

Modeling Knowledge Intensive Processes

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This minitrack focuses on models and tools to represent and manage process knowledge, i.e., the processes involved in developing models, artifacts and decisions in complex organizational problem solving. The objective of this minitrack is to provide a continuing forum for emerging research on process knowledge, with particular emphasis on knowledge for decision support and tailoring the knowledge intensive process of software development. Papers in this year's minitrack reflect this trend.

Wong and Dalmadge present a theoretical framework that focuses on examining the implications of the process characteristics of complexity and knowledge intensity on the media quality of communication. Using a three-dimensional construct of communication quality, they provide a classification schema for the common media types. This schema classifies media choices into eight groups of unique communication quality. They suggest that the framework presented be used by managers as a diagnostic tool to identify the process-communication misfits for correctional measures.

Landqvist and Pessi describe how the use of intelligent agent-enabled decision support in conjunction with the

organisational trends of more dispersed and decentralised organic organised enterprises, enables new practice in the field of Business Intelligence (BI). They use two business cases to illustrate the evolving area of Business Intelligence information services for large global enterprises. The information services in the cases aim to provide different levels of personalisation features through the use of intelligent agents.

Cao et al. discuss the suitability of lightweight methodologies to large-scale and complex projects. In the past these methodologies have been considered to be suitable for small and medium sized projects. Based on a case study in an organization that develops large-scale, complex software using a modified form of extreme programming, they highlight the key differences between agile principles proposed in prior literature and the agile practices that are suitable for large-scale, complex software development.