Track 4: Business Intelligence and Knowledge Management

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Description

The multi-faceted research fields of business intelligence (BI) and knowledge management (KM) comprise a wide range of strategies and practices supporting the identification, creation, distribution, and utilization of organizational insight. Many contributions have emphasized the importance of taking care of organizational data, information and knowledge assets for decision support, management, and leadership. In addition to the organizational context, BI and KM increasingly penetrate the daily (digital) life by leveraging business models and applications that are based on the innovative use of extensive data sources. New opportunities result from mobile data, sensor data, web data, social media data, and network data, and require according data gathering, data preparation and, in particular, data analysis techniques. ‘Big data’ as a new hot topic addresses many of the challenges that come along with increasing variety, volume, and velocity of data. Extending existing analytics beyond organizational borders bares considerable potential for research and practice. New phenomena emerge the same way as new business models do. Furthermore, the availability of practically infinite computing and storage capacity through cloud computing enables new opportunities for servitizing our digital work life.

Since KM instruments have been used, numerous types of information systems seem to form a heterogeneous knowledge infrastructure that supports documentation, searching, collaboration, integration, and learning of knowledge thus, providing a rich context surrounding these ‘knowledge objects’ in digital working life. Furthermore, organizations are challenged how to best prevent knowledge loss during knowledge sharing activities. Eventually, there is a strong need for interoperability, in particular widely accepted standards for integrated digital work and life to further develop the domain of KM.
This track aims to promote multi-disciplinary contributions dealing with managerial, economic, methodological, cultural and technical perspectives on BI and KM. Submissions based on theoretical research, design research, action research, or behavioral research are encouraged.

**Topics of Interest**

Possible topics include, but are not limited to:

- Strategic management of BI, such as BI strategy, BI governance, BI maturity models, and BI business value
- Real time data warehousing and operational BI, event-driven BI, BAM
- Data warehousing and data integration
- Social BI and social media analytics
- Applications of BI, such as customer relationship management and business performance management
- BI in the cloud and analytics as a service
- Business models and applications by innovative use of big data
- Managerial and organizational aspects of big data
- Support for mature KM solutions: KM governance, KM strategies, KM maturity models, KM success factors, and KM performance
- Cross-border and cross-cultural KM
- Management of knowledge and business process improvement
- Social and behavioral issues in KM
- Mobile technologies and social software usage in KM
- Design, development, adoption, usage, and impact of KM systems
- Knowledge privacy, security, protection and risk management

**Associate Editors**

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