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PROSPECTS OF USING TEMPORAL LOGICS FOR KNOWLEDGE MANAGEMENT

Abstract: The paper concerns the possibility of using temporal logics for knowledge management. The idea of knowledge management is presented, along with the most typical computer solutions for this area. The temporal aspect of knowledge management is pointed out. Bearing in mind this temporal aspect, the paper presents the possible advantages of extending knowledge representation for knowledge management with temporal formalisms.

Keywords: knowledge management, computer system, temporal logic.

1. Introduction

Modern enterprises pay a lot of attention to the area of management that is called knowledge management. They understand that employees' knowledge, or more generally speaking, the knowledge of an organization, constitutes one of its key resources. Therefore basic management trends encompass not only managing quality or change, but also knowledge management. It is this area of activity that enables an enterprise to compete with its competitors in the increasingly turbulent and dynamic markets.

It must be noted, at the same time, that most knowledge is of a temporal character. Knowledge changes in time – for two basic reasons. The first is simply the flow of time, while the second – the gathering of new information about objects that knowledge concerns, objects that possess temporal characteristics [van Benthem 1995]. Therefore omitting a temporal dimension would lead to the loss of important knowledge elements. In this way, time becomes an important category for an enterprise in the area of knowledge management.

While analyzing current informatics solutions for knowledge management, it has to be noted that time as a knowledge dimension is not noticed at all. Taking into account the importance of a temporal aspect, this seems a major disadvantage. Therefore in this paper we propose extending a knowledge representation in knowledge management systems by temporal formalization, and we consider the advantages of the proposed solution.

The paper is organized as follows. In Section 1 the concept of knowledge management is presented. Section 2 concerns computer solutions in this area. The next section is devoted to the temporal aspect of knowledge, and to the advantages of using temporal formalization. The last section of the paper contains the conclusions.

2. Concepts and models of knowledge management

Nowadays, knowledge is perceived by modern enterprises as one of the key resources that is equally (or more) important than such "classical" types of resources as land, capital or work. What makes knowledge so important are its features. M. Grudzewski and I. Hejduk [Grudzewski, Hejduk 2005, p. 48] point out the following features of knowledge:

– domination – meaning that knowledge is the most important resource of a firm,
– inexhaustibleness – knowledge that is used, spread and moved does not diminish,
– while being used, knowledge gains value; not used, it disappears,
– simultaneity – knowledge may be used by many persons at the same time,
– non-linearity – it is not possible to point out a direct relationship between the amount of knowledge possessed and the advantages of it.

The above mentioned knowledge features created (among other features) the management trend called knowledge management, because the role of knowledge as a resource has been noticed. It is a relatively young domain in management sciences, therefore a commonly accepted definition of knowledge management does not exist. The authors of [Grudzewski, Hejduk 2005], cited before, assume knowledge management as "the whole of processes enabling creating, spreading, and using knowledge for organization's purposes" [Grudzewski, Hejduk 2005, p. 47]. This definition is explicitly linked to the temporal dimension of knowledge, because it uses a definition of processes connected with change. The modeling of processes is useful while describing continuous phenomena, as economic reality for example, therefore it is also useful for describing changes of knowledge treated as an enterprise's resource. More on this topic may be found in [Kania 2004].

Definitions of knowledge management are numerous, as are models of knowledge management. In the literature, the most important models are: the resource, the Japanese, and the process one.

The first one – the resource model – treats knowledge as a key resource of an enterprise. This resource comes both from the inside of an organization, as well as from its environment. In this model, the purpose of an enterprise is getting the strategic competitive advantage in the area of knowledge resource and its usefulness. More on this topic may be found in [Bielecki 2003], and [Wykowska 2008].

The name of the Japanese model comes from the nationality of its creators (I. Nonaka, and H. Takeuchi). They formalized Japanese firms' experience. The main accent in the model is put on knowledge creation.

Finally, the process model. It is based on the previously cited definition of knowledge management as a set of processes, of which the most important are the gathering and creating knowledge, knowledge dividing, and transforming knowledge into decisions. The temporal character of the model (given *implicitly*), linked with the process description, has to be stressed here once more.

3. Computer apparatus for knowledge management

Although in some definitions of knowledge management we may find some links to its temporal aspect (see Section 1), and although temporal dimension is present also in the definition of a knowledge management system (see below), these systems do not possess the ability to represent temporality explicitly.

As the author of [Wykowska 2008] points out, knowledge management systems are "information systems that help workers in an enterprise with performing processes linked with knowledge management, such as location and acquisition of knowledge, its transfer, development and use" [Wykowska 2008, p. 54]. In the work cited, a schema of a computer knowledge management system can also be found. It is presented in Figure 1.

For the purposes of this paper, the application layer is meaningful, i.e. the layer consisting of knowledge management computer tools. On a general level, one can point out such systems, as ERP, CMS or search engines, while on a more detailed level, computer tools for knowledge management encompass for example:

- document management systems,
- competences management systems,
- community management systems,
- workflow systems,
- content management systems,
- e-learning systems,
- searching systems,
- groupware systems.

Applications for knowledge management are shown in Figure 2, they will also be presented later on in a more detailed manner.

According to the elements of Figure 2, the most popular and typical knowledge management systems are as follows:

- document management systems – which create, classify, create electronic archives of documents,
- competence management systems – they create, write, publish, plan and analyze employees' competences,
- workflow systems – automate processes of passing information, documents or tasks from one employee to another, according to a timetable,
- community management systems – enable members of a "community" to communicate, where a "community" may be a group or groups of employees working on the same project,

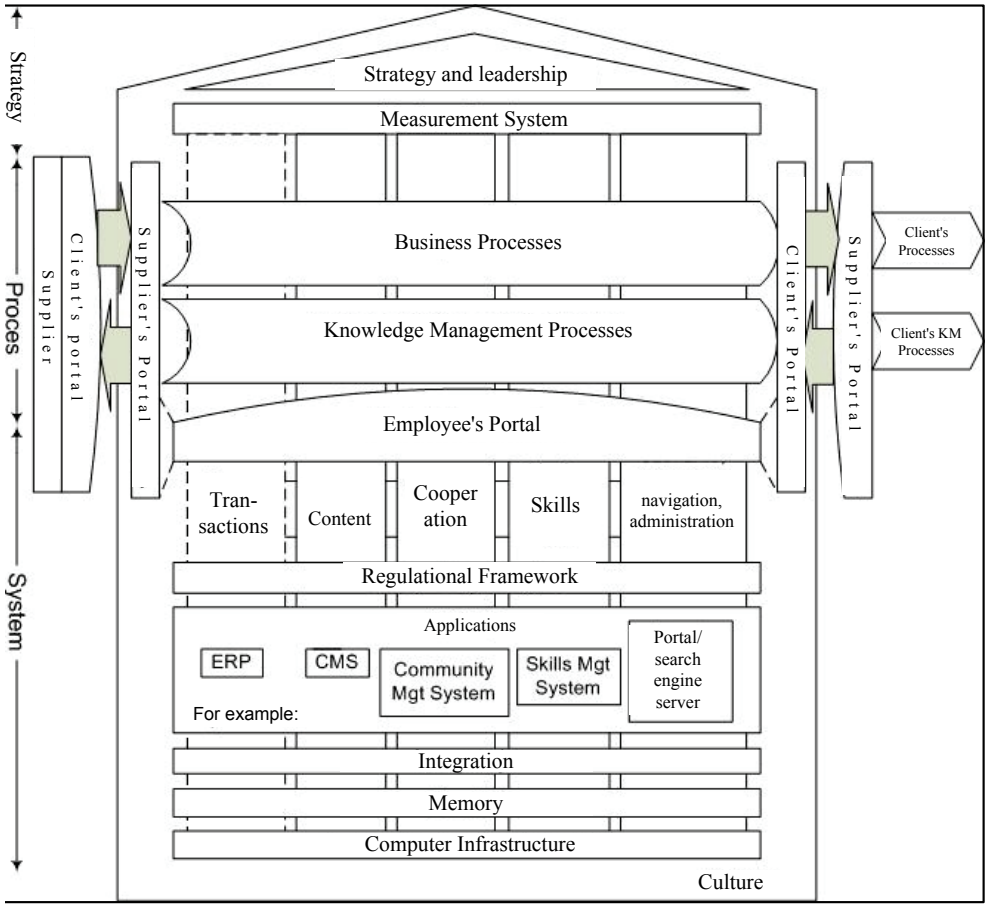

Figure 1. Architecture of knowledge management system

Source: [Wykowska 2008, p. 55].

- content management systems – where "content" is understood as contents of web pages, intranets, multimedia etc.,
- e-learning systems – allow learning with the use of internet. Therefore their aim is to create and diffuse knowledge,
- searching systems – aimed at a specific kind of classification, concerning search of documents, search of information inside documents, search of metadata on documents. Nowadays the most frequently searched space is www,
- groupware systems – this term concerns software enabling the exchange of information between members of the group working on the same task. It also enables the planning of meetings (time management) or contacts management,

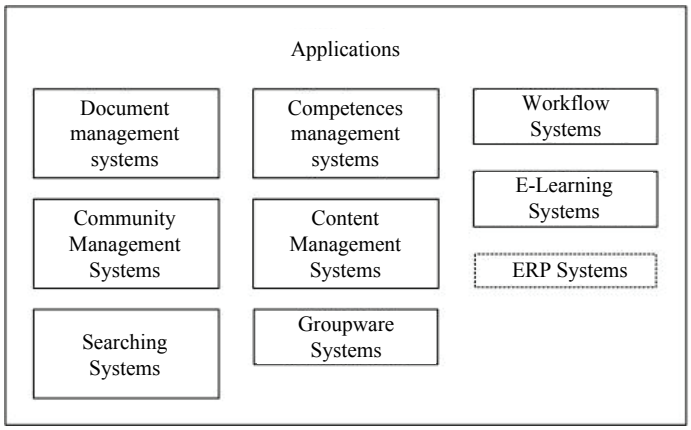

Figure 2. Application layer of knowledge management system

Source: [Wykowska 2008, p. 56].

– ERP systems – systems that succor management in enterprises and institutions, with economic and planning functions. They enable optimizing the internal and external processes of an enterprise. They encompass the planning of all assets of an enterprise, therefore also knowledge perceived and treated as an asset.

As the above short survey of tools shows, none of them has implemented explicitly the opportunity to handle temporal dimension of discourse. Some elements of activities linked with the notion of time are, of course, present. For example, archiving documents allows for tracing their changes, competence planning (e.g. training plan) is also settled in time, as well as task planning in groupware systems. It must be said that it is nevertheless the simplest kind of temporal dimension, linked with a calendar time axis. No more advanced mechanisms can be found that would enable, for example, the analysis of reasons for knowledge changes, tracing knowledge evolution etc. Such possibilities are offered by systems based on temporal logics, which can perform temporal reasoning in an explicit and direct way (more on this topic can be found e.g. in [Mach 2007]). It seems therefore that incorporating temporal formalisms into existing systems, or constructing new, fully temporal tools would constitute a great extension of possibilities in knowledge management. The next section presents the advantages of using temporal logics and formalisms.

4. Temporal dimension of knowledge management

As it has been already pointed out in the introduction, knowledge in an organization is mostly temporal in its characteristics. This means that with the passing of time, knowledge changes, new information arrives on objects that the knowledge concerns,

if these objects pose temporal characteristics. It can therefore be said that this knowledge dimension that is called "time" is in this case explicit. So omitting this dimension would lead to losing important elements of knowledge – temporal features. With this in mind, time becomes for an enterprise a very important category in the area of knowledge management. It seems that enriching at least some of the knowledge management systems with the possibility of the explicit expression of temporal knowledge aspect would allow the better management of this knowledge, even when taking into account its dynamics. The basic way of representing the temporal aspect of any phenomenon, including knowledge, is the use of temporal logics. Using this group of logic formalisms for knowledge management would lead to several advantages, coming from the advantages of temporal representation. Using temporal representation is well motivated, there are a lot of theoretic works on temporal formalisms and their features, also temporal formalisms have been used in many domains. It is certain that the temporal representation of a domain – including organizational knowledge – has many advantages. They can be divided into several groups:

a) basic advantages – concerning temporal representation itself, independently from where it is used; these basic advantages are also the origin of advantages from other groups,

b) advantages concerning representation of change,

c) advantages concerning representation of causal relationships.

Time, as a dimension, is a basis for reasoning about action and change – only the proper use of a temporal dimension allows for the representation of change and its features, as e.g. its scope or interactions caused by change [Vila 1994]. Such explicit temporal reference is possible through the use of a temporal formalism, where time is a basic variable.

Temporal logic allows encoding both qualitative and quantitative temporal information, as well as relationships among events, therefore it is easy to express such relations as "shorter", "longer", "simultaneously", "earlier" etc. This in turn implies the ease of arranging phenomena in time, even if they overlap – Allen's interval algebra is an example of a formalism which allows such arrangements.

Temporal formalization makes possible the encoding of discrete and dense changes (according to the model of time adopted), allows for describing change as a process, and for reasoning about the causes, effects and directions of change.

As time is the fourth dimension of the world, it may not be omitted during the reasoning process, otherwise the perspective of analysis would be too narrowed. The temporal dimension allows the system to "learn" – the system collects cases concerning the phenomenon (or a subject domain) represented, traces its evolution and thanks to this is able to generate new solutions [Jakubczyc 1996].

It has been already said that temporal representation makes it possible to represent change as a process. This is so because with temporal logic, processes can be modeled

explicitly – therefore knowledge on their temporal aspect, their interactions, on concurrent processes is easily expressed [Allen 1983]. As Kania points out [Kania 2004, p. 60], models of processes are useful for describing dense phenomena, as for example economic ones.

Temporal logic gives us a richer – temporal aspect included – formalization of domain knowledge, it also gives us "knowledge on knowledge", combining temporal operators with formal knowledge representation one can formulate assertions about knowledge evolution in a system [Halpern 1995]. Van Benthem presents an example of such a combination, suggesting combining temporal and epistemic logic [van Benthem 1995, p. 335]. Placing knowledge in time treated as a basic dimension, one can add new knowledge to a base, not removing the "old" one, and with no risk of inconsistencies [KOSE89]. Temporal logic, as a knowledge representation language, should provide both explicit knowledge and access to a tacit one [Mylopoulos et al. 1990, p. 326]. Temporal logic, which has reasoning rules built in, is able to provide this property.

Summing up, it should be pointed out that temporal formalisms meet the requirements of knowledge representation in artificial intelligence, such as:

– expressing imprecise and unsure knowledge,
– expressing "relations" of knowledge (e.g. A occurred before B, that very often have no explicit dates),
– different reasoning granulations,
– modeling of persistence.

The above postulates are met e.g. by Allen's interval algebra [Allen 1983]. Therefore, enriching the existing knowledge management systems with temporal formalisms, or building new systems based on these formalisms, would allow for taking into account the temporal dimension of knowledge, its changes and evolution/development. In this way knowledge may be managed more effectively.

5. Conclusions

Knowledge management is nowadays one of the most intensively developing trends in management. This is so because the growing role of knowledge in economic success and competitiveness is noticed and appreciated. At the same time it is important that knowledge is mostly temporal in nature: knowledge changes in time. Therefore the temporal aspect of knowledge may not be omitted while managing this important asset of an enterprise.

In the existing computer systems for knowledge management the temporal aspect is present rarely and implicitly. Taking into account its importance, in the paper we proposed using temporal logics to extend the functionality of existing systems, or to build new computer tools for KM. It seems that the advantages of using temporal formalisms, presented in the paper, make this postulate fully justified.

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PERSPEKTYWY WYKORZYSTANIA LOGIK TEMPORALNYCH W ZARZĄDZANIU WIEDZĄ

Streszczenie: Artykuł dotyczy możliwości wykorzystania logik temporalnych w zarządzaniu wiedzą. Zaprezentowano w nim ideę zarządzania wiedzą i najbardziej typowe rozwiązania informatyczne w tym obszarze. Wskazano i podkreślono temporalny aspekt zarządzania wiedzą. Artykuł przedstawia możliwe zalety poszerzenia reprezentacji wiedzy w procesie zarządzania nią o formalizmy temporalne.

Słowa kluczowe: zarządzanie wiedzą, system informatyczny, logika temporalna.