
Contents

Preface and Acknowledgments xi

I

WHAT COMPUTERS CAN DO

1

Artificial Brains or Artificial Experts? 3

knowledge science the enculturational model the social nature of science spying in Semipalatinsk machines that work the social nature of artificial intelligence artificial hearts and intelligent machines as social prostheses “impossible” means unforeseeable

2

The Knowledge Barrier and Digitization 17

Wittgenstein, Dreyfus, and rules the knowledge barrier one sort of knowledge stuff or two? digitization digitization as a social accomplishment two ways of attending to the same thing

3

Machine-like Action 30

action and behavior Searle and the Chinese Room machine-like action the behavioral coordinates of action spraying chairs using record-and-playback what is repetitive action? past and future tracks in the desert what next?

4

Mental Acts and Mental Behavior 46

arithmetic on your fingers internalizing machine-like acts mental behavior responding to letters of the alphabet pattern recognition the mathematical room converting my height to centimeters the rest mass of the neutrino same behavior, many acts he + ills = sobs digitization and induction concerted action and concerted behavior

5

Interpretation and Repair 62

using a calculator human mistakes and machine mistakes 7/11x11 explaining computer mistakes the dancing machine

II

EXPERT SYSTEMS AND THE ARTICULATION OF KNOWLEDGE

6

What We Can Say about What We Know 75

expert systems and PICKUP internalizing explicit rules the rules of piano playing the slide rule Dreyfus and Dreyfus model more examples of rules and expertise bus driving working to rule World Cup soccer coaching rules tangential rules goal kicking in rugby articulated rules used by experts golf and English knowledge elicitation and different types of rule

7

Rules and Expert Systems 93

the "Rules Model" of culture ramifying rules and expert systems PICKUP explodes three models of knowledge transfer: counselor, TEA-laser, and soufflé the user's contribution Class I expert systems—the tree model of rules Class II expert systems Class III expert systems extending the rule base

8

***Cultural Competence and Scientific Knowledge* 106**

public understanding pinball and ticket machines four categories of knowledge the status hierarchy of knowledge upward movement of knowledge glass blower's chart TEA-laser leads downward movement of knowledge imaginary TEA-laser expert system

9

***Explaining and Discovering Machines?* 120**

explaining expert systems beer mat hologram the Expert's Model, the Encoded Model, and the User's Model of a domain controverting rules of English usage other functions of explanation deep knowledge automated discovery the Pythagorean theorem machine induction

III

A SKILL ENCODED—A SKILL PRACTICED

10

***Tales from the World of Crystal Growing* 135**

the project descriptions of crystal growing: introduction, CRYSTAL, a text, the expert's version knowledge elicitation Czochralski technique dominates discussion hierarchy of knowledge revisited value of low-level knowledge suggestions for knowledge elicitation expansion of knowledge at the workfront

11

***Apprenticeship—First Steps in Crystal Growing* 154**

dirt and disenchantment knowing how hard to try breaking CRYSTAL's rules the arsenic horse race the paradox of weighing out filling, mixing, and melting little finger on the ampule problems of quartz ampules

12

Growing Crystals 167

bismuth and arsenic boats appearance of zone melter and soluble aspirin setting the heater can you see crystals? etching the end of the story cadmium-tin-phosphide the problem of vapor pressure unorthodox use of ampules closed world of the ampule? CRYSTAL's useful but conventional front end making a thermocouple folding in and folding out of knowledge

IV

TESTING THE LIMITS OF ARTICULATION

13

The Meaning of the Turing Test 181

the test in outline men, women, and spies sociological thoughts about the test the Experimenter's Regress defining intelligence by defining the test protocol using computer metaphors to describe ourselves novelty and plausibility the ultimate engineering question the ultimate protocol

14

Skill and the Turing Test 198

a thought experiment with the Block machine the machine's strengths the machine's weaknesses political propensities restrictive and liberal strategies needle niidle noo language is social, not individual phonetic spelling and interpretative asymmetry the skill of language use tested in the Turing Test

V

FINAL REMARKS

15

***Intelligent Machines: An Experiment in Knowledge
Science 215***

knowledge science machine-like action as the domain of machines typology of knowledge embodied, embrained, and encoded knowledge decoding a human the principle of sociological uncertainty silk scarves and user's knowledge stand-alone humans? deskilling four ways in which Turing's prophecy might come true

Notes 225

References 251

Index 259