

## Exercise 9 <sup>(1)</sup>

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**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.

## Exercise 9 <sup>(2)</sup>

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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