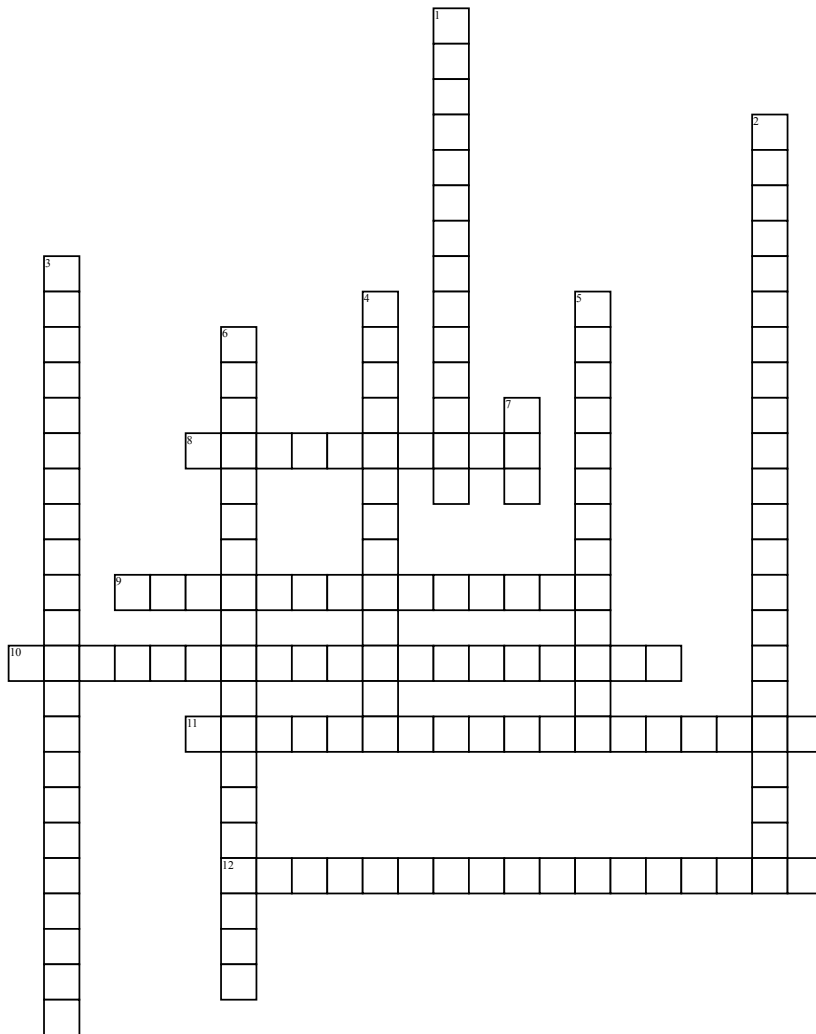


Knowledge Management



Across

- 8.** Rule-based technology that can represent such imprecision creating rules that use approximate or subjective values.
- 9.** Used for solving complex, poorly understood problems for which large amounts of data have been collected.
- 10.** Refers to the set of business processes developed in an organization to create, store, transfer and apply knowledge.

- 11.** Identification of novel and valuable patterns in large databases.

- 12.** Knowledge that has been documented.

Down

- 1.** Knowledge residing in the minds of employees that hasn't been documented.
- 2.** The process of change.
- 3.** Technology which consists of computer based systems that attempt to emulate human behavior.

- 4.** Expert systems model human knowledge as a set of rules that collectively are called ____.

- 5.** An intelligent technique for capturing tacit knowledge in a very specific and limited domain of human expertise.

- 6.** The explicit knowledge that exists in formal documents as well as in formal rules that organizations derive by observing experts...

- 7.** The acronym for systems that help organizations manage both types of information.

Word Bank

Neural Networks
 Tacit Knowledge
 Structured Knowledge
 Knowledge Management

Artificial Intelligence
 Knowledge Discovery
 ECM
 Fuzzy Logic

Organizational Learning
 Knowledge Base
 Explicit Knowledge
 Expert Systems