

## Preface

Knowledge management is an exciting emerging discipline within AI. One attraction is that KM provides close ties with industry that allows for researchers to focus their work on important real-world problems. KM also challenges AI with interesting issues concerning how to define, acquire, disseminate, and maintain knowledge in a distributed organizational setting. Several CBR researchers and practitioners firmly believe that case-based reasoning has a role to play in knowledge management. This workshop is devoted to enhancing the communication between KM and CBR researchers and practitioners, and to identify their potential synergies.

Several workshops have been held on topics related to knowledge management (KM) and artificial intelligence (e.g., AAI97's *Using AI in Electronic Commerce, Virtual Organizations, & Enterprise Knowledge Management to Reengineer the Corporation* and *Artificial Intelligence & Knowledge Management*, AAI98's *Using AI for Knowledge Management and Business Process Reengineering*, AAI97 Spring Symposium on *Artificial Intelligence in Knowledge Management*, IJCAI99's *Knowledge Management and Organizational Memory* and *Intelligent Workflow and Process Management*, ICCBR99's *The Integration of Case-Based Reasoning in Business Processes* and *Practical Case-Based Reasoning Strategies for Building and Maintaining Corporate Memories*). However, this marks the first year in which KM workshops have focused on case-based reasoning, with this workshop being the first held on this topic.

Given this, and that AAI that has generously supported CBR research during the past eleven years, we decided to focus our efforts on attracting several experts on KM to describe their objectives and vision to the CBR community. Thus, this workshop has a large number (8) of invited talks, mostly from experts on KM. In contrast, the 13 papers, as expected, were mostly from CBR researchers. Thus, we hope that participants will notice a balance between these disciplines, where KM experts enjoy a tutorial platform and CBR experts enjoy a platform for explaining their latest advances into KM-related topics.

We've reserved time for CBR/KM practitioners to give invited talks, and to also provide demonstrations during the poster session. We encourage the workshop participants to learn these products' capabilities, to discuss possible business opportunities concerning their application, and to identify any related limitations that could motivate future research. We've also reserved time for four discussion periods that focus on elaborating the perspectives of KM and CBR, respectively. The fourth period, a panel, will highlight lessons learned from this workshop.

Many thanks to our co-chairs, the other workshop committee members, and AAI for helping us to host this meeting. We hope that interested researchers will be able to retrieve relevant information expressed in here for reuse in managing knowledge in their own organizations, and that this workshop serves as a good case for future meetings on KM and CBR.

David W. Aha & Hector Muñoz Avila  
19 July 1999  
Orlando, Florida