
Contents

Preface	xi
Nada MATTA	
Chapter 1. Daily Knowledge	1
Nada MATTA	
1.1. Knowledge	1
1.2. Daily knowledge	5
1.3. Individual versus collaborative knowledge.	7
1.3.1. Difference in the nature of captured knowledge	7
1.3.2. Difference in the dimension to be considered.	8
1.3.3. Difference in capturing of knowledge.	9
1.4. Challenge to manage daily knowledge	10
1.5. Conclusions	15
1.6. Bibliography	16
Chapter 2. Traceability	21
Nada MATTA and Fatima BERRICHE	
2.1. Traces	21
2.2. Profiling approaches	23
2.2.1. Experience-based reasoning.	25
2.2.2. Example: profiling in crisis management	26
2.3. Traceability of information	28
2.4. Traceability of knowledge	30
2.5. Conclusions	32
2.6. Bibliography	33

Chapter 3. Traceability and Structuring of Decision-making	35
Nada MATTA and Guillaume DUCELLIER	
3.1. Decision-making.	35
3.2. Cooperative decision-making	37
3.2.1. Design rationale	38
3.2.2. Representation of the dynamics of problem-solving	41
3.3. Conflict management	45
3.3.1. Prevention methods	45
3.3.2. Argumentation methods	46
3.3.3. Negotiation methods	47
3.4. Conflict types.	47
3.5. Traceability of design rationale.	49
3.5.1. Memory meetings	49
3.5.2. Project memory building.	55
3.6. Integrating traceability in PLM tools.	57
3.6.1. Windchill and project management.	59
3.6.2. The organizations of elements in Windchill	62
3.6.3. Project memory within Windchill	64
3.7. Conclusion	67
3.8. Bibliography	68
Chapter 4. Classifications and Aggregation of Traces	73
Xinghang DAI, Nada MATTA and Guillaume DUCELLIER	
4.1. Classification.	73
4.1.1. Heuristic classification	74
4.1.2. Knowledge discovery	76
4.1.3. Hierarchical classification.	78
4.2. Cooperative knowledge aggregation.	80
4.2.1. Cooperative knowledge ontology.	81
4.2.2. Graphs representing relations between concepts in project memory	84
4.3. CKD classification algorithms.	87
4.4. Conclusions	90
4.5. Bibliography	91

Chapter 5. Example of Traceability and Classifications of Decision-making	95
Xinghang DAI, Nada MATTA, Guillaume DUCELLIER, Tatiana REYES	
5.1. Example of software design projects	95
5.1.1. Problem-solving knowledge	96
5.1.2. Management knowledge	100
5.1.3. Example analysis	105
5.2. Example of PLM system design	106
5.2.1. Problem-solving knowledge	107
5.2.2. Management knowledge	111
5.2.3. Example analysis	114
5.3. Example of ecodesign projects	115
5.3.1. Problem-solving knowledge	116
5.3.2. Management knowledge	119
5.3.3. Example analysis	120
5.4. Conclusion	120
5.5. Bibliography	122
Chapter 6. Communication, CMC and E-mail: A Brief Survey	123
Hassan ATIFI	
6.1. Introduction	123
6.2. What is communication?	124
6.2.1. Traditional view of communication	124
6.2.2. Interactional view of communication	125
6.3. The pragmatics of interactions	128
6.3.1. Ethnography of communication	129
6.3.2. Interaction analysis	130
6.4. Pragmatics and speech acts	131
6.4.1. J.L. Austin	131
6.4.2. J.R. Searle	132
6.5. Computer-mediated communication	133
6.5.1. CMC, interaction and emotion	134
6.5.2. CMC, culture and multilingualism	137
6.6. CMC, e-mail and knowledge management	140
6.6.1. CMC and e-mail	140
6.6.2. CMC and knowledge management	142
6.7. Conclusions	143
6.8. Bibliography	144

Chapter 7. Traceability of Communications in Software Design	153
François RAUSCHER, Hassan ATIFI and Nada MATTA	
7.1. Introduction	153
7.2. Problem-solving	154
7.3. Software development process	155
7.4. Related works on e-mail analysis	155
7.5. Project knowledge extraction from e-mails	156
7.5.1. Classification of e-mails	157
7.5.2. Message analysis	158
7.6. Example	160
7.6.1. Example description	160
7.6.2. E-mail analysis	162
7.6.3. Message content analysis	167
7.7. Context-aware algorithm	169
7.8. Conclusion	172
7.9. Bibliography	174
Chapter 8. Traceability of Actions in Crisis Management	179
Mohamed SEDIRI, Nada MATTA and Sophie LORIETTE	
8.1. Introduction	179
8.2. Crisis management	180
8.2.1. Explorations of the state of the art in crisis management help to identify three management styles	182
8.3. Decision-making in crisis situations	184
8.4. Decision-making support using experience feedback	187
8.4.1. Experience feedback: collection and modeling	188
8.5. Clever crisis management system (CCS) framework	193
8.5.1. CCS: a system of state/event	195
8.5.2. Situation organization in a database	197
8.5.3. Interaction between the system and actor	199
8.5.4. Implementation structure of situation base	201
8.5.5. The choice of the maps system	202
8.6. Traceability of the experience feedback	204
8.7. Human-machine interface of CCS	205

8.8. Example	208
8.9. Conclusion	210
8.10. Bibliography	211
Chapter 9. Traceability in Problem-solving Processes	215
Elisabeth KUNTZ, Eric REUBREZ, Laurent GENESTE, Juan Camilo ROMERO, Valentina LLAMAS and Aymeric DE VALROGER	
9.1. Introduction	215
9.2. Problem-solving processes	216
9.2.1. Problem context description	217
9.2.2. Analysis	217
9.2.3. Proposal and evaluation of action plans	218
9.3. Traceability and reuse	219
9.4. ProWhy	224
9.4.1. ProWhy: problem-solving process support	225
9.4.2. ProWhy: reuse of past experiences	230
9.5. Conclusion	231
9.6. Bibliography	231
Conclusion	235
Nada MATTA	
List of Authors	241
Index	243