1.

a. Knowledge discovery process;

* Selection
* Preprocessing
* Transformation
* Data mining
* Evaluation

b.

* **Data cleaning**

Here noise and inconsistent data is removed ensure that there is consistency and also the data properly formatted.

* **Data Integration**

Multiple data sources are combined to reduce redundancy and ensure that all data sources are integrated and captured for analysis.

* **Data Selection**

Relevant data needed for the task are retrieved from the database for analysis.

* **Data Transformation**

Data is transformed into forms appropriate for mining by performing summary or aggregation operations, and also find useful features.

* **Data Mining**

This is where data mining algorithms are selected and applied in order to extract data patterns for evaluation.

* **Pattern Evaluation**

Data patterns are identified based on some interesting measures and also redundant patterns are removed.

* **Knowledge Presentation**

Knowledge is represented to user using many knowledge representation techniques such visualization, personalization and cache prediction

2.

* Databases
* Survey questions
* Data from car selling websites
* Interviews
* News

3. a. The operational infrastructure is made up of;

* Data
* Communication
* Processing
* Presentation

b. The physical infrastructure is accessed through the operational infrastructure, hence making the physical irrelevant without the operational infrastructure as well as the operational without the physical infrastructure.

4.

* **Management server**

This serves as the control center for the data warehouse monitoring for transaction and performance. It also provides;

-User Interface

-Real-time reports

-Event system

* **Management agent**

It’s installed on all computers across your environment. It provides;

-Discovery of incoming web transactions that may need monitoring

-Listening and playback monitoring components

-Policy management

-Event support

-Communication with the management server

* **Store and Forward**

This can be implemented on many or one management agents. Store and forward also performs some firewall-related tasks.

* **ARM engine**

The application response management engine comes as a by-installation when a management agent is installed. ARM engine enables the capabilities of Data aggregation and correlation as well as instance and aggregate data collection