

# Questions

[Business](#), [Management](#)



## Management Questions and Answers Chapter 11 "Enterprise Systems"

4) What are two types of knowledge gathered and manipulated by a knowledge management system?

The types of knowledge gathered and manipulated by a knowledge management system are Background knowledge and Explicit or Rule-based knowledge. Background knowledge is a contextual and communicated knowledge that is expressed in texts. Background knowledge is a component of organizational cultures that provides mindset knowledge in understanding particular organization events or actions. Background knowledge is used in installing commitments through shared experience. An example of background knowledge is visions and management worldviews. Explicit or Rule-based knowledge is a declarative, codified and standardized scientific knowledge that allows shared knowledge by the use of numbers and words. Examples of this knowledge obtained are records structures and routines. Tacit knowledge is excluded as it cannot be manipulated (Metaxiotis, 2010)

## Chapter 12 " Management Support Systems"

1 What are two examples of structured decisions?

- 1) Institutional selection reorders levels for inventories periodically
- 2) Hiring and recruiting new employees based on the new global standards

## Chapter 13 " Intelligent Information Systems"

9) Intelligent decision support systems could improve the quality of medical care and reduce the cost of health care. After reading this chapter and other sources, answer this claim. What types of decisions will be improved by an IDSS in health care?

The types of decision improved by an IDSS in healthcare are prescriptive and

descriptive decision-making that are applied in rational decisions such as diagnostic, data collection, problem identification, and classification, as well as scanning procedures.

Chapter 14 " Emerging Trends, Technologies and Applications"

1)What are the two advantages of push technology?

Push technology is an internet based communication system that allows transaction request from a central web publisher. The two advantages are instant transmission of information with reliable and secure delivery and the efficient server connection to send contents providing end-to-end visibility (Metaxiotis, 2010).

References

Metaxiotis, K. (2010). Intelligent information systems and knowledge management for energy: Applications for decision support, usage, and environmental protection. Hershey, PA: Information Science Reference.

References

Zirpolo, L. H. (2008). Historical dictionary of Renaissance art. Lanham, Md: Scarecrow Press.