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| CE-13 | **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **.**  **..**  **.**  **.**  **.**  **.** | **Enterprise Social Networks and Knowledge Management** |

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| CHAPTER LEARNING OBJECTIVE QUESTIONS |  |

CE13-1 How Do Organizations Develop an Effective SMIS?

CE13-2 What Is an Enterprise Social Network (ESN)?

CE13-3 What Are the Benefits of Knowledge Management?

CE13-4 What Are Expert Systems?

CE13-5 What Are Content Management Systems?

Learning Catalytics™ is a student response tool that helps you generate class discussion, customize your lecture, and promote peer-to-peer learning based on real-time analytics. Learning Catalytics uses students’ smartphones, tablets, or laptops to engage them in more interactive tasks.

For an example illustrating the concepts found in this chapter, view the videos in [mymislab.com](http://mymislab.com/).