

# CSC 550: Introduction to Artificial Intelligence

Fall 2004

## Knowledge-based problem solving

- expert systems
  - rule-based reasoning, heuristics
  - reasoning with uncertainty
    - Bayesian probabilities, certainty factors, fuzzy reasoning
  - alternative approaches
    - case-based reasoning, model-based reasoning

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## Expert systems

expert systems are AI's greatest commercial success

an expert system uses knowledge specific to a problem domain to provide "expert quality" performance in that application area

- DENDRAL (1967)      determine molecular structure based on mass spectrograms
- MYCIN (1976)      diagnosis & therapy recommendation for blood diseases
- PROSPECTOR (1978)      mineral exploration (found a \$100M ore deposit)
- XCON (1984)      configure VAX and PDP-11 series computer systems  
(saved DEC \$70M per year)

today, expert systems are used extensively in finance, manufacturing, scheduling, customer service, ...

- FocalPoint (TriPath Imaging) screens ~10% of all pap smears in U.S. (2002)
- American Express uses an ES to automatically approve purchases
- Mrs. Field's cookies uses an ES to model the founder's operational ideas
- TaxCut uses an ES to give tax advice
- Phoenix Police Dept uses an ES to help identify suspects using M.O.

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## Common characteristics of expert systems

- system performs at a level generally recognized as equivalent to a human expert in the field
  - presumably, human expertise is rare or expensive
  - the demand for a solution justifies the cost & effort of building the system
- system is highly domain specific
  - lots of knowledge in a narrow field (does not require common sense)
  - amenable to symbolic reasoning, but not solvable using traditional methods
- system can explain its reasoning
  - in order to be useful, it must be able to justify its advice/conclusions
- system manipulates probabilistic or fuzzy information
  - must be able to propagate uncertainties and provide a range of conclusions
- system allows for easy modification
  - knowledge bases must be refined

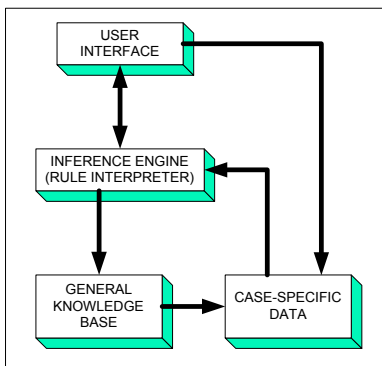
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## System architecture

usually, expert systems are rule-based

- extract expert knowledge in the form of facts & rules

if P1 and P2 and P3, then conclude C.



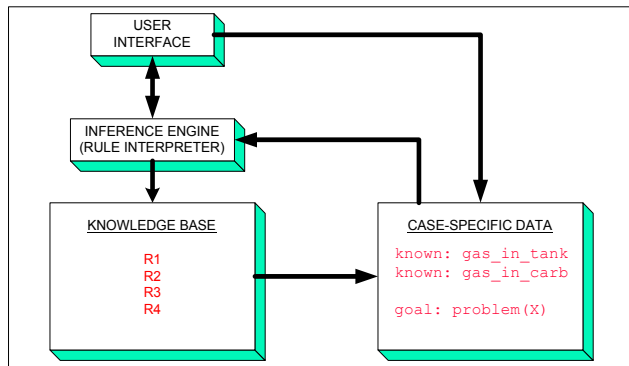
<i>user interface</i>	acquires information and displays results
<i>inference engine</i>	performs deductions on the known facts & rules (i.e., applies the knowledge base)
<i>knowledge base</i>	domain specific facts & rules for solving problems in the domain
<i>case-specific data</i>	working memory, stores info about current deduction

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## Inference example

Consider the following rules about diagnosing auto problems

- (R1) if gas\_in\_engine and turns\_over, then problem(spark\_plugs).
- (R2) if not(turns\_over) and not(lights\_on), then problem(battery).
- (R3) if not(turns\_over) and light\_on, then problem(starter).
- (R4) if gas\_in\_tank and gas\_in\_carb, then gas\_in\_engine.



Knowledge Base (KB) contains the general rules & facts about the domain

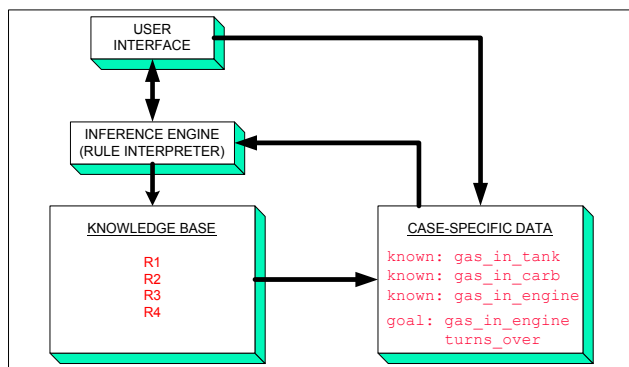
User Interface may be used to load initial facts about the specific task, specify a goal

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## Inference example (cont.)

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- (R1) if gas\_in\_engine and turns\_over, then problem(spark\_plugs).
- (R2) if not(turns\_over) and not(lights\_on), then problem(battery).
- (R3) if not(turns\_over) and light\_on, then problem(starter).
- (R4) if gas\_in\_tank and gas\_in\_carb, then gas\_in\_engine.



Inference Engine can make forward deductions (use rules and existing facts to deduce new facts)

can also reason backwards, reducing goal to subgoals (ala Prolog)

goals can be solved by facts, or may prompt the user for more info

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## Rule-based reasoning

rule-based expert systems have many options when applying rules

- forward reasoning vs. backward reasoning
- depth first vs. breadth first vs. ...
- apply "best" rule vs. apply all applicable rules

also, many ways to handle uncertainty

- probabilities  
specify likelihood of a conclusion, apply Bayesian reasoning
- certainty factors  
a certainty factor is an estimate of confidence in conclusions  
not probabilistically precise, but effective
- fuzzy logic  
reason in terms of fuzzy sets (conclusion can be a member to a degree)  
again, not probabilistically precise, but effective

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## Case study: MYCIN

MYCIN (1976) provided consultative advice on bacterial infections

- rule-based
- backward reasoning (from a specific goal back to known facts)
- performs depth first, exhaustive search of all rules
- utilizes certainty factors

sample rule:

```
IF: (1) the stain of the organism is gram-positive, AND  
    (2) the morphology of the organism is coccus, AND  
    (3) the growth confirmation of the organism is clumps,  
THEN: there is suggestive evidence (0.7) that  
      the identity of the organism is staphylococcus.
```

MYCIN used rules to compute certainty factors for hypotheses

1. find rules whose conclusions match the hypothesis
2. obtain CF's for premises (look up, use rules, ask, ...) and compute the CF for the conclusion
3. combine CF's obtained from all applicable rules.

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## Certainty factors in MYCIN

Consider two rules:

(R1) hasHair  $\rightarrow$  mammal                      CF(R1) = 0.9  
(R2) forwardEyes & sharpTeeth  $\rightarrow$  mammal      CF(R2) = 0.7

Suppose you have determined that:

CF(hasHair) = 0.8      CF(forwardEyes) = 0.75      CF(sharpTeeth) = 0.3

Given multiple premises, how do you combine into one CF?

$CF(P1 \vee P2) = \max( CF(P1), CF(P2) )$   
 $CF(P1 \wedge P2) = \min( CF(P1), CF(P2) )$

So,  $CF(\text{forwardEyes} \wedge \text{sharpTeeth}) = \min( 0.75, 0.3 ) = 0.3$

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## Certainty factors in MYCIN

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We now know that:

CF(hasHair) = 0.8      CF(forwardEyes) = 0.75      CF(sharpTeeth) = 0.3  
 $CF(\text{forwardEyes} \wedge \text{sharpTeeth}) = \min( 0.75, 0.3 ) = 0.3$

Given the premise CF, how do you combine with the CF for the rule?

$CF(H, \text{Rule}) = CF(\text{Premise}) * CF(\text{Rule})$

So,  $CF(\text{mammal}, R1) = CF(\text{hasHair}) * CF(R1) = 0.8 * 0.9 = 0.72$

$CF(\text{mammal}, R2) = CF(\text{forwardEyes} \wedge \text{sharpTeeth}) * CF(R2)$   
 $= 0.3 * 0.7$   
 $= 0.21$

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## Certainty factors in MYCIN

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We now know that:

CF(hasHair) = 0.8      CF(forwardEyes) = 0.75      CF(sharpTeeth) = 0.3  
 CF(forwardEyes  $\wedge$  sharpTeeth) = min( 0.75, 0.3 ) = 0.3  
 CF(mammal, R1) = 0.72    CF(mammal, R2) = 0.21

Given diff rules with same conclusion, how do you combine CF's?

CF(H, Rule & Rule2) = CF(H, Rule1) + CF(H, Rule2)\*(1-CF(H,Rule1))

So, CF(mammal, R1 & R2)  
 = CF(mammal, R1) + CF(mammal, R2)\*(1-CF(mammal,R1))  
 = 0.72 + 0.21\*0.28  
 = 0.72 + 0.0588  
 = 0.7788

note: CF(mammal, R1 & R2) = CF(mammal, R2 & R1)

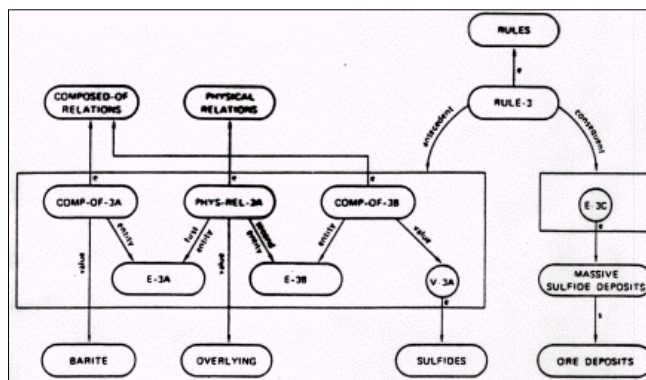
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## Rule representations

rules don't have to be represented as IF-THEN statements

PROSPECTOR (1978) represented rules as semantic nets

- allowed for inheritance, class/subclass relations
- allowed for the overlap of rules (i.e., structure sharing)
- potential for a smooth interface with natural language systems



Barite overlying sulfides suggests the possible presence of a massive sulfide deposit.

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## Knowledge engineering

knowledge acquisition is the bottleneck in developing expert systems

- often difficult to codify knowledge as facts & rules
- extracting/formalizing/refining knowledge is long and laborious known as *knowledge engineering*

in addition, explanation facilities are imperative for acceptance

- TEIRESIAS (1977) front-end for MYCIN, supported knowledge acquisition and explanation
  - could answer WHY is that knowledge relevant
  - HOW did it come to that conclusion
  - WHAT is it currently trying to show
- could add new rules and adjust existing rules

today, expert system shells are a huge market

- ES shell is a general-purpose system, can plug in any knowledge base
- includes tools to assist in knowledge acquisition and refinement

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## Expert system shell

eXpertise2Go provides a free expert system shell

<http://www.expertise2go.com/webesie/e2gdoc/>

- the shell provides the inference engine, acquisition/explanation interface
- the user must insert the relevant knowledge base
- e2gLite shell is a Java applet, utilizes very nice GUI interface features for knowledge acquisition, explanation, justification, ...

**Automobile diagnostic system**

The result of switching on the headlights is:

they light up

nothing happens

I don't know/would rather not answer

Very uncertain (50%)       Very certain (100%)

[view page in browser](#)

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## Knowledge base consists of rules...

REM Sample knowledge base

```
RULE [Is the battery dead?]  
If [the result of switching on the headlights] = "nothing happens" or  
[the result of trying the starter] = "nothing happens"  
Then [the recommended action] = "recharge or replace the battery"
```

REM specifies a comment

```
RULE [Is the car out of gas?]  
If [the gas tank] = "empty"  
Then [the recommended action] = "refuel the car"
```

rules can test values, using:

- = equals
- ! not equals
- : equals one of
- > < comparisons

```
RULE [Is the battery weak?]  
If [the result of trying the starter] : "the car cranks slowly" "the car cranks normally" and  
[the headlights dim when trying the starter] = true and  
[the amount you are willing to spend on repairs] > 24.99  
Then [the recommended action] = "recharge or replace the battery"
```

```
RULE [Is the car flooded?]  
If [the result of trying the starter] = "the car cranks normally" and  
[a gas smell] = "present when trying the starter"  
Then [the recommended action] = "wait 10 minutes, then restart flooded car"
```

```
RULE [Is the gas tank empty?]  
If [the result of trying the starter] = "the car cranks normally" and  
[a gas smell] = "not present when trying the starter"  
Then [the gas tank] = "empty" @ 90
```

rules can specify a  
certainty factor for the  
conclusion

. . .

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## ... and prompts for acquiring info

```
PROMPT [the result of trying the starter] Choice CF  
"What happens when you turn the key to try to start the car?"  
"the car cranks normally"  
"the car cranks slowly"  
"nothing happens"
```

different types of prompts:

- Choice : pull-down menu
- MultiChoice : diff options
- YesNo : either yes or no
- Numeric : text box for range

```
PROMPT [a gas smell] MultiChoice CF  
"The smell of gasoline is:"  
"present when trying the starter"  
"not present when trying the starter"
```

```
PROMPT [the result of switching on the headlights] MultiChoice CF  
"The result of switching on the headlights is:"  
"they light up"  
"nothing happens"
```

CF qualifier adds radio  
buttons so user can enter  
certainties

```
PROMPT [the headlights dim when trying the starter] YesNo CF  
"Do the headlights dim when you try the starter with the lights on?"
```

```
PROMPT [the gas tank] MultiChoice CF  
"According to the fuel gauge, the gas tank is:"  
"empty"  
"not empty"
```

```
PROMPT [the amount you are willing to spend on repairs] Numeric CF  
"How much are you willing to spend on repairs? (enter value 0->500)"  
"0"  
"500.0"
```

GOAL specifies the top-level goal

```
GOAL [the recommended action]
```

MINCF gives the certainty threshold

```
MINCF 80
```

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## Inference mechanism

the inference engine works backwards from a goal

- stops as soon as finds rule that concludes goal with desired certainty

handles uncertainties via certainty factors (similar to MYCIN)

- associate a CF between 50% (very uncertain) and 100 (very certain) for knowledge
  - each fact and rule in the KB will have a CF associated with it (default 100%)
  - for askable info, the user can specify a CF for that info
  - combine CF's of rule premises as in MYCIN
$$CF(P1 \vee P2) = \max( CF(P1), CF(P2) )$$
$$CF(P1 \wedge P2) = \min( CF(P1), CF(P2) )$$
  - combine rule premises and conclusion CF as in MYCIN
$$CF(H, Rule) = CF(Premise) * CF(Rule)$$
  - will only consider a premise or rule if its CF exceeds a threshold (e.g., 80)

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## Alternative approaches

case-based reasoning

- begin with a collection of cases (previous solutions)
- when you encounter a new situation, find the closest match and modify it to apply to the new situation

common applications: legal advice, hardware diagnosis, help-line, ...

model-based reasoning

- attempt to construct a model of the situation
- provides deeper understanding of the system, but more difficult & detailed

common examples: hardware diagnosis

construct software models of individual components

when an error occurs, compare with the model's behavior

model-based reasoning is used to troubleshoot NASA space probes

see Chapter 7 for summary of advantages/disadvantages

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## Next week...

### Connectionist models of machine learning

- connectionist models, neural nets
- perceptrons, backpropagation networks
- associative memory, Hopfield nets

### Read Chapters 9, 10

### Be prepared for a quiz on

- this week's lecture (moderately thorough)
- the reading (superficial)