

From Information Technology to Knowledge Management (IT4KM)

Organizational Learning in e-Health

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Abstract:

Knowledge Management is a discipline covering a fascinating combination of Information Technology (IT) and Psychology (Decision Support), which in turn is a triangle of thinking, learning and decision making. These issues are central in many e-Application areas, such as e-Health, e-Education, e-Business, e-Government etc. A statement by Andrew Carnegie describes it best: *"The only irreplaceable capital an organization possesses is the knowledge and ability of its people. The productivity of that capital depends on how effectively people share their competence with those who can use it."* Particular interest is placed on making processes and workflows efficient and more effective. Information Systems (IS) encompass a collection of both technological and human resources that provide the storage, computing, distribution, and communication of information required by people. To gain benefits in a constantly growing and changing world of information, it is essential to carry out interdisciplinary and multidisciplinary research in Psychology and Computer Science, which traditionally takes place in the area of Human-Computer Interaction (HCI). Most of all, it is crucial to implement the results and lessons learned at systemic level. This must be ensured by the inclusion of Usability Engineering (UE). This lecture provides an overview to some problems and solutions by showing typical examples of the area of e-Health, however, it can easily be transferred to other application areas.

Biographical Information:

Andreas Holzinger, currently working at the Medical University Graz, was Visiting Professor at Vienna University of Technology, Institute for Software Technology and Interactive Systems (IFS) in 2005/06, Visiting Professor at Innsbruck University, Institute for Organization and Learning (IOL) in winter term 2004/05 and Visiting Lecturer at NHC in Berlin, Germany (2002 and 2003). He is Consultant for the Austrian and German Ministry of Science, National expert and IST evaluator in the EC, Industrial Consultant, member of the European Research Consortium in Informatics and Mathematics (ERCIM). He is elected chair of the WG HCI&UE of the Austrian Computer Society and founder and leader of the SIG "HCI4EDU" in order to bring together Psychologists, Educationalists and Engineers. Holzinger started his career as apprentice in IT in 1978, finishing as Radio- and Television Technician (1981); Foreman in Industrial Electronics (1983); College of Further Education Bournemouth (UK) with honors in Computer Science (1985/86); After extensive industrial experience, during which he attended evening classes, he was awarded Chartered Engineer for Communications (CEng, 1990); Diploma as Lecturer for Adult Education (DipEd, 1992); Studies of Communication Engineering (BEng, 1993), Physics and Psychology (MSc, 1995) as well as Media Pedagogy and Sociology (MPh, 1996) at Graz University of Technology and Graz University. Doctoral promotion with summa cum laude in Cognitive Science (PhD, 1997); Venia Docendi (Univ.-Doz., Associate Professor, 2003) in Applied Information Processing at Graz University of Technology. To date 148 publications and 99 lectures and talks. More Information: www.basiswissen-multimedia.at (click on Holzinger Home).