

Managed Forgetting

Sustaining Grass-roots Organizational Memories: Foundations and Methods of Managed Forgetting for Knowledge Workers

Research Goal

Introducing 'forgetting' into organizational knowledge management methods and practices promises

- to help overcome information overload and
- to ease focusing on and refinding the really important things.

In this project, we will investigate foundations and methods of 'managed' forgetting, which aims

- to translate the focusing power of forgetting into the digital world,
- while at the same time complementing human remembering and forgetting.

This is accomplished by automatically collecting evidences to predict the importance of information items – the 'memory buoyancy' – and by combining it with a flexible set of forgetting actions.

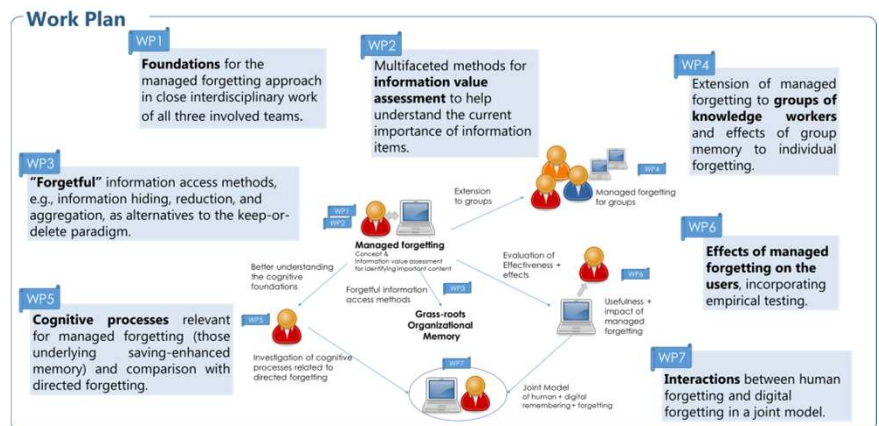
Approach

For achieving its goals the project will combine methods from cognitive science and psychology with methods from information analysis such as machine learning and methods from knowledge management such as representation of semantics.

Evaluation and experiments will play a crucial role in the project. Therefore, the Semantic Desktop is providing an ideal crystallization point for our interdisciplinary research:

- It supports the typical activities of a knowledge worker, e.g. in administration;
- it already maps the conceptual organization of the human cognitive system into a grass-roots organizational knowledge management system via a personal ontology and
- it provides a testbed for technical, cognitive and interdisciplinary research and experimentation.

The project bridges two research areas of the focus program "Intentional Forgetting in Organisations" (SPP 1921), namely 'Field 1' for investigating the personal and team view of knowledge workers on forgetting and 'Field 2' to realize managed forgetting for a knowledge-based system.



DFKI's part & Predecessor

DFKI takes part with research on knowledge work assistance by evolving personal to organizational knowledge management. Here, the Semantic Desktop provides an infrastructure for personal and team knowledge management.

First work on forgetting in the Semantic Desktop was done in the EU-Project ForgetIT which finished in 2016 and where the results on forgetting can be seen at

<https://pimo.opendfki.de/wp9-pilot/>

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Partner:



Contact:

DFKI Kaiserslautern
Knowledge Management – CC VOF

Dr. Heiko Maus
Telephone: 0631 – 20575-1110
E-Mail: Heiko.Maus@dfki.de
Internet: km.dfki.de/