**Instructions**

Choose ONE of the scenarios below (A or B):

**Scenario A**

You are the business owner of a local small engine repair shop, and you have been thinking about implementing a knowledge management system for your customer service technicians. You are thinking about this because there were times when one of your technicians knew how to fix certain engine problems and others did not. Providing a central knowledge repository could help share troubleshooting and repair knowledge among your technicians.

**Scenario B**

You are the business owner of a local cleaning service, and you have been thinking about implementing a knowledge management system for your cleaning technicians, especially for those that troubleshoot and solve cleaning problems such as removing certain carpet and water stains or addressing mold and selecting the proper tools and products to use for other types of cleaning issues. You are thinking about this because there were times when one of your cleaning technicians knew how to properly clean carpets and others did not. Providing a central knowledge repository could help share cleaning knowledge among your cleaning technicians.

After you chose your scenario (A or B), compose a paper in response to the following items:

* Explain the role of knowledge management systems.
* Explain what is meant by expert systems.
* Explain what is meant by content management systems.
* Discuss how the business in the selected scenario could benefit from an expert system and a content management system and provide two examples for each type of system.
* Discuss how the business in the selected scenario could benefit from business intelligence and provide two examples of these benefits.
* Discuss how the business in the selected scenario can use social media to not only obtain information and knowledge but to share it as well, and provide two examples of how the business might use social media information systems.

Your paper must be at least two pages long, and you must also use at least two scholarly sources, one of which must come from the Online Library, in addition to your textbook. Any information from a source must be cited and referenced in APA format, and your paper must be formatted in accordance to APA guidelines.