

Opening Keynote ▲ 9:00 a.m.
Steve Wunker
Tuesday, October 31
BUILDING ORGANIZATIONS
STRATEGIES, PRACTICES, & TOOLS
INNOVATION

10:15 a.m. – 11:00 a.m.	A101 High Performance Workplaces <i>Simmons & Campbell</i>	B101 Tools for Network Analysis <i>Anklam & Hoppe</i>	C101 Innovation: Ideas in Action <i>Brown</i>
11:15 a.m. – 12:00 p.m.	A102 Successful Worldwide KM Program <i>Garfield</i>	B102 Managing Metadata in Collaboration <i>Graef & Reamy</i>	C102 From Innovation to Execution <i>Wunker</i>
1:15 p.m. – 2:00 p.m.	A103 KM in Action <i>Vala-Webb, Carter, Swarup</i>	B103 Game Tech & Business Collaboration <i>Barth</i>	C103 Innovation in Healthcare <i>Elliott & Pendelton</i>
2:15 p.m. – 3:00 p.m.		B104 Collaboration @ Statoil <i>Olsen</i>	C104 COPs: Engines of Innovation <i>Preston</i>
3:15 p.m. – 4:00 p.m.	A105 Knowledge-Sharing Ecosystems <i>Lemons</i>	B105 Collaboration & Discovery <i>Fulkerson & Waterman</i>	C105 Structured Approach to Innovation <i>Terra</i>
4:15 p.m. – 5:00 p.m.	A106 Pharmaceutical R&D <i>Hodgson</i>	B106 Piloting Collaboration Software <i>Anklam & Hutchinson</i>	C106 Competitive Innovation Intelligence <i>Johnson</i>

Keynote ▲ 9:00 a.m.
Dave Snowden & Cindy Gordon
Wednesday, November 1
INFO & KNOWLEDGE FLOWS
KNOWLEDGE SHARING & EXCHANGE
MANAGING CONTENT

10:30 a.m. – 11:15 a.m.	A201 Contextualizing Info for KM <i>Benamram</i>	B201 Engineers Share Knowledge <i>DeGard</i>	C201 Taxonomies in Context and in Action <i>Reamy</i>
11:30 a.m. – 12:15 p.m.	A202 Unlocking the Value of Information <i>Sonderregger</i>	B202 Communities Transforming Practices <i>Sauve</i>	C202 Content Integration Networks <i>Dutra</i>
1:30 p.m. – 2:30 p.m.	A203 Adding Meaning & Value to Info <i>Pollard</i>	B203 Knowledge Portal <i>Chait</i>	C203 Successful Content Stories <i>Convery & Stennett</i>
3:00 p.m. – 3:45 p.m.	A204 Improving Knowledge Flows <i>Hammer</i>	B204 Learning Expertise <i>McDermott</i>	C204 Using ONA in CM <i>Earley</i>
4:00 p.m. – 5:00 p.m.	A205 Visualization <i>Chadbourne & van Zuylen</i>	B205 KM 2.0 in Action <i>Graham</i>	C205 Top Tips for Enterprise CM <i>White, Earley, Reamy</i>

KMWorld Awards & Keynote ▲ 8:45 a.m.
David Weinberger
Thursday, November 2
FUTURE FOCUS FORUM
KM 2.0: SOCIAL MEDIA FOR KNOWLEDGE SHARING

10:30 a.m. – 11:15 a.m.	A301 Controversies & the Future of KM <i>Snowden & McDermott</i>	B301 Enterprise Blogs for Knowledge Exchange <i>Graham & Engard</i>
11:30 a.m. – 12:15 p.m.	A302 What's Hot in Enterprise Search <i>Arnold</i>	B302 Social Media & the BBC <i>Semple</i>
1:15 p.m. – 2:00 p.m.	A303 Enterprise Insights: Analysts & Journalists <i>McKellar, Rao, Barth, Murray & Webster</i>	B303 Enterprise Blogs & Wikis <i>Frank</i>
2:30 p.m. – 3:15 p.m.	A304 Enterprise Insights: Industry Experts <i>Seuss & Langseth</i>	B304 KM 2.0: Ask the Experts <i>Pollard, Semple, Frank</i>
3:30 p.m. – 4:30 p.m.	CLOSING KEYNOTE A305 Enterprise 2.0: A Look at the Future <i>Andrews</i>	

TUESDAY CM STRATEGIES
WEDNESDAY EXECUTING CM
THURSDAY EVALUATING CM
Keynote ▲ 9:00 a.m.
Steve Wunker
Keynote ▲ 9:00 a.m.
Dave Snowden & Cindy Gordon
Keynote ▲ 8:45 a.m.
David Weinberger

10:15 a.m. – 11:00 a.m.	CM101 CM in the Mainstream <i>Boiko</i>	10:30 a.m. – 11:15 a.m.	CM201 What Every CM Pro Should Know <i>Crandall</i>	CM301 Web Site Optimization <i>Henne</i>
11:15 a.m. – 12:00 p.m.	CM102 CM: A Competitive Advantage <i>Zimmerman</i>	11:30 a.m. – 12:15 p.m.	CM202 Rollout Strategy <i>Simmons & Campbell</i>	CM302 The CM Industry <i>Regli</i>
1:15 p.m. – 2:00 p.m.	CM103 Managing Content as an Asset <i>Shenderovich</i>	1:15 p.m. – 2:00 p.m.	CM203 CM Maturity Analysis <i>Dembinsky & Terra</i>	CM303 Beyond Web Traffic <i>Pedersen</i>
2:15 p.m. – 3:00 p.m.	CM104 Customer-Centric CM <i>Rockley</i>	2:30 p.m. – 3:15 p.m.	CM204 Tagging, Interface, Content Org <i>Busch & Daniel</i>	CM304 Assessing the Success of CMS <i>Earley</i>
3:15 p.m. – 4:00 p.m.	CM105 Culture, Language, & ECM <i>Gerber</i>	3:30 p.m. – 4:15 p.m.	CM205 Building a CM Center of Excellence <i>Kale</i>	CLOSING KEYNOTE CM305 Enterprise 2.0 <i>Andrews</i>
4:15 p.m. – 5:00 p.m.	CM106 DITA: A Real Content Standard? <i>Gorman</i>			

10:15 a.m. – 11:00 a.m.	OPENING KEYNOTE Design in the Age of Web 2.0 Jeffrey Veen	
	PLANNING AND DESIGN	USER EXPERIENCE
11:15 a.m. – 12:00 p.m.	IA101 The Future of Intranets/Portals White	IB101 Information Architecture: A User-Centered Approach Lasselle & Wooten
1:15 p.m. – 2:00 p.m.	IA102 Portals: Ideas to Reality Boye	IB102 Delivering Content Streams & Personalization St. Clair
2:15 p.m. – 3:00 p.m.	IA103 Planning & Implementing a Portal Migration Borgeson	IB103 Findability & User Experience Sherueren & Benamram
3:15 p.m. – 4:00 p.m.	IA104 Designing an Intranet that Works with Your Business Mandel	IB104 User Experience: Lessons Learned Porco
4:15 p.m. – 5:00 p.m.	IA105 Maximizing Intranet ROI: Tips & Tech Schade	IB105 How Do I Get People to Use the Content? Budzik

Keynote ▲ 9:00 a.m.
Dave Snowden & Cindy Gordon

Wednesday, November 1

	GOVERNANCE AND MAINTENANCE	SEARCH
10:30 a.m. – 11:15 a.m.	IA201 Intranet Team Structure, Services, Processes Carron	IB201 Search Systems Lewis
11:30 a.m. – 12:15 p.m.	IA202 Urban Planning for the Corporate Web: Fighting Sprawl Hannon	IB202 Folksonomies, Social Tagging, & Complexity Theory Reamy
1:30 p.m. – 2:30 p.m.	IA203 Supporting Smart Organizations Demel, Derbyshire & Guerrero	IB203 Making Choices in Enterprise Search Arnold
3:00 p.m. – 3:45 p.m.	IA204 Managing a Global Team of Intranet Editors Sinclair-Pearson	IB204 Integrating Taxonomy & Search Pohs & Carlson
4:00 p.m. – 5:00 p.m.	IA205 Intranets, Internal Comm., & Organizational Change Stoddart & McConnell	IB205 Successful Search Stories Rappoport, Petrossian, Negler, & Kehoe

Keynote ▲ 8:45 a.m.
David Weinberger

Thursday, November 2

	MAKING CONTENT FINDABLE & USABLE	COLLABORATION
10:30 a.m. – 11:15 a.m.	IA301 Best Practices for Intranet Search Rappoport	IB301 Integrating Collaboration & Knowledge Exchange Ugheeta
11:30 a.m. – 12:15 p.m.	IA302 Ten Tips for Intranet Search Selection & Implementation White	IB302 Intranets for Improved Decision Making Vala-Webb
1:15 p.m. – 2:00 p.m.	IA303 Creating Usable Structured Content Kenny	IB303 Collaborating with Customers Ohlrogge
2:30 p.m. – 3:45 p.m.	IA304 Creative Content Strategies Kellner & Bernstein	IB304 SharePoint Tips & Tricks Seys & Maldonado
3:30 p.m. – 4:30 p.m.	CLOSING KEYNOTE Enterprise 2.0: A Look at the Future Andrews	

Pre-Conference Workshops Monday, October 30

9:00 a.m. – 12:00 p.m.

- W1** Building the Enterprise of the Future
- W2** KM101: Getting the Most from KMWorld
- W3** Enterprise Search Engines
- W4** Developing an Effective Content Framework
- W5** Intranet Strategies & Benchmarking for Practitioners
- W6** Modeling & Managing Metadata
- W7** Enterprise Portal Software
- W8** Wikis & Blogs: New KM Tools
- W9** KM: Strategic Partner for Top & Bottom Line Impact
- W10** Personal Knowledge Management (PKM)

1:30 p.m. – 4:30 p.m.

- W11** Learning Fast to Stay Relevant
- W12** Critical Success Factors for KM Initiatives
- W13** Selecting & Implementing Intranet Search
- W14** Content Strategy and Practice
- W15** Designing & Developing Intranets Using MS SharePoint
- W16** Taxonomies, Metadata, and Facets
- W17** Local Information Management
- W18** Intranet Governance & Standards
- W19** Organizational Network Analysis
- W20** Peer Mentoring: Sharing What You Know

Break Schedule

Tuesday

Exhibit Hall Grand Opening Reception
5:00 p.m. – 7:00 p.m.

Wednesday

Coffee Breaks in the Exhibit Hall
10:00 a.m. – 10:30 a.m.
2:30 p.m. – 3:00 p.m.

Thursday

Coffee Breaks in the Exhibit Hall
10:00 a.m. – 10:30 a.m.
2:00 p.m. – 2:30 p.m.