1. The process of building and using a data warehouse is shown in Figure 1; explain what happens in each step of the following picture.

![Figure 1](image)

2. Explain the capabilities of Data Mining.

3. Draw The Knowledge Management Cycle and explain what happens in each step of this cycle.

4. Distinguish between data warehouses and data marts.

5. Describe the three technologies that are the basis of knowledge management systems.

6. What is clickstream data?

7. What is virtual reality?
8. Define any three of these four abbreviations.
   - VIM
   - VIS
   - GIS
   - OLAP

9. What is Artificial Intelligence? How does it support Knowledge Management?

10. What is VRML? Describe the difference between VRML and URL.

11. What are Geographical Information Systems (GIS)? From what resources is the data necessary for GIS captured?

12. Explain the relationship between data, information and knowledge through the relation chart.

13. Describe the process of Knowledge Discovery in Databases (KDD).

14. What is an Intelligent Agent? How can it help improve Knowledge Management Systems?