Number	T - 20
Name	Knowledge Management

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Descripton	Many scholars have emphasized the importance of (big) data, information and knowledge assets for efficient and effective decision support, management, or leadership. Consequently, business intelligence (BI) and knowledge management (KM) are essential for organizations' daily business, directly influencing competitive advantage and business development in a global world. In addition to a traditional and isolated organizational focus, BI and KM are more and more happening in networked environments. Thus, BI and KM increasingly provide a global gateway to data and information for people, organizations, societies, and even things by providing technologies and methods that allow the gathering, preparing, analyzing and visualization of data or information. Improved communication, optimized networks, and new business models are examples for the innovative usage of new and various data sources (such as mobile/sensor/social media data). This changes the way of interaction and the way corresponding information and communication technology is used on the individuals' level, in or across teams as well as on the organizational level, or even in global settings. Extant BI research explores primarily organizational and technological advances to improve business performance in a continuous and iterative way. It includes exploratory data analysis techniques to develop new insights and descriptive techniques which cover ETL, OLAP as well as related technologies to provide historical, current and predictive views of the business. However, limited attention has been paid to the individuals' perspective focusing on personal objectives and characteristics as enabling or preventing factors to BI utilization. The big data challenge, fueled by increasing variety, volume and velocity of data, bares large potential for research and practice by extending existing analytics beyond the organizations' borders. New phenomena emerge the same way as new business models do. Furthermore, the availability of endless computing and storage capabilities through cloud computing enables new opportunities in providing a global gateway to information as a service. KM becomes more and more important in global settings. As organizations and knowledge-workers are increasingly globally distributed, the need for efficient management of knowledge-intensive processes is a main challenge. The influence of geographical dispersion, communication across time zones, or national/cultural influence factors needs to become a focus issue in research for the next decade. Particularly, collaboration takes place in different social or cultural environments. Due to the usage of collaborative technologies like social software, organizational and national boundaries become more blurred, and knowledge can be diffused much easier. Openness and inter-organizational collaboration build the global pathway of rich and contextualized knowledge sharing activities among networked persons within and

	beyond organizational boundaries. Eventually, in an increasingly globally distributed world, organizations and knowledge-workers are required to exploit relationships with others and to gain benefits out of such relationships.
	Motivated by the explosion of interest in the emerging fields of big data, business intelligence and analytics, and knowledge management, this track traditionally welcomes contributions from both fields: knowledge management and business intelligence. By that, we promote multi-disciplinary contributions since ECIS 2012 dealing with managerial, economic, methodological, cultural or technical perspectives. Consequently, we encourage submissions based on theoretical research, design research, action research, or behavioral research.
	Topics of interest include, but are not limited to:
	• Capturing and sharing knowledge in social networks and distributed contexts
	• Cross-organizational, cross-border and cross-cultural KM
	• KM and smart cities
	• KM in the cloud
	• Support for mature KM solutions: KM governance, KM strategies, KM maturity models, and KM performance
	• Social and behavioral issues in KM
	• Mobile technologies and social software usage in KM
	• KM and learning
	• Knowledge security, protection, and risk management
	• Strategic management issues of BI
	• Adoption, implementation, routinization and use of BI
	• Organizational issues in BI implementation and success
	• Descriptive BI, predictive and prescriptive analytics
	• Real time data warehousing and operational BI, event-driven BI, business activity monitoring
	• BI's new frontiers: e.g. social (media) BI, BI in the cloud, BI as a service
	• Applications (e.g. CRM) and success of BI
	• Big data driven business model innovation and applications
	• Adoption and utilization of big data
	• BI for improving process and firm performance
	• BI in networks connecting things, people, organizations, and markets
	• Architectures, technical and organizational approaches to enable handling of big data
Track Associate Editors	List of Track Associate Editors