

# Department of Knowledge Service Engineering

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## Introduction

### □ Background

The department of Knowledge Service Engineering at KAIST was established in 2008 as the FIRST academic department in the world by the name. The new department reflects KAIST's strong vision for the IT ecology of 21st century and its resolution to take initiative in this very important emerging area.

We are living in a knowledge society where human's knowledge-intensive tasks, centered on decision-making, becomes increasingly more critical and valuable components throughout our economy activities, ranging from the conventional manufacturing and transportation systems to the financial, educational, government and social systems.

Decision making takes knowledge as its fuel. Although today's information network provides huge amount of information that is readily accessible and affordable, human decision makers seldom fully utilize it as effective knowledge, suffering from information overload due to their own cognitive limitations, ill-tuned communication and ill-designed cooperation between humans and machines, in addition to generally known machine-related issues. It is a tall mission to solve this bottleneck that requires both profound academic understanding and innovative ideas. Knowledge Service Engineering takes this mission.