1. Nov/2021/Paper_11/No.12

A computer repair company employs a technician who uses an expert system to diagnose problems with printers. The company also employs a knowledge engineer.

(a) Explain how the technician would interact with the expert system.

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(b) Explain the role of the knowledge engineer.

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2. Nov/2021/Paper_12/No.10

In a medical expert system, the inference engine receives symptoms from the user interface.

Explain how the inference engine uses these inputs to produce possible diagnoses.

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3. Nov/2021/Paper_13/No.6

Many computer hardware companies use expert systems to diagnose computer faults. The inference engine is a key component in an expert system.

Describe, in detail, the other components of an expert system.

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4. June/2021/Paper_12/No.4

Define the following types of malware, including a description of what each type does.

(a) Worm

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(b) Spyware

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5. June/2021/Paper_13/No.4

Many supermarkets employ checkout operators. Their job is to sit at a terminal for a set number of hours, scanning products bought by customers and handling payments. Information Technology (IT) is used to monitor the performance of these checkout operators.

Evaluate, by weighing up the advantages and disadvantages to the employer, the use of IT for this purpose.

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6. Nov/2020/Paper_11/No.4

Li has just discovered his printer is not responding when he sends a document to print.

Describe how the following components of an expert system are used to diagnose faults with the printer.

(a) User interface

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(b) Inference engine

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(c) Knowledge base

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7. Nov/2020/Paper_13/No.4

Li has just discovered his printer is not responding when he sends a document to print.

Describe how the following components of an expert system are used to diagnose faults with the printer.

(a) User interface

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(b) Inference engine

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(c) Knowledge base

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8. June/2020/Paper_12/No.14

The inference engine within an expert system uses a form of reasoning.

Explain what this form of reasoning consists of.

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