

Chapter 7: Hands-on Activity – Knowledge Management System

A knowledge management system locates an organization's knowledge using a knowledge map that points the source of the needed knowledge. The knowledge map can point to a person, web site, textbook or published studies with the knowledge. A knowledge management system is based on learning new knowledge and changing procedures and approaches as a result of the new knowledge.

The knowledge management system consists of data, information and knowledge. When using a knowledge management system:

- The data should eventually become information.
- The information should eventually become knowledge.

Knowledge Management System Process - Example:

1. **Data** – 100.00, 50.00 and 15%
2. **Information** – Sales Amount = 100.00, Discount Point = 50.00 and Discount = 15%
3. **Knowledge** – If the Sales Amount is over the Discount Point, a Discount is given. Since the Sales Amount (100.00) is over the Discount Point (50.00) a 15% discount will be given

Knowledge Management System Exercises:

Using the data and information that is given what knowledge will you gain?

Exercise: (Money Market Account)

Data – 5000, 5%

Information – I want to open a money market account, 5000 = deposit amount and 5% = interest rate.

Knowledge = _____

View Knowledge Management System Software:

1. In the browser, type www.cortexpro.com
2. Click on the **Take a Tour** link
3. Preview the screens to view the capabilities of the software. What are the capabilities?
4. You can also click on the **Free Trial** link to download a free trial version of the software

Chapter 7: Hands-On Activity – Rules

A rule is a conditional statement that links given conditions to actions or outcomes. A rule is constructed using if-then constructs. If certain conditions exist, then specific actions are taken or certain conclusions are reached.

Statement
Create at least five rules you will use to decide if you want to purchase a house.
Rules
1.
2.
3.
4.
5.
True Action
False Action

Chapter 7: Hands-on Activity – Chaining

Backward Chaining is the process of starting with conclusions and working backward to the supporting facts. If the facts do not support the conclusion, another conclusion is selected and tested. This process is continued until the correct solution is identified. Forward Chaining starts with the facts and works forward to the conclusions. Consider the expert system that forecasts future sales for a product. With forward chaining, we start with a fact. The table lists five examples of either forward chaining or backward chaining. Copy the table into Microsoft Word and place an X in the column to indicate if the example is a forward or backward chaining example. Create one forward chaining statement and one backward chaining statement in the last two rows of the chart. Save the file as **Ch7Chaining.doc**.

Statement	Forward Chaining	Backward Chaining
The pay raise next year will be 20%		
If the sales are > 50,000 then consider increasing the number of products ordered		
If the number of employees < 1,000 then hire more employees		
The discount on merchandise will be 5%		
If the stock prices are increasing then sell the stock		