

Knowledge and information management (KIM'21) *

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The “raison d’être” of a KIM'21 conference are the observations regarding the development of web-based information resources – incl. DIGITAL LIBRARIES, E-commerce and Portals, ICT, information management and knowledge management.

Firstly: professionals of “old” and “new” disciplines don’t talk to each other and they operate in still distinct, but slowly converging communities.

Secondly, all communities have each other much to offer and they need each other to be able to perform more effectively. Therefore all relevant disciplines should cooperate closely and share expertise and resources to achieve the ultimate objective of serving customers independent of medium, time, place and currency in a truly interactive way.

Thirdly E-Commerce (dot.com businesses) and business-to-business communications are entering the information business and are jointly

- adding value (to customers and markets);
- minimizing risks (monitoring and reporting to management);
- facilitating the innovative power of industry and services, as well as science and technology;
- reducing costs to the customers (of transactions and processes); and
- creating new reality or intellectual capital (intelligence about society, politics, business and economics, science and technology, etc.).

Intellectual capital can be divided into human capital, e.g., knowledge and skills of staff, and structural capital, which consists of capital in clients (goodwill), capital in innovation and capital in processes and work flow management.

Is the AOL Time Warner (“CLICKS & BRICKS”) the start of a NEW WORLD ORDER?

What contributions will E-Commerce make to the (electronic) publishing business and content management (E-books and access to web resources (CORC))?

Is the web-based economy leading to the privatization of knowledge?

Is cyberspace being monopolized by commercial organizations?

How will Customer Relations Management impact access, access control, pricing, billing and clearing systems for Internet delivery of books, serials and bullets?

* Knowledge and Information Management, Proceedings of the first Knowledge and Information Management Conference (KIM'99) held in Maastricht (NL), 4–5 March 1999. Amsterdam, IOS Press, 1999 (Special issue of *Information Services and Use*, 1/99).

Will the BUSINESS-TO-BUSINESS E-COMMERCE PORTAL FOR INFORMATION USERS take over roles of the present information providers?

Will the Web-based information business “think global, interact local”?

Can the Internet bubble being converted into Internet business (bubble or business)?

The information professional (IP) contributes to knowledge management in many ways.

The IP knows how to acquire, process, organize, metadata (indexing), and access information/knowledge, as well as – auditing organizational knowledge assets.

One of the largest barriers in realizing the knowledge-based organization is the reluctance to share Information and knowledge without some form of financial compensation. Therefore we need new ways of compensating and paying knowledge workers and knowledge managers in an emerging knowledge society.