Scholarly

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**Question Number 1**

The role of knowledge management system in an organization is to manage the processes for gaining the knowledge and expertise and then applying it on the organization. It also supports the saving, distributing and application of the knowledge which has been gained, along with creating the new processes. It includes the system of wider organizations to manage and distribute the documents, graphics and other objects related to digital knowledge to create the knowledge directories in an organization of the employees with specifying their expertise areas, and information they withheld. Knowledge management system also codifies the experience and knowledge to get utilized by other members in an organization.

**Question Number 2**

The expert system is the sub-area of artificial intelligence and it is a computer system which is related to the emulation of an expert human being’s ability for decision-making (Russell & Norvig, 2016). These systems are designed in a way that they solve the problems through reasoning by knowing the knowledge bodies, which are represented by primarily if-then rules, rather than a conventional method of codes. They are high performance systems, as they are required to perform at the level of human experts. They have an adequate response time in which they respond in a reasonable time span. They use a base of knowledge from a particular domain and take the knowledge from there to use it on a particular situation.

**Question Number 3**

The content management system is an application, software or a program which is used for creating and managing the digital content. They are web content management and enterprise content management tools. It is required for creating and modifying the digital content.

**Question Number 4**

The expert system can be effectively used in the chosen scenario. As, the technicians who are unaware of certain cleaning techniques can use the knowledge bodies from the data base of expert system, because expert systems can be used to give training to the technicians and their managers. The content management system would also help by creating, editing, organizing and publishing the content related to the cleaning problems, i.e., troubleshoot, removing hard stains, selecting proper tools and products. This will assist the workers with the knowledge they should have while cleaning the stains.

**Question Number 5**

The present scenario can gain help by using business intelligence as it is a process driven by technology where the data is analyzed and presented in actionable information, this helps the employees, managers and their executives to create informed decisions related to business. This way the cleaning technicians will be able to choose the perfect way of removing a particular stain which is otherwise not possible through different techniques. The decision process would be done through the technological system so it would be easy for the technicians to do the work based on informed decisions. The two benefits gained will be; firstly the technicians will acquire more accurate analysis or planning regarding cleaning, and secondly, it will improve the quality of data.

**Question Number 6**

The social media information systems (SMISs) are the best way for representing the new and trendy systems of information. It is utilized for sharing the content among the networks of communities, societies and hives. Social media helps people to create the synonyms which are referred to a group of mutual interests. It not only helps people to gain information, but also shares the knowledge gained with the whole community or world. The knowledge gained through knowledge and content management systems can be recorded or provided in the form of a link to the world through Facebook, Instagram, and Twitter etc. SMISs will help in connecting the information world with normal world through these social sites. It is related to business agility, technological agility and decision-making in relation with online community (Mäntymäki & Riemer, 2016).

**References**

Mäntymäki, M., & Riemer, K. (2016). Enterprise social networking: A knowledge management perspective. *International Journal of Information Management*, *36*(6), 1042-1052.

Russell, S. J., & Norvig, P. (2016). *Artificial intelligence: a modern approach*. Malaysia; Pearson Education Limited,.