

Exercise 9 ⁽¹⁾

9.1 Explain the difference between implicit and explicit knowledge.

9.2 What is the objective of knowledge management within a company?

9.3 When introducing knowledge management software in a company: Will employees embrace the new technology, react unconcerned or dismiss knowledge management? What do **you** think? State your position and give reasons.

9.4 Explain the process / formation of so-called „knowledge islands“.

9.5 What is a topic map? What components are comprised within a topic map? Give an example for each component you identify within a topic map.

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9.6 What are the intended utilizations of topic maps within an organization?

9.7 Explain the roles of persons within information-based (information retrieval & utilization) processes.

9.8 Name two concepts that help match information provided and information searched for.

9.9 Explain how fuzzy matching works and what its benefits and liabilities compared to „standard“ queries are.

Merry Christmas and a Happy New Year