TUESDAY, OCTOBER 30, 2001

9:00 a.m. - 10:00 a.m.	**Theatre**	**KEYNOTE** — Successfully Implementing KM *Carla O'Dell*, President, American Productivity & Quality Center				
	Rooms 209/210	Rooms 203/204	Theatre	Ballroom G	Ballroom H	
	TRACK A	**TRACK B**	**TRACK C**	**TRACK D**	**TRACK E**	
	KM STRATEGIES	**KM TOOLS & TECHNOLOGY**	**KM & CONTENT MGMT**	**CULTURE & KM**	**eBUSINESS & KM**	
10:15 a.m. - 11:00 a.m.	**A101** Second-Generation KM	**B101** The Future of IT	**C101** Content Management in Transition	**D101** Knowledge Communities	**E101** KM and eBusiness	**COFFEE BREAK** 10:00 a.m. - 10:15 a.m.
11:15 a.m. - 12:15 p.m.	**A102** Case Studies: Iomega	**B102** KM: Economics & Evolution	**C102** How to Calculate the ROI of Corporate Knowledge Initiatives	**D102** Different Cultures, Different Tactics	**E102** The Emerging eBusiness Enterprise	**LUNCH BREAK** 12:15 p.m. - 2:00 p.m.
2:00 p.m. - 2:45 p.m.	**A103** Underpinning the KM Approach	**B103** Technology for Knowledge Sharing & Transfer	**C103** Managing Content and Knowledge	**D103** Building & Sustaining Knowledge Networks	**E103** eProcess — InterEnterprise Collaboration	**COFFEE BREAK** 3:45 p.m. - 4:15 p.m.
3:00 p.m. - 3:45 p.m.	**A104** Justifying KM Projects	**B104** Form Follows Function	**C104** Automating Content Management	**D104** Building a Business Case for Collaboration	**E104** Smart eBusiness	
4:15 p.m. - 5:00 p.m.	**A105** Case Study: Metrics, Incentives & Methodologies	**B105** The New KM	**C105** Dynamic Content Management Demystified	**D105** Communities of Practice	**E105** Business Insight Networks	

WEDNESDAY, OCTOBER 31, 2001

9:00 a.m. - 9:45 a.m.	**Theatre**	**KMWORLD AWARDS PRESENTATION & KEYNOTE** — Innovation, KM & Corporate Success *David Snowden, Director, Institute for Knowledge Management, IBM*

	Rooms 209/210	Ballroom G	Theatre	Rooms 203/204	Ballroom H	
	TRACK A	**TRACK B**	**TRACK C**	**TRACK D**	**TRACK E**	
	KM STRATEGIES	**KM TOOLS & TECHNOLOGY**	**KM & CONTENT MGMT**	**CULTURE & KM**	**eBUSINESS & KM**	
10:30 a.m. - 11:15 a.m.	**A201** Valuation of Knowledge Strategies	**B201** Implementing Reusable Information Objects	**C201** Taxonomies, Lexicons & Organizing Knowledge	**D201** Collaborative Workspaces in Practice	**E201** What's Happening with eGovernment Strategies	**COFFEE BREAK** 9:45 a.m. - 10:30 a.m.
11:30 a.m. - 12:15 p.m.	**A202** Designing Organizations to Add Value Through Knowledge	**B202** Under the Hood	**C202** An Evaluation of Modern Categorization Systems	**D202** Collaborative Intranets	**E202** KM Practices in Government	
1:45 p.m. - 2:30 p.m.	**A203** Intellectual Capital	**B203** Who Knows What	**C203** Quality Metrics for Taxonomy Development	**D203** Implementing a KM Solution at Cambridge Technology Partners	**E203** Advancing eBusiness & KM	**LUNCH BREAK** 12:15 p.m. - 1:45 p.m.
2:45 p.m. - 3:30 p.m.	**A204** How to Measure the Potential of Knowledge	**B204** KM & Voice Technologies	**C204** Taxonomies in Action	**D204** Creating Knowledge-Based Cultures	**E204** Knowledge Sharing Strategies	**COFFEE BREAK** 3:30 p.m. - 4:15 p.m.
4:15 p.m. - 5:00 p.m.	**A205** Tacit and Explicit	**B205** Intellectual Capital & Technology	**C205** Natural Language Advances	**D205** Influencing End Users to Contribute and Use Knowledge	**E205** Tools for Better eGovernment	

THURSDAY, NOVEMBER 1, 2001

9:00 a.m. - 9:45 a.m.	Theatre	**KEYNOTE** — Knowledge, Value & Networks *Verna Allee*, President & Founder, Integral Performance Group			

	Ballroom K	Theatre	Rooms 203/204	Ballroom J	Rooms 209/210
	TRACK A	**TRACK B**	**TRACK C**	**TRACK D**	**TRACK E**
	KM STRATEGIES	**KM TOOLS & TECHNOLOGY**	**CM TOOLS**	**CULTURE & KM**	**eBUSINESS & KM**
10:30 a.m. - 11:15 a.m.	**A301** First Things First	**B301** Knowledge Portals	**C301** XML, CM & KM	**D301** KM as Infrastructure for Organizational Learning	**E301** Designing Your eWorld Enterprise
11:30 a.m. - 12:15 p.m.	**A302** How to Create Business Value with KM Solutions that Work	**B302** Portal Payback	**C302** Standards for KM	**D302** Fostering a Knowledge-Empowered Culture	**E302** Human Capital ROI
1:45 p.m. - 2:30 p.m.	**A303** Technology Company Focuses on People & Processes	**B303** Using a Knowledge Framework to Build & Deploy Enterprise	**C303 & C304** XML Show & Tell	**D303** Using eLearning to Train the Extended Enterprise	**E303** Knowledge Management in Practice
3:15 p.m. - 4:00 p.m.	**A304** How KM Can Make Organisations Smarter	**B304** Building Knowledge Sharing with Portals		**D304** Motivations in eLearning	**E304** Sharing Knowledge for Successful eBusiness
4:15 p.m. - 5:00 p.m.	Theatre	**CLOSING KEYNOTE** The Late, Great, Future of Knowledge Management *Andy Michuda*, Chief Executive Officer, Sopheon			

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9:45 a.m. - 10:30 a.m.

LUNCH BREAK
12:15 p.m. - 1:45 p.m.

COFFEE BREAK
2:30 p.m. - 3:15 p.m.