

**OPENING KEYNOTE (FOR ALL TRACKS)**

Tuesday, 9:00 a.m. – 10:00 a.m.

**Thinking for a Living: Keys to Knowledge Worker Productivity**

Tom Davenport, Babson College

**Exhibit Hours**

Tuesday, November 15  
5:00 p.m. to 7:00 p.m.  
Grand Opening Reception

Wednesday, November 16  
10:00 a.m. to 4:30 p.m.

Thursday, November 17  
10:00 a.m. to 3:30 p.m.

**MONDAY, NOVEMBER 14**

**Preconference Workshop**

9:00 a.m. – 12:00 p.m.

**W1 Putting KM on the Strategic Agenda**  
◦ Snowden & Costanzo

**W2 Solving KM and Intranet Issues** ◦ Wallace & Kennedy

**W3 Increasing Findability in Large, Complex Intranets**  
◦ McConnell

**W4 Taxonomy Development & Usage** ◦ Reamy, Pohns, Powers

**W5 Developing CMS Requirements**  
◦ Robertson

1:30 p.m. – 4:30 p.m.

W1 continued

**W10 Knowledge, Networks, and Value Creation**  
◦ Allee

**W11 Enterprise Search**  
◦ Arnold & Arnold

**W12 Practical Taxonomies**  
◦ Earley

**W13 Web Content Mgmt Systems (WCMS)**  
◦ Byrne

**TUESDAY, NOVEMBER 15**

**KMWorld Conference**

10:15 a.m. – 11:00 a.m.

**TRACK A  
APPLYING KM STRATEGIES**

**A101 Implementing KM**

**TRACK B  
KNOWLEDGE TRANSFER**

**B101 Transferring Knowledge**

**TRACK C  
COLLABORATION STRATEGIES & TOOLS**

**C101 Social Networking & Knowledge Transfer**

11:15 a.m. – 12:00 p.m.

**A102 Intelligence, Information, & Competitive Advantage**

**B102 Managing Key Assets That Walk Out the Door Each Day**

**C102 Making a Business Impact with Blogs**

12:00 p.m. – 1:15 p.m.

**LUNCH BREAK**

1:15 p.m. – 2:00 p.m.

**A103 Performance Improvement & Knowledge-Based Process Engineering**

**B103 Knowledge Worker Productivity in an Aging Workforce**

**C103 Social Networking Tools & KM**

2:15 p.m. – 3:00 p.m.

**A104 Grass-Roots KM: Learnings**

**B104 The Future Workplace**

**C104 Social Software & KM: Cases**

3:15 p.m. – 4:00 p.m.

**A105 Winning at Collaboration Commerce**

**B105 Strategic Integration of KM & PM**

**C105 RSS for CM Inside & Outside the Firewall**

4:15 p.m. – 5:00 p.m.

**A106 KM Success Measures**

**B106 Using Existing Knowledge Flows**

**C106 Social Networks & KM: The Future**

5:00 p.m. – 7:00 p.m.

**EXHIBIT HALL GRAND OPENING RECEPTION**

**WEDNESDAY, NOVEMBER 16**

**KMWorld Conference**

10:00 a.m. – 10:30 a.m.

**TRACK A  
APPLYING KM STRATEGIES**

**NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS**

**TRACK B  
CULTURAL ISSUES OF KM**

**TRACK C  
COLLABORATIVE ENVIRONMENTS**

10:30 a.m. – 11:15 a.m.

**A201 From KM Pilot to Launch**

**B201 Organizational Culture—Not a Problem**

**C201 Collaborative Innovation Networks**

11:30 a.m. – 12:15 p.m.

**A202 KM Capabilities**

**B202 Creating a Common Culture**

**C202 Collaborative Learning & Games**

12:15 p.m. – 1:30 p.m.

**LUNCH BREAK**

1:30 p.m. – 2:30 p.m.

**A203 Personal Knowledge Management (PKM)**

**B203 Creating a Knowledge-Sharing Culture**

**C203 Successful Communities of Practice**

2:30 p.m. – 3:00 p.m.

**NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS**

3:00 p.m. – 3:45 p.m.

**A204 Governance: Model for a Global Company**

**B204 Finding Enterprise Knowledge**

**C204 Collaborative Workspaces**

4:00 p.m. – 5:00 p.m.

**A205 Enabling KM**

**B205 Finding Tools**

**C205 Cool Tools for Collaborative Teams**

**THURSDAY, NOVEMBER 17**

**KMWorld Conference**

8:45 a.m. – 10:00 a.m.

**TRACK A  
LEARNING & INNOVATION**

**TRACK B  
KM LESSONS**

**TRACK C  
KM: FUTURE TRENDS**

**KM AWARDS & KEYNOTE: Pieces of the KM Puzzle** ◦ Verna Allee, Author, The Future of Knowledge

10:00 a.m. – 10:30 a.m.

**NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS**

10:30 a.m. – 11:15 a.m.

**A301 The Future of Learning**

**B301 Collaboration Implementations**

**C301 Practitioners' Insights**

11:30 a.m. – 12:15 p.m.

**A302 Integrating KM & Organizational Learning**

**B302 Long-Term Knowledge & Expertise**

**C302 Analysts' Insights**

12:15 p.m. – 1:15 p.m.

**LUNCH BREAK**

1:15 p.m. – 2:00 p.m.

**A303 Lessons from the Battle Command Knowledge System**

**B303 Sharing Critical Knowledge: Healthcare Lessons**

**C303 KM at a Diamond Mine & Communications Giant**

2:00 p.m. – 2:30 p.m.

**NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS**

2:30 p.m. – 3:15 p.m.

**A304 Innovation & Learning**

**B304 KM Language Lessons**

## WEDNESDAY KEYNOTE {FOR ALL TRACKS }

9:00 a.m. – 10:00 a.m.

### Building Capability in the Conductive Organization

Hubert Saint-Onge, Principal, Saintonge Alliance Inc.

## CLOSING KEYNOTE {FOR ALL TRACKS }

Thursday, 3:30 p.m. – 4:30 p.m.

### From KM to Sense Making: From Efficiency to Effectiveness

Dave Snowden, Founder, The Cynefin Centre

## Workshops

**W6** Building an Effective Content Management Strategy ◦ Earley

**W7** Portal Planning: Designing & Implementing ◦ Kiziris & Jones

**W8** Building High-Performance CoP ◦ Harden, Prevou, Rebollo

**W9** Overload, Learning, & Information ◦ Barth & Marrs

**W14** Web Writers Workshop  
**Cancelled**

**W15** Intranet Standards & Best Practice ◦ St. Clair

**W16** Enterprise Collaboration ◦ Fichter

**W17** Building Intranets for Supporting KM ◦ Robertson

**W18** Collaboration Commerce ◦ Collins, Gordon, Terra

## Content Management

### TRACK D CM STRATEGIES & PRACTICES

**D101** Making a Business Case for CMS

**D102** Achieving ROI on an Intranet CMS

**D103** Content Modeling 101: Start with a Solid Foundation

**D104** A Narrative Approach to CMS Requirements

**D105** Implementing Content Management

**D106** CMS Vendor Idol

## Intranets Conference

### TRACK E MAKING INTRANETS WORK

**E101** Technology Problem to a Business Enabler

**E102** Governance Do's and Don'ts

**E103** Intranets for Global Collaboration & Knowledge-Sharing

**E104** EVA—The Intranet Investment Friend

**E105** Multi-Site Strategies for Intranets & Extranets

**E106** Making the Intranet a Winner

### TRACK F CHOOSING TECHNOLOGIES

**F101** Implementing New Technologies

**F102** KM, E-Mails and Portals Are So 20th Century!

**F103** Communicating with Streaming Video

**F104** E-Mail Management

**F105 & F106** R&D Activity for the Intranet

**F105 & F106** continued

### LUNCH BREAK

EXHIBIT HALL GRAND OPENING RECEPTION

## Content Management

### TRACK D CONTENT INTEGRATION

**D201** Technical Architectures

**D202** Making Sense of the CMS Vendor Landscape

**D203** A Guide to Open Source CMS

**D204** Lessons Learned from CM Implementations

**D205** Practitioners' CM Insights

## Intranets Conference

### TRACK E BUILDING THE INTRANET

**E201** LUV Your Users: Southwest Airlines

**E202** Design Knowledge for Programmers

**E203** Personalization & Customization Strategies

**E204** User-Centered Approach to IA

**E205** Strategic Guide to Self-Service Portal Development

### TRACK F ORGANIZING THE INFORMATION

**F201** Evolving a Portal

**F202** Information Life Cycle Management

**F203** Organizing Info for Better Search Results

**F204** Enterprise Metadata Management

**F205** Semantic Integration and Faceted Taxonomies

### NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS

### LUNCH BREAK

### NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS

## Content Management

### TRACK D CONTENT MANAGEMENT

**D301** All Roads Lead to ECM

**D302** Intranet to ECM: Case Study

**D303** Enterprise WCM: The HP Way

**D304** The Future of Content Management

## Intranets Conference

### TRACK E INFORMATION DISCOVERY & SEARCH

**KEYNOTE:** The Frontiers of User Experience ◦ Jesse James Garrett, Founder, Adaptive Path

### NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS

**E301** Search 2005 and Beyond

**E302** Intranet Search

**E303** Inside the Enterprise: Implementing Search on the Corporate Intranet

**E304** How to Select a Search System: A 12-Step Process

### TRACK F KEEPING UP WITH INTRANET TRENDS

**F301** Delivering Intranet/Extranet Opportunities

**F302** Practitioners Bet on Intranet Trends

**F303 & F304** Web Slam: Show Me Yours—And I'll Show You Mine!

**F303 & F304** continued

### NETWORKING BREAK—A CHANCE TO VISIT THE EXHIBITS

**November 15-17, 2005** ◦ San Jose McEnery Convention Center