

**Expert system** A type of computer program that makes decisions or solves problems in a particular field, by using knowledge and analytical rules defined by experts in the field.

**Forecasting** A mathematical method of extrapolating historical performance data to aid in planning.

**Frequently asked questions (FAQs)** Lists of questions and their answers, often posted on a web site for users with questions of their own.

**Functional specifications** The technical document that specifies exactly what a software and/or hardware system will deliver.

**Gantt chart** A graphical production scheduling method showing various production stages and how long each stage should take.

**Genetic algorithms** Algorithms that are designed to mutate, breed, and spawn new, more fit algorithms, based on their success in solving a particular problem.

**Great Global Grid (GGG)** The next-generation web, which provides access to processing power and software resources on demand.

**Heuristic** A rule of thumb. Expert system knowledge bases commonly contain a great many heuristics.

**Infrastructure** In the context of information technology, the system of servers, cables, and other hardware, together with the software that ties it together, for the purpose of supporting the operation of devices on a network.

**Intellectual property** Know-how, trade secrets, copyrights, patents, trademarks, and service marks.

**Internalization** The process of matching the content in a web site to suit the language and culture of specific customers.

**Internet** An internet is a collection of local area networks (LANs) connected by a wide area network (WAN). *The Internet* is the World Wide Web, one of many internets.

**Knowledge audit** A formal evaluation of the value of knowledge assets in the company.

**Knowledge engineering** The process of extracting knowledge from an expert with enough detail and completeness that the knowledge can be imparted to others or to an information system.