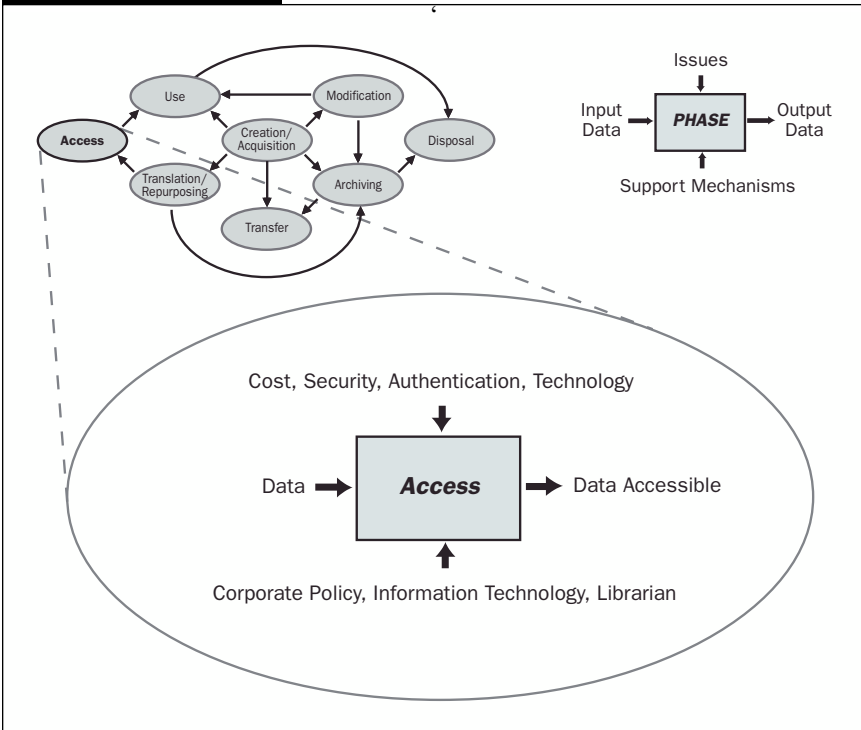**EXHIBIT 4.8**

corporate policy, the interaction required from the librarian or other support staff, and the cost of the underlying technology infrastructure.

In addition to search engines, biometric user authentication systems, graphical user interfaces, and other information technologies, key support mechanisms in the access phase of the KM life cycle are corporate policy and the librarian function. Access to corporate information is fundamentally defined by corporate policy, which specifies, for example, who needs access to specific information. In addition, the librarian function, performed by a knowledge worker, manager, or computer program, is necessary to control expectations, prevent misuse of the underlying technology, and ensure that corporate policy is enforced.