



KMWWorld 2023

NOVEMBER 6-9, 2023

JW MARRIOTT

Washington, D.C.

C201 | Communities of Practice for Knowledge Sharing



NOVEMBER 8, 2023



10:45 P.M. - 11:30 P.M.

SPEAKERS

MODERATOR



RICHARD HUFFINE

Assistant Director, Enterprise
Information & Records
Federal Deposit Insurance Corporation



KENDRA ALBRIGHT

Kent State University



RICHARD HUFFINE

Federal Deposit Insurance Corporation



HEATHER HEDDEN

Semantic Web Company

Overview of Communities of Practice (CoPs)

Presented by

Kendra Albright, Ph.D.

Goodyear Endowed Professor in Knowledge Management

Kent State University

School of Information (iSchool)

M.S. in Knowledge Management Program



Outline

Definitions and Characteristics of CoPs

Activities of CoPs

Benefits of CoPs

10 Principles for CoPs

Types of CoPs

How to Create CoPs

Definitions

Community:

- “Groups of people who share an interest, a specialty, a role, a concern, a set of problems, or a passion for a specific topic” (Garfield, 2020)

Community of Practice (CoP):

- “a network of people in an organization, or across multiple organisations, who work in the same area of practice, and who can seek knowledge from, and share knowledge with, each other” (Milton, 2022)

Characteristics of CoPs (Nickols, 2012)

Joint Enterprise:

- Members are there to accomplish something on an ongoing basis; they have work in common and share a "mission."

Mutual Engagement:

- Members interact to clarify work, to define and change how it is done. They establish their identities through this mutual engagement.

Shared Repertoire:

- Members share common work as well as methods, tools, techniques and language, stories and behavior patterns. There is a cultural context for the work.

CoP Activities (Nickols, 2012)

- Regular, work-related interactions (rough or smooth)
- Common tools, methods, techniques and artifacts such as forms, job aids, etc.
- Common practices and beliefs about best practices
- Common stories, legends, lore, "inside" jokes, etc.
- A highly effective "grapevine"
- A rapid transfer of best practices
- Conversations come quickly to the point
- Problems are framed quickly

An ability to assess the effectiveness of actions taken and the utility of products produced

A fairly broad consensus among the members about who is "in" and who is "out"

A shared awareness of each others' competencies, strengths, shortcomings and contributions

A shared, evolving language

Perspectives reflected in language that suggest a common way of viewing the world

Behavior patterns that signify membership

Benefits of Communities

Sharing new ideas, lessons learned, proven practices, insights, practical suggestions

Applying shared insights

Reusing solutions through asking and answering questions

Retrieving posted material

Collaborations through dialog and interactions

Brainstorming which can lead to innovation

Network externalities

Types of Communities

Communities of Interest

Communities of Practice

- External CoPs
- Internal CoPs

How to Create a Community (Mohan, 2007)

Identify what you want to give to your members and why

Form a core team

Survey your members to understand their needs

Develop a marketing plan

Identify your influencers

Learn about available technology

Develop a resource plan

Develop a statement of justification

Implement and start your community!

Critical Success Factors (Garfield, 2020)

The CoP fills an unmet need and does not duplicate any existing community

Its topic uses industry-standard, conventional terms and is as broad as is reasonable

People are likely to want to join in sufficient numbers to achieve critical mass

At least one person is willing to manage the community

The community manager will measure the community using standard indicators and take corrective action as needed

10 Principles for Communities (Garfield, 2020)

1. Communities should be independent of organization structure; they are based on what members want.
2. Communities are different from teams; they are based on topics, not on assignments.
3. Communities are not sites, team spaces, blogs or wikis; they are people who choose to interact.
4. Community leadership and membership should be voluntary
5. Communities should span boundaries; they should cross functions, organizations, and geographic locations.
6. Minimize redundancy in communities; before creating a new one, check if an existing community already addresses the topic.
7. Communities need a critical mass of members; take steps to build membership.
8. Communities should start with as broad a scope as is reasonable; separate communities can be spun off if warranted.
9. Communities need to be actively nurtured; community leaders need to create, build, and sustain communities.
10. Communities can be created, led, and supported using TARGETs (Types, Activities, Requirements, Goals, Expectations, Tools)

Additional Resources

How to Start & Lead Communities of Practice - Stan Garfield

- (<https://stangarfield.medium.com/how-to-start-lead-communities-of-practice-f2944b22ef56>)

Courses:

- Kent State University, School of Information - KM 60305, Communities of Practice:
 - This course will explore communities and community management from a practical perspective. It will enable students to learn how knowledge management leaders launch and lead communities of practice programs as part of their initiatives. Students will learn how community managers do their jobs successfully through applying proven practices for creating and cultivating communities. The course exposes students to the fundamental concepts and principles of communities of practice and includes real life case studies. Students will complete a course project pertaining to community of practice evaluation.

Others: Social Work, Education, Discipline-specific

References

- Garfield, S. (2020). *Handbook of Community Management: A Guide to Leading Communities of Practice*. Berlin: Walter de Gruyter GmbH & Co KG.
- Garfield, S. (2017, December 30). *How to Start and Lead Communities of Practice*. <https://stangarfield.medium.com/how-to-start-lead-communities-of-practice-f2944b22ef56>.
- Garfield, S. (2014, June 30). *Communities Manifesto: 10 Principles for Successful Communities*. LinkedIn Post. <https://www.linkedin/pulse/20140630211036-2500783-communities-manifesto-10-principles-for-successful-communities/>.
- Milton, N. (2022, July 25). LinkedIn Post.
- Mohan, M. (2007, March 17). *The Ten Step Checklist for Starting Your Community*. <https://bestengagingcommunities.com/2007/03/17/the-ten-step-checklist-for-starting-your-community-from-my-future-of-communities-blog/>.
- Nickols, F. (2012). *Characteristics of A Community of Practice (CoP)*. <https://www.nickols.us/CoPcharacteristics>.



Thank You

kalbrig7@kent.edu

Internal Communities of Practice

Presented by

Richard Huffine, Federal Deposit Insurance Corporation (FDIC)



Outline

- Reasons and Goals
- Types
- Platforms Used
- Challenges



Goals and Reasons for Internal CoPs

User Engagement

- Goes beyond help desks, email announcements, and periodic training
- Supports community members answering one another's questions
- Can be a great way to gather use case examples

Knowledge Transfer

- Providing a casual forum for asking questions, seeking advice, sharing updates
- Can be hosted by a product owner, sponsoring office, Center of Excellence, etc.

Transparency

- Better than a web site for sharing documentation, recorded training, etc.

Goals and Reasons for Internal CoPs

Valuable connections for:

- Sponsoring organizations looking to engage practitioners/users
- Subject Matter Expert(s)
- Staff developing their skills
- Onboarding new practitioners



Internal CoP Types

Functional

- Practitioners of a specific function
- Users of a specific system
- Stakeholders in a specific topic or issue

Organizational

- Voluntary contributors that come together to support a mission or goal

Collegial

- Colleagues that have enjoyed working together
- Alumni of a training program

Internal CoP Platforms

Microsoft Teams

Slack

Yammer

SharePoint

Confluence

In addition to these platforms, CoPs can be conducted manually through a coordinator or community manager.

Internal CoP Challenges

Mandate

- A successful CoP needs a compelling call to action for participants but it cannot become mandatory – if it does, it ceases to be a CoP

Burnout

- CoPs can wax and wain, depending on the passion or interest in their topic
- Community Managers can manage this with discussion prompts, varying engagement approaches, and reinforcing the reason for the Community periodically

Time

- A lot of employees today struggle to have time to participate in CoPs



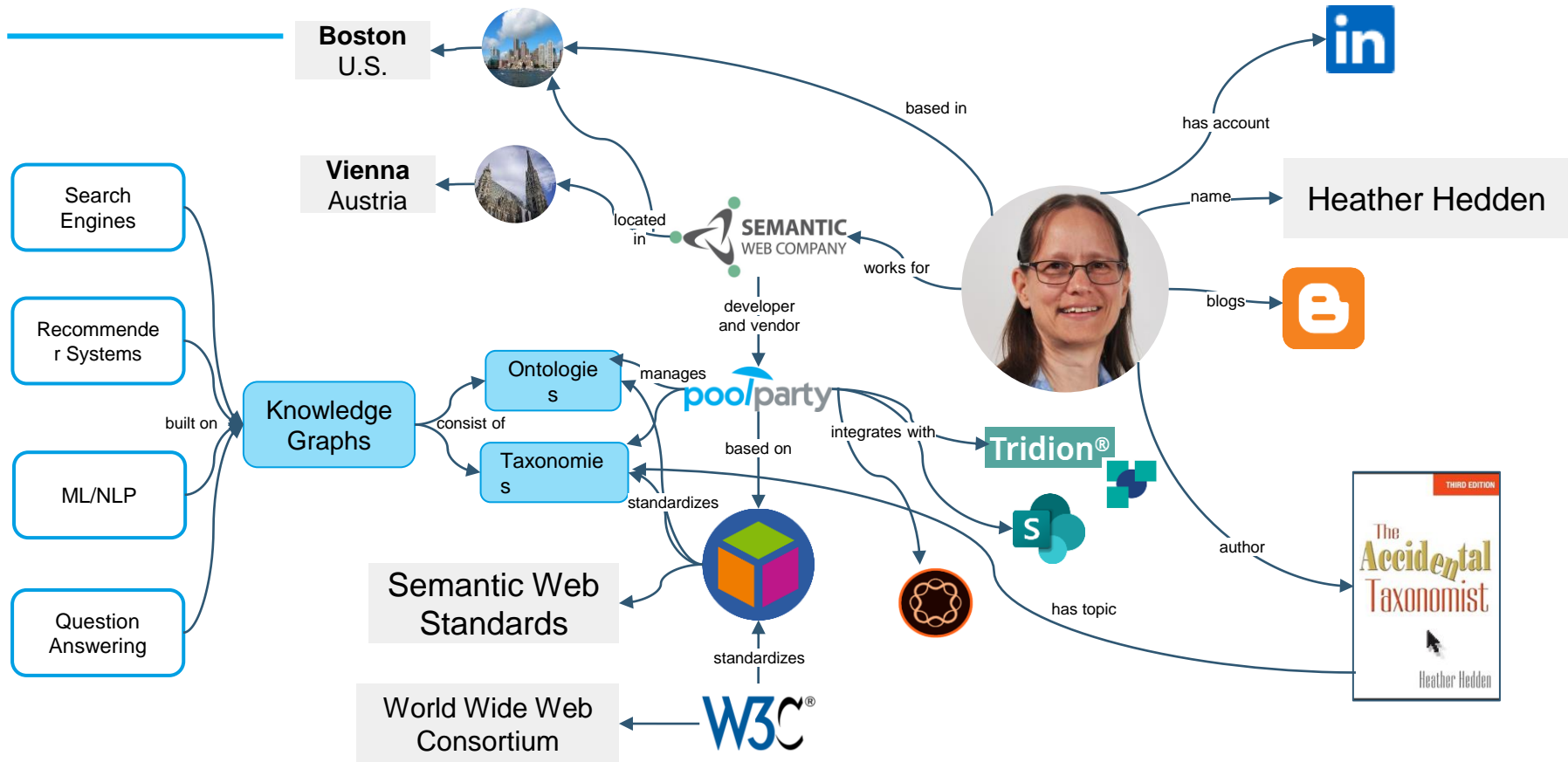
External Communities of Practice (CoPs)

KMWorld Conference
November 8, 2023

The background of the slide is a light blue-grey color. It features a top-down view of a person's hands interacting with a tablet. The tablet displays a colorful Venn diagram with five overlapping circles in green, yellow, red, blue, and purple. To the right of the tablet, there is a complex network diagram consisting of white nodes connected by thin lines, with a globe-like structure on the right side. In the bottom right corner, there is a small icon of a document with a list.

Heather Hedden
Knowledge Manager
Semantic Web Company

Click the Graph—get in contact with us!



- ▶ External CoP goals
- ▶ External CoP types and examples
 - ▶ Company or industry-leader led, with external members
 - ▶ Company-led for its customers
 - ▶ Professional membership association groups
 - ▶ Open, volunteer-based
- ▶ CoP platforms used
- ▶ External CoP challenges

Goals and Reasons for External CoPs

External knowledge management from “a network of people ... across multiple organisations”

- ▶ Knowledge acquisition and sharing
 - ▶ Learn ideas and best practices from beyond one’s organization to improve one’s work and that of one’s organization.
 - ▶ Learn about new tools and technologies.
- ▶ Networking
 - ▶ Connect with professionals in the field (for ideas, opportunities, job referrals, conference speaking, publishing, etc.)
 - ▶ Find local contacts for in-person meetups
 - ▶ Connect internationally for global perspectives



Valuable connections for individual professionals

- ▶ Knowledge workers who are the only or one of a few professionals in their field at their employer:
 - ▶ knowledge managers, taxonomists, information architects, search specialists, linguists, corporate librarians, etc.
- ▶ Remote employees
- ▶ Employees of small companies
- ▶ Independent contractors, freelancers
- ▶ Those transitioning to a new professional field

External CoP Types

1. Company or industry-leader led communities, with external members
2. Company-led communities for their customers
3. Professional membership association-based “special interest groups”
4. Open, volunteer-led communities



1. Company or industry-leader led, with external members

- ▶ May be organized by company or an industry leader with employer approval
- ▶ Mix of internal and external members, but more external
- ▶ To obtain knowledge from a wider group
- ▶ Often around technology type, set of technologies, common product platform
- ▶ Focus is more on periodic live web meetings, with guest speakers or moderated discussions on a theme, than a discussion group

- ▶ Examples with monthly online meetings:
 - ▶ [Estes Park Group](#) – knowledge graphs and data centric architecture
 - ▶ [Semantic Content Graph Guild](#) - knowledge graphs and semantics
 - ▶ [RWS Taxonomy Task Force Meeting](#) - content management taxonomies

Events

Events Hosted by Semantic Arts

Estes Park Group

Monthly | Virtual

Semantic Arts' Estes Park Group is a monthly online presentation and discussion forum on knowledge graph and data-centric architecture (DCA) trends. SA President Dave McComb first brought the Group together in person in 2017 for a weekend retreat in Estes Park, Colorado, thus the name.

[Check out Previous Meetings](#)

Interested in Joining?

Name *(Required)*

First

Last

Email *(Required)*

Company *(Required)*

SUBMIT

Example:
[Estes Park Group](#)

Hosted by Dave McComb, president of the consulting company Semantic Arts

<https://lp.constantcontactpages.com/su/2oTGVsK>

General Discussion

[New Topic](#)

Mark topics

ANNOUNCEMENTS

	REPLIES	VIEWS	LAST POST
Calendar of Events by FirstLight » Tue Jun 21, 2022 7:22 am	0	821	by FirstLight » Tue Jun 21, 2022 7:22 am
SCGG Zoom Meeting Recordings by FirstLight » Fri Apr 22, 2022 5:12 pm	0	1204	by FirstLight » Fri Apr 22, 2022 5:12 pm
Discussion forum rules by FirstLight » Mon Feb 28, 2022 1:53 pm	0	753	by FirstLight » Mon Feb 28, 2022 1:53 pm
Kickoff Meeting Announcement by FirstLight » Sun Feb 27, 2022 9:18 am	0	830	by FirstLight » Sun Feb 27, 2022 9:18 am

TOPICS

	REPLIES	VIEWS	LAST POST
Post your ideas for graph-powered content applicaitons here by FirstLight » Mon Feb 28, 2022 1:36 pm	6	1739	by FirstLight » Tue Jan 24, 2023 9:41 am
Post your learning resources and references here by FirstLight » Mon Feb 28, 2022 1:42 pm	9	1191	by FirstLight » Thu May 26, 2022 12:42 pm
Semantic technoogy tools and technology by FirstLight » Mon Feb 28, 2022 1:48 pm	4	692	by FirstLight » Sat Apr 30, 2022 9:21 am
Post your burning questions about ontologies and knowlege graphs here by FirstLight » Mon Feb 28, 2022 1:32 pm	5	885	by FirstLight » Fri Apr 22, 2022 10:39 am
Vendor Forum by FirstLight » Wed Mar 02, 2022 10:34 am	0	748	by FirstLight » Wed Mar 02, 2022 10:34 am
Generative AI/LLM Test: DITA vs. Unstructured Content by ClaudetteH » Thu Jun 22, 2023 9:20 am	0	268	by ClaudetteH » Thu Jun 22, 2023 9:20 am
CMS Enabement for Graph-driven content	1	498	by JohnO »

Example:
Semantic Content Graph Guild

Hosted by Michael Iantosca, Senior Director of Content Platforms, Avalara
<https://thinkingdocs.com>

2. Company-led community for its customers, as a user community

- ▶ Often for business/engineering software that requires expertise to use well
- ▶ Not for just quick-how to answers, but for use case examples and best practices

ChatGPT: **A software customer user community** is a platform where users of a specific software product can come together to **share knowledge**, ask questions, provide feedback, and engage in discussions. This collaborative space can be beneficial for both users and the software provider.

Benefits:

- ▶ Know individual customers better - which can be promoters, which are at risk
- ▶ Know use cases better for sales and marketing messages
- ▶ Get ideas for product improvements and enhancements
- ▶ Customers answering each others' questions contribute to knowledge base.

External CoP Types and Examples

Company-led example:

Semantic Web Company's PoolParty software user community



- ▶ Reason and justifications for time/effort/cost
 - ▶ Service to customers, also offered by our competitors
 - ▶ Let customers answer questions to reduce our technical support tickets
 - ▶ Better understand customers to improve our product and services
 - ▶ Better understand the market for messaging
- ▶ Whom to include in the community
 - ▶ Customer contacts (users, technical contacts, business contacts)
 - ▶ Partner contacts
 - ▶ Semantic Web Company employees (of Sales, Marketing, Professional Services, Customer Support, Software Development, upper management)
 - ▶ Prospects who are doing product trial

3. Professional membership association-based “special interest groups,” “divisions,” or “communities”

- ▶ Technically supported by the parent organization
- ▶ For some, the special interest group is more important than the parent
- ▶ May be more of a community of interest

Companies in the industry should have employees as members who can monitor the discussions and posted resources for trends, tips, best practices, competitor intelligence, and knowledge resources.



CONNECT



Communities / Community Home

Knowledge Management Community Settings

Community Home Discussion 499 Library 20 Events 0 Members

[This is a link to the KM Community website](#)

Latest Discussion Posts Add



Community Forum on 11th Sept

By: [William Lee](#), one month ago

Posted for Deb Hunt We are hosting the Community Forum on 11 th Sept. <https://www.pathims.com/sla/courses/50423/webinars/33930> SLA September 2023 Community Leader Forum | SLA Learning Hub SLA wants to continue to exceed new levels ...



RE: Looming KM Certification

By: [Guillermo Galdamez](#), 2 months ago

Hi Jaye! I know small local NGOs and other civic organizations generally welcome the help of students in the KM space. When I was doing my Master's we usually did work with local NGOs, and sometimes different offices/groups in the university. ...



RE: Looming KM Certification

By: [Kendra Albright](#), 2 months ago

Hi Jaye, Kent State University has both a certificate program and a Master of Science (M.S.) in Knowledge Management. The M.S. requires a research paper or project as their capstone experience. Papers and projects run from designing and developing ...

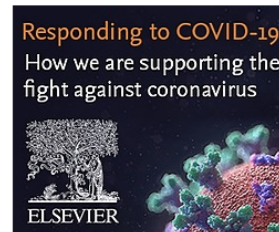


RE: ChatGPT/Generative AI integration into corporate/university ...

By: [Jaye Lapachet](#), 2 months ago

One of the projects people on my team run is developing a LLM that produces

Community Ad Builder



Latest Shared Files

Create a Library Entry This Library has no recent entries. Add a file or multimedia through a new Library Entry.

[Create a Library Entry](#)

Professional association community of practice example:
SLA (Special Libraries Association) Knowledge Management Community

4. Open volunteer-based community

- ▶ Led by volunteers, one or a small number
- ▶ May be charter-based
- ▶ Free (no membership dues), but no budget
- ▶ Could be a web/email discussion group or a Meetup.com group
- ▶ Focus tends to be on the discussion group

Examples

- ▶ SIKM (Systems Integration KM) Leaders Community
- ▶ Knowledge Graph Conference (KGC)
- ▶ Taxonomy Talk group

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New Poll

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Wiki



SIKM Leaders Community main@SIKM.groups.io

SIKM Leaders Community

This is a global community of knowledge management (KM) practitioners. It is open to everyone with an interest in KM. Read about the [history of the community](#), the [community guidelines](#), and the [blueprint and annex](#).

When requesting membership, please provide your full name in the name field. No anonymous or ambiguous members are allowed.

To start a new post, click on **New Topic** in the left menu. You can also post by sending email to main@SIKM.groups.io.

When replying to an existing post, don't change the topic. To discuss a new topic, start a new post instead.

We hold monthly conference calls on the third Tuesday every month at 11 am ET:

- [Schedule of future calls](#)
- [Calendar](#)
- [Dial-in numbers](#)
- [Connect to the call online](#) - Online Meeting ID: stangarfield
- If you join online, be sure to click on the phone icon and then choose your audio preference.
- If you join by phone, press *6 to mute or unmute your line.
- Please don't turn on video - this increases the size of the recording ten times.
- Slides ([OneDrive](#), [SlideShare](#)) - There is no live screen sharing - you follow along by advancing the slides yourself.
- [Twitter chat transcripts](#)
- [Previous calls](#)
- Some recordings are no longer available, but some [older recordings are still available](#).

Group Information

<https://sites.google.com/site/stangarfield/>

1,204 Members

2,202 Topics, Last Post: Oct 28

Started on 08/12/05

[Feed](#)

Group Email Addresses

Post: main@SIKM.groups.io

Subscribe: main+subscribe@SIKM.groups.io

Group Settings

- ✓ All members can post to the group.
- ✓ Posts to this group do not require approval from the moderators.
- ✗ Messages are set to reply to group.
- ✗ Subscriptions to this group require approval from the moderators.
- ✗ Archive is visible to anyone.
- ✗ Wiki is visible to members only.
- ✗ Members can edit their messages.

Open community
example:

SIKM Leaders
Community
on groups.io

<https://sikm.groups.io>

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Search



Topics

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Filter

Date 1 - 20 of 2202



Columbia IKNS is Hiring [#jobs](#)

From: Christoph Meinrenken <cmeinrenken@...> Columbia's Information & Knowledge Strategy (IKNS) program is looking to fill a full time faculty position for (Associate) Professor of Practice, starting
By Stan Garfield · Oct 28

Speaker on #AI wanted! [6](#) [#AI](#)

"A speaker on #AI and generative #AI is wanted!" More details on the topic and event can be provided. I am on the Curriculum Committee at *SOAR (soarexplora.com (http://soarexplora.com/) *),* the
By Susan Genden · Oct 27

Research regarding Communities of Practice [9](#) [#CoP](#) [#research](#)

Hi everyone! This coming year, I am planning to have a strategic initiative around helping business leaders develop new communities of practice and developing HR communities for items that impact rete
By Peter Oehrtman · Oct 26

Sue Hanley interviewed by Edwin K. Morris [3](#) [#podcast](#)

Today I listened to this episode of the Because You Need to Know podcast featuring Sue Hanley. I agreed with everything Sue had to say, and recommend that you listen
By Stan Garfield · Oct 25

Knowledge Management in Crisis Management [7](#) [#crisis-management](#)

Hello everyone, I am looking for resources but also generally some advice and recommendations on the subject of knowledge management in crisis management. My org
By Hanna Bugajewska · Oct 24

Expertise in Enterprise Search Engines [12](#) [#search](#)

Hello KMers I've been missing the action here. Happy to get back into the community to ask an interesting question. Even though several organisations contemplate integrating all knowledge sources thro
By Nirmaia Palaniappan · Oct 24

Bill Ives [6](#) [#personal](#)

Bill Ives passed away in New Orleans on Tuesday, October 17, 2023. He had been ill for a few weeks. I have his wife, Cindy Morse' permission to reach out to his professional network to share the news
By Catherine Shinnors · Oct 22

October 2023 SIKM Call: Art Murray - Formulating a Governance Model for Human and Machine Knowledge [5](#) [#monthly-call](#) [#AI](#) [#governance](#)

This is a reminder of tomorrow's monthly call from 11 am to 12 noon EDT. October 17, 2023 SIKM Call: Art Murray - Formulating a Governance Model for Human and Machine Knowledge Slides For online ...
By Stan Garfield · Oct 20

In Search of Experience with Tools for Improved Findability and Classification [2](#) [#tools](#) [#search](#) [#taxonomy](#)

Dear all, I hope its not rude to ask a question right after joining. We are on the lookout for a tool that bolsters the findability, discoverability, and classification of information as an integral c
By David Nolte · Oct 20

Our 1,200th Member [3](#) [#milestone](#)

Welcome to David Nolte, who joined the community from Germany today as our 1,200th member. SIKM previously passed the 1,100-member mark exactly 8 months ago, on February 17, 2023. This mean...
By Stan Garfield · Oct 18

Invitation to Participate in KMWorld 2023 Interest Group Survey [6](#) [#engagement](#) [#KMWorld](#) [#collaboration](#) [#conversation](#)

Dear SIKM Members, As we prepare for the upcoming KMWorld 2023 conference, we recognize the immense value of engaging in focused, topic-specific discussions. To facilitate this, Stan Garfield, my coll
By Sven Rinke · Oct 18

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Name	Type	Uploaded By	Size	Created	Updated
Day in the Life ² Files associated with "A Day in the Life of a Knowledge Manager" - collaborative book/wiki	Folder		-	09/30/22	09/30/22
K012787_Knowledge Management at Robert Wood Johnson Foundation.pdf APQC Case Study: Knowledge Management at the Robert Wood Johnson Foundation (2022)	PDF	Ari Kramer	676 kB	09/01/22	09/01/22
Managing Our Knowledge - Hank Malik.pdf	PDF	Stan Garfield	1.7 MB	07/20/20	07/20/20
Blueprint for SIKM Leaders ⁶ This folder contains the blueprint with the norms and overview of SIKM Leaders Community as well as Annexes describing projects. This also contains the PDF summarizing the November, 2019 online discussion about gender and diversity in SIKM Leaders.	Folder		-	04/22/20	04/22/20
39 KM tools.pdf	PDF	Stan Garfield			
Beachhead_KM presentation rev 1 March 07.ppt	File	Stan Garfield			
Beachhead White Paper_rev8 1.pdf	PDF	Stan Garfield			
Leverage public education by collaboration ³ 17-Oct-06 files from "How to leverage public education by means of a collaboration strategy" presented by Mike Koffman, Jillian Darwish, and Matt Saddler	Folder				
Swarup_Seven Strategies for Maximizing the Value of Knowledge Sharing.ppt	File	Stan Garfield	2.7 MB	11/26/19	11/26/19
07-05 Minutes.docx	File	Stan Garfield	15 kB	11/18/19	11/18/19
Attachments ⁵⁹ Attachments originally posted in Yahoo	Folder		-	11/05/19	11/16/19
Sharing Microsoft Services KM Initiative to Columbia University July 2017.pdf Overview of Microsoft Services KM program By Jean-Claude Monney	PDF	Jean-Claude F. Monney	2.1 MB	10/21/19	02/07/20
CKO Microsoft Services					
Seven Deadly Syndromes - Chris Collison.pdf Culture and KM Paper	PDF	Chris Collison	461 kB	04/28/18	02/07/20
Midwest KM Symposium ¹ Photos from the 2017 Midwest KM Symposium held at the Federal Reserve Bank in Cleveland	Folder		-	05/16/17	05/16/17
Qualitative Community Health Check Tool.xls Qualitative Community Health Check Tool	File	Jonathan Harman	105 kB	08/13/15	08/13/15

SIKM Leaders
Community
Uploaded files

Search Knowledge Graphs Conference

Knowledge Grap... # ask Have a question? Please ask on our Q&ABoard: <https://answers.knowledgegraph.tech/> 3,246

egerber/spaCy-entity-linker
spaCy module for linking text to Wikidata items
Friday, October 6th

5 Contributors 24 Used by 190 Stars 29 Forks

GitLab
Files · olms2 · Sesboue Matthias / ontology-learning · GitLab
Gitlab
1 8 replies Last reply 18 days ago

Wednesday, October 11th

Xeno Acharya 9:44 AM
Hi all (and also @Ellie Young)—is there a widely accepted ontology for carbon footprint data? If so, would you please share some here? Also, how does one evaluate "good" ontologies vs not so good ones? 😊 thanks!
3 replies Last reply 17 days ago

Monday, October 23rd

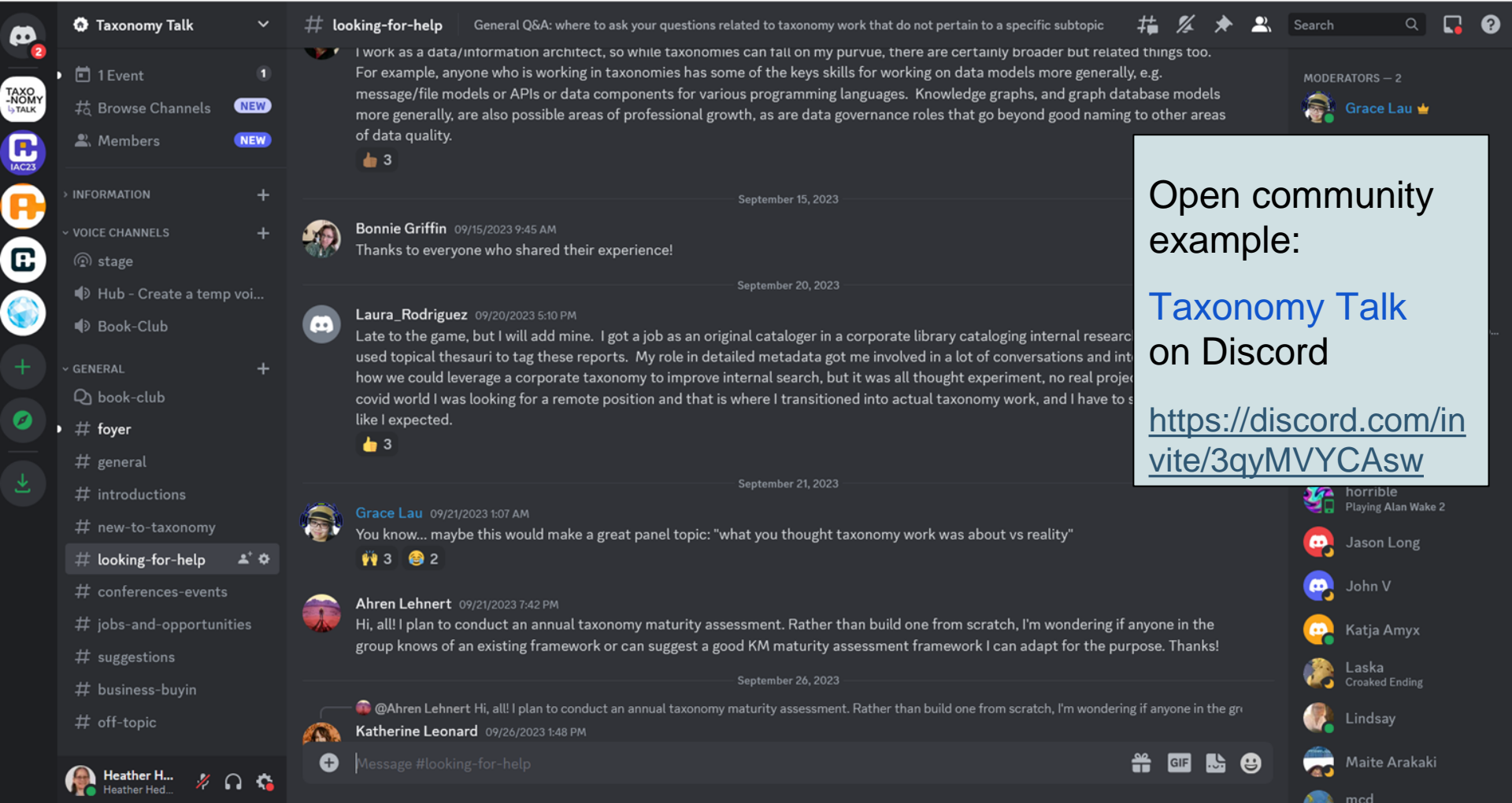
Gautam Kishore Shahi 5:10 AM
Hello, I would like to parse a YAGO file which is large like 20 GB, how do I parse a large triple file efficiently? Currently, I tried RDFLIB but didn't work well. Is there any other option?
4 replies Last reply 5 days ago

Message #ask

Open community example:

KGC (Knowledge Graph Conference) community Slack space

<https://knowledgegraphconf.slack.com>



- 1 Event
- Browse Channels NEW
- Members NEW
- INFORMATION +
- VOICE CHANNELS +
 - stage
 - Hub - Create a temp voi...
 - Book-Club
- GENERAL +
 - book-club
 - # foyer
 - # general
 - # introductions
 - # new-to-taxonomy
 - # looking-for-help
 - # conferences-events
 - # jobs-and-opportunities
 - # suggestions
 - # business-buyin
 - # off-topic

I work as a data/information architect, so while taxonomies can fall on my purvue, there are certainly broader but related things too. For example, anyone who is working in taxonomies has some of the keys skills for working on data models more generally, e.g. message/file models or APIs or data components for various programming languages. Knowledge graphs, and graph database models more generally, are also possible areas of professional growth, as are data governance roles that go beyond good naming to other areas of data quality.

👍 3

September 15, 2023

MODERATORS — 2

Grace Lau

Bonnie Griffin 09/15/2023 9:45 AM
Thanks to everyone who shared their experience!

September 20, 2023

Laura_Rodriguez 09/20/2023 5:10 PM
Late to the game, but I will add mine. I got a job as an original cataloger in a corporate library cataloging internal research used topical thesauri to tag these reports. My role in detailed metadata got me involved in a lot of conversations and into how we could leverage a corporate taxonomy to improve internal search, but it was all thought experiment, no real project. I was looking for a remote position and that is where I transitioned into actual taxonomy work, and I have to say I like I expected.

👍 3

September 21, 2023

Grace Lau 09/21/2023 1:07 AM
You know... maybe this would make a great panel topic: "what you thought taxonomy work was about vs reality"

👍 3 😊 2

Ahren Lehnert 09/21/2023 7:42 PM
Hi, all! I plan to conduct an annual taxonomy maturity assessment. Rather than build one from scratch, I'm wondering if anyone in the group knows of an existing framework or can suggest a good KM maturity assessment framework I can adapt for the purpose. Thanks!

September 26, 2023

@Ahren Lehnert Hi, all! I plan to conduct an annual taxonomy maturity assessment. Rather than build one from scratch, I'm wondering if anyone in the gr

Katherine Leonard 09/26/2023 1:48 PM

+ Message #looking-for-help

🎁 GIF 🗨️ 😊

- horrible
Playing Alan Wake 2
- Jason Long
- John V
- Katja Amyx
- Laska
Croaked Ending
- Lindsay
- Maite Arakaki
- mcd

Open community example:
Taxonomy Talk on Discord
<https://discord.com/in-vite/3qyMVYCAsw>

Taxonomy Talk: Organizational Charter

V.0.5 Major revision, Date: 20220601

Why Are We Doing This?	2
Who Does This Community Serve?	2
What Do We Hope This Community Will Achieve?	3
What Do We Hope Growth/Success Looks Like?	3
Governance	3
Values	4
Rules and Guidelines	4
Experience	5

Open community
example:

Taxonomy Talk
on Discord

Has a charter
written by the
founder-moderators
with guidelines

Why Are We Doing This?

What is the purpose of Taxonomy Talk?

What gaps in existing communities are we trying to fill?

- Taxonomists have no single association to meet and build community outside of some specialized and industry-specific sub-organizations.
- Fragmented communities of taxonomy practitioners have no centralized point of contact to gather, ask questions, and share ideas, resources, job postings, and practices.
- Company-, platform-, and special interest-agnostic forums are rare. We seek to build just such an agnostic forum.
- Participants don't have to join a formal membership organization, which often include dues, restrictions, membership requirements, and other exclusionary and prohibitive

- ▶ Membership-based organizations and company hosted groups tend to use commercial software.
 - ▶ Website comparing commercial software Captera lists 387 “community software” applications. www.captera.com/community-software
- ▶ Volunteer-based groups, with no budget, use free platforms (either open source or the free limited-feature version of commercial software).
 - ▶ Groups.io groups.io
 - ▶ phpBB www.phpbb.com
 - ▶ Discord discord.com
 - ▶ Slack slack.com free version (with data storage limits, so old messages get deleted)
- ▶ Other commercial platforms with groups (Google Groups, LinkedIn groups, previously Yahoo groups) have hesitant users, detractors.

Semantic Web Company's PoolParty software user community platform criteria

- ▶ Integrates with our customer relationship management (CRM)
- ▶ Low-cost or free license and integration
- ▶ Easy to use/familiar to our customers, who don't want to learn yet another platform

Chose Slack, free plan, where messages older than 90 days are hidden 

- ▶ Already used by many of our customers, either at their employers or external groups/conference (such as KGC, LavaCon, Data Day Texas)
- ▶ We want it to be used a discussion forum, not a knowledge base
 - ▶ We can monitor and mine information for a separate knowledge base
 - ▶ Discussion threads usually do not last longer than 90 days.
- ▶ Our Marketing Automation Manager can build the integration with an API

External CoP Challenges

- ▶ Members reluctant to pose questions or post answers, that might compromise their employer's intellectual property
- ▶ Not knowing who users are who don't use their full real names
- ▶ Systematically and effectively collecting knowledge from discussions
- ▶ Moderator or leader losing interest, focus, or time
- ▶ Shifting area of interest or focus (especially in open communities)

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THANK YOU!