

Integrating Knowledge Management into Business Processes

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A thesis submitted for the Masters degree of Computing
Sciences at the University of Technology, Sydney

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University of Technology Sydney
Broadway NSW 2007, Sydney
Australia

March 2007

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Acknowledgements

I would like to thank my supervisor, Professor Igor Hawryszkiewicz, who gave me advice, guidance in my research and publications, and provided very much more support than I should expect.

Great thanks are due to Associate Professor and Associate Dean (research) Didar Zowghi, who encouraged me to complete this thesis. Without Igor's and Didar's consistent support, I would not have been able to complete this research.

To my colleagues, Weidon Pan, Dongbai Xue and Ingrid Slembek, who were very good sources of information on knowledge management.

To the technical staff and research staff at the Faculty of Information Technology, for their helpful support; particularly: Shane, Alex, Oanh and research officer Clinton.

My appreciation and thanks to my lovely wife Panhtwa Myo Sein who is supporting, patience, encourage, helping and understanding me. All my love to daughter Khin Bhone Myint.

I am deeply grateful to my parents who gave me the gift of life.

Finally, thanks to Faculty of Information Technology to grant me faculty scholarship and supporting me during my study at UTS.

This thesis was edited in accordance with parts D, language and illustrations, and E, completeness and consistency, of the *Australian Standards for Editing Practice* by Dr Bruce Howarth, an Honorary Associate of the faculty, who has taught in the IT field.

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Date: **March 2007**

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Business Processes**

Degree: **M.Sc**

I here declare that the work described in this thesis is the result of original research
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March 2007

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Abstract

The 'new economy' enterprises, this thesis explains why knowledge management can fail and how the risk of such failures may be minimised. The key proposal is that knowledge management should be integrated into business processes and software agents should be used to facilitate knowledge management in business processes. The problem then is how such integration of the methodology can be applied to a concrete knowledge model.

The Evolving Knowledge Process (EKP) Model

The proposed approach includes these features: firstly, a method for developing a knowledge model; secondly, how the proposed knowledge model can be integrated into business processes; and thirdly, the use of a software agent to facilitate the integration of knowledge management into the business process; and finally, we implemented the EKP model using the Java programming language to demonstrate our system on the computer and to facilitate the use of agents.

Agents to Facilitate the Process

This thesis suggests how knowledge agents can facilitate the knowledge process. One solution is to develop a multiagent system based on the Evolving Knowledge Process (EKP) model. We defined each agent in the knowledge process to support and facilitate the process. Each agent has its own goals, plans and actions, and communicates with the other agents.