sanjiv Varma (Nokia Siemens, India)

16:50 - 18:20 MW S325	<p>This workshop is envisaged as a Lesson Learned session on Lessons Learned sessions. Through a structured process of facilitation, the group will explore key issues including the following:</p> <ul style="list-style-type: none"> • Key enablers and roadblocks for Lessons Learned Reviews to happen as a matter of process rather than as a result of follow-ups • Best practices and bad practices in lessons learned • Key enablers and roadblocks for reuse of the lessons learned • Experiences in terms of the reuse value of the lessons learned <p>Aside of the above takeaways, the workshop participants can continue to engage in an ongoing dialogue as a special interest group.</p>
16:50 - 18:20 RRS A208	<p>The 10th International Symposium on Knowledge and Systems Sciences Session III (Chair: Prof. Yoshiteru Nakamori)</p> <ul style="list-style-type: none"> • Understanding Meta-synthesis Approach for Complex Problem Solving in Terms of Problem Structuring and Knowledge Creation <i>Xijin Tang (Academy of Mathematics & Systems Science, Chinese Academy of Sciences)</i> • Analysis of Discipline-Crossing based on Contents of Basic Research Projects <i>Jing Zhang; Yanzhong Dang & Zhaoguo Xuan (Dalian University of Technology, China)</i> • An Evaluation Index System of Knowledge-Intensive Core Processes based on Wuli-Shili-Renli Methodology <i>Yuejin Zhang, Lingling Zhang, Jun Li & Yong Shi (Research Center on Fictitious Economy and Data Sciences, Chinese Academy of Sciences, China)</i> • Knowledge Processes in Offshore Outsourcing in Xi'an China <i>Rong Du, Shizhong Ai (Xidian University, China), Pamela Abbott (Brunel University, UK), Yingqin Zheng (London School of Economics, UK)</i>
18:30 - 21:30	<p>Conference Dinner: Knowledge Management Development Center 5th Anniversary & ICKM Conference Banquet Venue: Police Headquarters, 1 Arsenal Street, Wanchai, Hong Kong (*Coaches will pick up guests and depart from the University of Hong Kong at 18:30)</p> <p>Welcoming Address by Prof. Shirley J Grundy, Dean of HKU Faculty of Education & Mr. Eric Chan, Chairman of Knowledge Management Development Center For more details, please refer to http://www.ickm2009.org/snews/home/tentative-programme-and-topics-for-the-conference/</p>

- * Conference Dinner participants:
- Name badges and bus tickets will be distributed at the conference registration. Due to the security issues, people without the dinner name badges are not allowed to enter the Police Headquarters.
 - Please board the bus parked on the road behind Rayson Huang Theatre at 18:30 according to the number shown on your bus ticket.
 - For guests who would go to the dinner venue by themselves, please inform the conference staff in advance.
 - Participants who are late need to arrange their own transportation.

Day 2: December 4th, 2009

8:45 - 9:00 RHT-foyer	Registration
9:00 - 9:10 RHT	Opening Remarks by Ir. Dr. Hon. Samson Tam Wai Ho, JP, Member of Legislative Council
9:10 - 9:30 RHT	<p>Opening Talk from Microsoft Mr. David Hooper, Group Information Worker Lead, Microsoft Hong Kong</p> <p>Innovation, collaboration and knowledge management now and the future with Microsoft</p>
9:30 - 10:15 RHT	<p>Keynote 3: Dr. Edward W. Rogers, Chief Knowledge Officer, Goddard Space Flight Center of NASA, How NASA Reapplies Its Knowledge</p> <p>Session Chair: Mr. Alfred WONG, Chief Superintendent of Police, Hong Kong Police Force</p>
10:15 - 10:45 RHT-foyer	Networking Break
10:45 - 12:30 RHT	<p>Global Collaboration & Innovation Session Chair: Prof. Johann Kinghorn, Stellenbosch University, South Africa</p> <ul style="list-style-type: none"> • The Role of Bridge SE in Knowledge Sharing: A Case Study of Software Offshoring from Japan to Vietnam <i>Thu Huong Nguyen and Katsuhiro Umemoto (Japan Advanced Institute of Science and Technology)</i> • Knowledge Management in Thailand: A Study of the Impacts of the Thai Working Style <i>Mongkolchai Wiriyapinit (Chulalongkorn Business School, Chulalongkorn University, Thailand)</i> • Guanxi, Social Capital and Knowledge Exchange: A Cross-Dimensional View <i>Wen Tian (Knowledge and Innovation Management Team, USTC-CityU Joint Advanced Research Center, China) and Felix B Tan (Faculty of Business and Law, Auckland University of Technology, New Zealand)</i> • Knowledge Management and Collaboration in Steel Industry: A Case Study <i>Chagari Sasikala (Dept of Library & Information Science, Andhra University, India)</i> • Factors that Influence Knowledge Worker Behaviour <i>ASA du Toit and R/ van Staden (Centre for Information and Knowledge Management, University of Johannesburg, South Africa)</i>

10:45 - 12:30 RMB 104	Managing Knowledge in Healthcare Session Chair: Ms. Becky Ho, Hospital Authority, Hong Kong <ul style="list-style-type: none"> • Agenda Management and Knowledge Transfer. Evidence from a Study of the Introduction of Root Cause Analysis of Medical Accidents in Two Australian Public Health Systems <i>David Warwick Meacham (University of New South Wales School of Business, Australian Defence Force Academy)</i> • The Linkage of Entrepreneurial Organization and New Service Success in the Supply Chain of Health Care Industry <i>Chun-Lan Chang (University of Queensland, Australia)</i> • The Influence of Knowledge Management Capability and Knowledge Management Infrastructure on Market-Interrelationship Performance: An Empirical Study on Hospitals <i>Wen Ting Li and Shin Yuan Hung (Department of Information Management, National Chung Cheng University, Taiwan)</i> • A Suggestion for Optimization of Cardiac Care Unit or CCU of Shahid Chamran Hospital <i>Reza Poosti and Mohammad Mahdi Poosti (Arman Sanaat Evan Co.)</i> • Applying Web 2.0 in Medical-Related Organizations <i>Tsz-Ping Choi, Samuel Chu, Miffy Man-Yee Cheng, Peggy Koo, David Leung, Stephen Man-Hong Fung (The University of Hong Kong)</i>
10:45 - 12:30 RMB 101	KM in Education Session Chair: Prof. Shaheen Majid, Nanyang Technological University, Singapore <ul style="list-style-type: none"> • Digital Inequality: An Analysis of the Connection between Technological and Educational Inequalities <i>Kamila Kolpashnikova (Graduate School of Interdisciplinary Information Studies, the University of Tokyo, Japan)</i> • Using Wikis for Collaborative Learning: a Case Study of an Undergraduate Students' Group Project in Hong Kong <i>Kevin Leung and Sam Chu (The University of Hong Kong)</i> • Authoring Tool Architecture and Workflow for Collaborative Development of Semantic Documents and Learning Objects <i>Fahd Amjad, Didier Anciaux (LGIPM, Université Paul Verlaine, France) and Daniel Roy (LGIPM, l'Ecole Nationale d'Ingénieurs de Metz, France)</i> • MediaWiki and Google Docs as Online Collaboration Tools for Group Project Co-construction: Perspectives from Undergraduate Students <i>Samuel Kai Wah Chu (The University of Hong Kong), David Kennedy (Teaching and Learning Center, Lingnan University, Hong Kong), and Maggie Yeuk Ki Mak (The University of Hong Kong)</i>
10:45 - 12:30 HOC 102	KM Tools and Techniques Session Chair: Mr. Jeffrey TN Au, Community Development Initiative <ul style="list-style-type: none"> • Personal Knowledge Management Tools and Strategies <i>Eric Tsui (The Hong Kong Polytechnic University)</i> • Exploring Personal Knowledge Management with Internal Corporate Blog for More Knowledge Workers: Preliminary Study in Indonesian Company <i>Maharani Kusuma Negara and Jann Hidajat Tjakraatmadja (School of Business and Management, Bandung Institute of Technology)</i> • Information Seeking and Stopping among Undergraduate Interns <i>Peter Warning, Sam Chu and Alvin Kwan (Division of Information and Technology Studies, Faculty of Education, The University of Hong Kong)</i> • Personal Information Management Tools Revisited <i>Yun-Ke Chang, Miguel A Morales-Arroyo, Chan-Choy Chum, Tin-Seng Lim, Kok-Yuin Yuen (Wee Kim Wee School of Communication and Information, Nanyang Technological University, Singapore)</i>
10:45 - 12:30 RRS A207	Knowledge Management for Law Firms: Web 2.0. in the Legal Sector? (Business Focus) Session Chair: Mr. Klaus Pfeifer <ul style="list-style-type: none"> • The Future of Web-Enabled Tools in Law Firms <i>Klaus Pfeifer (Managing Director, Thomson Reuters)</i> • Using Social Web Tools in Client Communication <i>Anna Gamvros (Special Counsel, Technology Media and Telecommunications Group, Baker & McKenzie)</i>
10:45 - 12:30 HOC 103	Workshop 4: Collaborative Partnership Models and Innovations Session Chair: t.b.c. <ul style="list-style-type: none"> • KM for Sales and Marketing to Enable Global Collaboration <i>Stefan Broda (Managing Director, Bizsphere)</i> • Strategic KM considerations for Telecommunication Companies <i>Eric Chan (Chairman, Knowledge Management Development Center)</i> <p>This workshop focuses on development of collaborative tools and models in using customer insight, improving exchange between sales & marketing and discussing the challenge of information overload. Sales Enablement deals with how to structure an information space that helps sales and marketing in their work. It also discuss Collaborative partnership model leveraging innovations from application and content partners to develop new revenue streams for telecommunication companies on top of traditional bandwidth / connectivity business.</p>
10:45 - 12:30 RRS A208	The 10th International Symposium on Knowledge and Systems Sciences Session IV (Chair: Prof. Haoxiang Xia) <ul style="list-style-type: none"> • Sensory Evaluation Modeling and Design Support using Rough Sets Theory <i>Hongli Ju and Yoshiteru Nakamori (JAIST, Japan)</i> • Constructing a Multi-phase Neural Combinatorial Predictor for Time Series Forecasting <i>Lean Yu & Shouyang Wang (Academy of Mathematics & Systems Science, Chinese Academy of Sciences, China), K. K. Lai (City University of Hong Kong, China)</i> • VPRS-based Text Mining for Risk Knowledge Discovery of Petroleum Investment <i>Gang Xie and Shouyang Wang (Academy of Mathematics & Systems Science, Chinese Academy of Sciences), Wuyi Yue (Konan University, Japan)</i>

10:45 - 12:30 RRS A208	<ul style="list-style-type: none"> • A Clustering Methodology for Industry Categorization Based on Time Series Angle Variation <i>Dabing Zhang (Huazhong University of Technology, China), Haibin Xie & Shouyang Wang (Academy of Mathematics & Systems Science, Chinese Academy of Sciences)</i> • A Pattern Recognition Technique for the Recognition of Objects with Closed 2D Contour <i>Giuseppe Manfredi and Luciano Nieddu (LUSPIO University, Italy)</i>
12:30 - 14:00	Lunch
14:00 - 15:00 RHT	<p>Keynote 4: Prof. Youmin Xi, Executive President of Xi'an Jiaotong-Liverpool University, Pro-vice-chancellor of the University of Liverpool, Professor in School of Management of Xi'an Jiaotong University</p> <p>How to Change A Chart to A Cow: Exploration on the Management Of Knowledge Organization</p> <p>Session Chair: Prof. Shouyang Wang (Program Chair [KSS]), President of International Society for Knowledge and Systems Sciences, Vice President of Academy of Mathematics & Systems Science, Chinese Academy of Sciences, China</p>
15:00 - 16:30 RHT	<p>Special Theme: KM in Environment Global Collaboration and Innovation (Business Focus)</p> <p>Session Chair: Mr. Geoff Trotter, ICKM Program Co-Chair for Business, KMPact</p> <ul style="list-style-type: none"> • Growing the ERM Energy and Climate Change Practice through Knowledge Sharing <i>Susanne Barbara Etti (ERM Ltd, Australia), Bonnie Cheuk, Karen Perkinton and John Curtis (ERM, UK)</i> • Wikyoto Knowledge Editor: The Collaborative Web Environment to Manage Kyoto Multilingual Knowledge Base <i>Francesco Ronzano, Andrea Marchetti, Salvatore Minutoli and Maurizio Tesconi (Institute for Informatics and Telematics, National Research Council CNR, Italy)</i> • Practitioner Presentation from Business <i>Debby Chan (Chairman of Fuji Xerox Hong Kong, CSR Committee)</i>
15:00 - 16:30 RMB 104	<p>KM in NGOs & Nonprofit Organization</p> <p>Session Chair: Dr. Dinesh Rathi</p> <ul style="list-style-type: none"> • Knowledge Management Practices in a Not for Profit Organizations: A Case Study of I2E <i>Matthew Broaddus and Suliman Hawamdeh (School of Library and Information Studies, University of Oklahoma, USA)</i> • Factors Affecting Usage of Information Technology in Support of Knowledge Sharing: A Multiple Case Study of Service Organizations in Hong Kong <i>Ngai-keung Chow (Knowledge Management Development Center, Hong Kong)</i> • From For-Profit Organizations to Non-Profit Organizations: The Development of Knowledge Management in a Public Library <i>Kristen Holm, Kelly Kirkpatrick and Dinesh Rathi (School of Library and Information Studies, University of Alberta, Canada)</i> • Managing Knowledge in a Volunteer-Based Community <i>John Huck, Rodney Al and Dinesh Rathi (School of Library and Information Studies, University of Alberta, Canada)</i>
15:00 - 16:30 RMB 101	<p>KM in Education</p> <p>Session Chair: Dr. Mohd Iskandar Bin Illyas</p> <ul style="list-style-type: none"> • A Framework for Knowledge Management Using ICT in Higher Education in Uganda <i>Walter Omona, Theo van der Weide (Radboud University, Nijmegen, the Netherlands), and Jude T. Lubega (Faculty of Computing and Information Technology, Uganda)</i> • The Use of Blog to Facilitate Clinical Learning during Practicum among Undergraduate Nursing Students <i>Janet Wong, Sam Chu, Agnes Tiwari, Stephen Fung and Jessica Mo (The University of Hong Kong)</i> • Making the Graduated of Humanities into Knowledge Workers through Lingual-Behavioral Training Programms (LBTP) Study <i>Seyed Reza Eftekhari, Shahriar Norooz Pour, Seyed Masoud Jalilian, Amir Aminosharieh Najafi (Edalat Gostaran Meead Sharq (EGMS) Institute, Iran)</i> • Intellectual Capital and Performance: An Empirical Studies on the Relationship between Social Capital and R&D Performance in Higher Education <i>Mohd Iskandar Bin Illyas, Rose Alinda Alias (Faculty of Computer Science and Information Systems, Universiti Teknologi Malaysia) and Leela Damodaran (Information Science Department, Loughborough University, UK)</i>
15:00 - 16:30 HOC 102	<p>KM Tools and Techniques</p> <p>Session Chair: Mr. Andy Lau, I-Consulting Group</p> <ul style="list-style-type: none"> • Planning Knowledge Management Systems in a Networked World <i>Jan Aidemark (The School of Mathematics and Systems Engineering, Växjö University, Sweden)</i> • Competencies Sought by Knowledge Management Employers: Content Analysis of Online Job Advertisement <i>Shaheen Majid and Rianto Mulia (Nanyang Technological University, Singapore)</i> • Social Ties, Knowledge Transfer Mediators and the Quality of Transferred Knowledge: A Relational View <i>Shihao Zhou and Minhong Wang (Faculty of Education, The University of Hong Kong)</i> • Decoding the Secret Code for Implementation of Blue Prints for Knowledge Management <i>Yeong-Long Chen (Office of Research and Development, National Taiwan University of Science and Technology) and Chiao-Han Wang (Graduate Institution of Management, National Taiwan University of Science and Technology)</i>
15:00 - 16:30 RRS A207	<p>Knowledge Economy / Policies, Strategies and Ethics (Business/Academic)</p> <p>Session Chair: Mr. Alan Lung, Asia Pacific Intellectual Capital Centre</p> <ul style="list-style-type: none"> • National Knowledge Commission: A Transformation to Knowledge Economy <i>P.K. Jain (Institute of Economic Growth, University of Delhi, India), Parveen Babbar, Seema Chandhok (Indira Gandhi National Open University, India) and Geeta Khulbe (Department of Library & Information Science, University of Delhi, India)</i>

15:00 - 16:30 RRS A207	<ul style="list-style-type: none"> • Ethical Issues in Emerging Knowledge-Based Economies <i>Geetancee Napal (Department of Management, University of Mauritius, Mauritius)</i> • Knowledge-Based Economy Collaboration between China, Hong Kong and Europe <i>Alan Lung, Asia Pacific Intellectual Capital Center, Hong Kong</i>
15:00 - 16:30 HOC 103	<p>Workshop 5: The Value of Collaboration Session Chair: Mr. Jeremy Andrulis</p> <ul style="list-style-type: none"> • Knowledge Management from an HR Perspective <i>Janet Bibi Ferreira (Director Human Resources & Administration, Baker Tilly),</i> • Building a Collaborative Culture <i>Jeremy Andrulis (Hewitt Associates)</i> • Collaboration for Idea Generation and Innovation <i>Philip Fung (Founder and Director, Houston Leadership Training Center)</i> • Collaboration in Construction Industry Training <i>Charles Wong (Director [Training], Construction Industry Council)</i>
15:00 - 16:30 RRS A208	<p>The 10th International Symposium on Knowledge and Systems Sciences Session V (Chair: Prof. Lean Yu)</p> <ul style="list-style-type: none"> • Network Structure, Structural Equivalence and Group Performance: a Simulation Research on Knowledge Process <i>Hua Zhang (Xi'an Jiaotong University, China), Youmin Xi (Xi'an Jiaotong-Liverpool University, China)</i> • Complexity Analysis and Early-Warning Pattern Design for National Energy Security from the Perspective of Complex Adaptive System <i>Shuqiong Fang (Xiamen University, China)</i> • Modeling Early Warning System to Predict Terrorist Threats: Preliminary Results <i>Pir Abdul Rasool Qureshi, Uffe Kock wil & Nasrullah memon (University of Southern Denmark, Denmark)</i> • Study on the Methods of Identification and Judgment for Opinion Leaders in Public Opinion <i>Yijun Liu (Institute of Policy and Management, Chinese Academy of Sciences), Xijin Tang & Jifa Gu ((Academy of Mathematics & Systems Science, Chinese Academy of Sciences)</i> • Functional Dynamics in System of Innovation: a General Model of SI Metaphorized from Traditional Chinese Medicine <i>Xi Sun & Xin Tian (Graduate University, Chinese Academy of Sciences), Xingmai Deng (Beijing Institute of Technology, China)</i> • Total Value Management in Enterprises of Value Creating Model <i>Naijing Wang (Shandong Economic University, China), Lu Jing (University of Jinan, China)</i> • Ranking Association Rules by TOPSIS Method with Combination Weights <i>Zhen Zhang, Chonghui Guo (Dalian University of Technology, China)</i>
16:30 -17:30 RHT-foyer	<p>Knowledge Café: Discerning Opportunities for Global and Collaborative Innovation This will be a hosted discussion around the themes of the ICKM 2009 Topics. We invite all participants to share experiences, network and explore partnerships. For the Knowledge Café, we have created the ambiance for good conversation, including fresh coffee. Facilitator: Mr. Mark Pixley, Leadership Inc., Shenzhen</p>
16:50 -17:30 RRS A208	<p>The 10th International Symposium on Knowledge and Systems Sciences Closing Session (Chair: Prof. Xijin Tang)</p> <ul style="list-style-type: none"> • Development of Knowledge and Systems Science: a Multi-Disciplinary Collaboration <i>W. B. Lee (editor-in-chief, International Journal of Knowledge and Systems Science; Hong Kong Polytechnic University, Hong Kong, China)</i> • Closing Address <i>Shouyang Wang (President of International Society for Knowledge and Systems Sciences)</i>
17:30 RHT	Closing Plenary and Best Paper Award Ceremony : Prof. Suliman Hawamdeh, ICKM General Chair, University of Oklahoma, USA

Day 3: December 5th, 2009

Company Visit (Optional Program)

9:00 - 10:00	<p>Cathay Pacific Airline (Cathay Pacific City at Hong Kong International Airport)</p> <p>Cathay Pacific Airways Limited is the flag carrier of Hong Kong, which offers scheduled cargo and passenger services to more than 110 destinations around the world. The airline was awarded with a Five Star Airline ranking and 2009 Airline of the Year by Skytrax.</p> <p>The Safety Manager Mr. Peter Simpson will give a talk on near miss analysis - how it helps Cathay to maintain a highest possible standard in terms of air safety.</p>
11:00 - 12:30 12:30 - 14:00	<p>Langham Place Hotel for the tour; for a buffet lunch</p> <p>Langham Place Hotel is the winner of MAKE (Most Admirable Knowledge Enterprise) Awards in Hong Kong. The Director of Knowledge Management, Ms. Eva Lo, will lead the tour and introduce how her hotel has made use of various Knowledge Management ideas in managing the hotel business. The tour will end with a buffet lunch at the hotel with about \$240 per person.</p> <p>A coach will be arranged to pick up participants at the University of Hong Kong at 8:00 and will take the participants to Cathay Pacific City and then to Langham Place Hotel. Participants would share the transportation cost.</p>

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Hong Kong Knowledge Management Forum
Knowledge Management Development Centre (KMDC)

Conference Secretariat

Centre for Information Technology in Education (CITE), the University of Hong Kong

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Knowledge Management Development Centre (KMDC)

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PMI Metrics Specific Interest Group

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(Deutsch) / Center for Continuing Education, Dortmund University of
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KSS'2009 Organizer

International Society for Knowledge and Systems Sciences (a member of International Federation for Systems Research)

KSS'2009 Co-organizers

National Natural Sciences foundation of China
Institute of Systems Science, Chinese Academy of Sciences
Academy of Mathematics and Systems Sciences, Chinese Academy of Sciences
Japan Advanced Institute of Science and Technology
Dalian University of Technology
Shanghai Academy of Systems Science
Systems Engineering Society of China
IEEE SMC Beijing Chapter
KM Research Centre of the Hong Kong Polytechnic University



Knowledge Management Development Centre (KMDC) is honored to be the official collaborating partner of the 6th International Conference on Knowledge Management, ICKM 2009. Attracting close to 300 international and local practitioners, professionals and academics in KM, ICKM offers a prestige platform for KM collaboration and knowledge exchange.

Incidentally, this year's conference coincides with KMDC's 5th Anniversary. I look forward to meeting the delegates in our anniversary dinner.

Welcome to all delegates and I wish you everyone a very rewarding and enjoyable conference.



Mr. Eric Chan
Chairman, KMDC

KnowledgeDialogues

Applied Research on Knowledge Economy and Innovation

Knowledge Dialogues is an applied research organization founded in Hong Kong in 1997. We conduct research on a broad range of topics relating to knowledge as a socio-economic resource and driver of change in business and society. I am also the founder of the HK Knowledge Management Forum at the Poon Kam Kai Institute of Management at the University of Hong Kong which was the very first KM group in Hong Kong. In 2001, the business group of the forum was registered as HK Knowledge Management Society, where I served as president until 2007 and since as advisory board member. Between 1999 and 2008, I organized the annual Asia Pacific Knowledge Management Conferences (APKMC), and I am proud to serve as conference co-chair of the ICKM 2009 this year.

I welcome you to our ICKM conference and wish you a stimulating and enjoyable networking and learning event.

Waltraut Ritter
Research Director, Knowledge Dialogues
ICKM Conference Co-Chair (Business)



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社區發展動力培育（簡稱CDI或社區動力）為一專注於培育、促進社區及社會發展的非牟利機構，為非政府組織、智庫及政策實踐機構提供一個開放的平台，以優化市民生活為目標。社區發展動力培育立意從政策研究及教育項目著手，籌劃主辦活動及支持各伙伴機構倡議各項議題，包括提供培訓、技術、資源及媒體平台，為香港社會發展出力。

Community Development Initiative (CDI) is a nonprofit organization that incubates ventures related to community and social development. It provides a platform for NGOs, think-tanks and do-tanks to collaborate for a common purpose of enhancing the well-being of the citizens in the community. CDIF engages in both policy research and education, by designing, hosting, and facilitating creative programs to support its community partners with the training, tools, resources and media exposure necessary to facilitate the social development process in Hong Kong.

我們在 2009 年的工作 Our Work in Year 2009

- ✓ 提供多個平台包括文字、網上媒體及座談會等，與超過30個合作伙伴們共同倡議各項議題
Provide multiple platforms including text, online media and seminars, with more than 30 partners to investigate and advocate policy ideas in various topic areas
- ✓ 出版了多份有關政策研究的報告和評論
Published various policy study reports and reviews
- ✓ 籌辦、協辦多次倡議活動，包括公開研討會、聚焦小組、社區推廣活動等等
Organized or co-organized various advocacy activities, including public seminars, focus groups, community campaigns, etc.
- ✓ 與香港科技大學中國跨國關係研究中心合辦「中國政策研究」證書課程，報讀人數踴躍，其中多為專業人士及參與政策發展之朋友
Organized the "China Policy Studies" Certificate Programme with The Hong Kong University of Science & Technology – Center on China's Transnational Relations, the enrollment number is encouraging and many of them are professionals and people who are participating in policy development
- ✓ 來自香港和海外多名大學生參與我們的實習生計劃
University students coming from HK and overseas joined our internship programme

網址Web : www.cdif.hk

電話Tel : 3114-0784

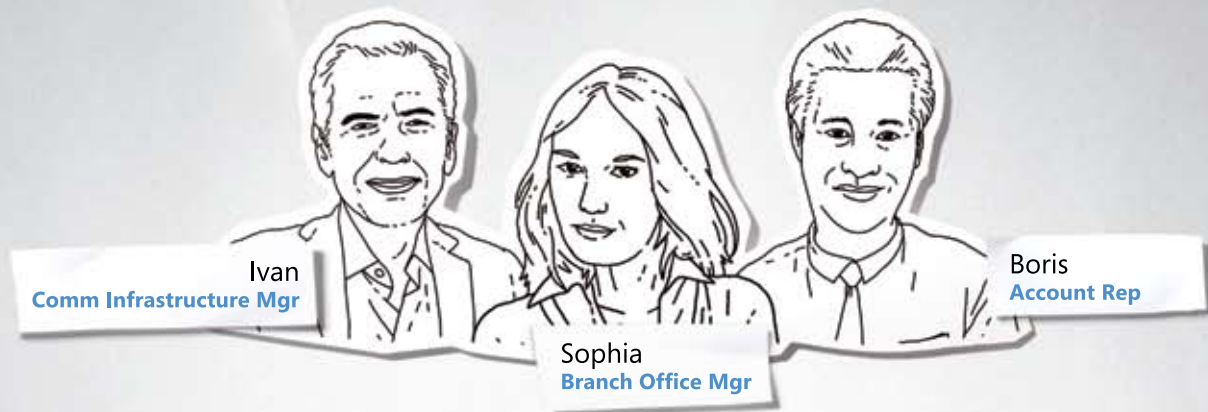
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為一民間自發、以市民及社區為本的網上視像媒體平台，致力將社區上的各類多元、專屬議題發放出來，讓更廣大的社群得知，亦讓各方團體、市民在此平台上互動、發聲，共同凝聚公民社會的力量，為香港的發展出聲出力

A citizen and community oriented visual media platform, aims at webcasting the diversified and specific community issues to a broader audience, and enables organizations and citizens to voice out and interact with each other, for the goal of facilitating HK's development

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