

Build the Expert System

Sources & Notes · Version 1.0

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For owner-operators and accountable business or department leaders. Core companion value; free community access; no book purchase required.

Use real business evidence, keep confidential information inside approved company systems, and retain human accountability for consequential decisions.

This section is organized by chapter so the narrative can remain audio-first and free of footnotes. Historical and current-development claims are supported by the principal public sources below. Personal recollections are the author's own experience and are not listed as third-party evidence.

Current AI research, product documentation, vendor architecture, and administrative requirements can change. Those sources were checked during manuscript development in August 2026 and should receive one final publication-date freshness check before release.

Chapter 1 - Ask Alex

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Edward Harold Mott. *Between the Ocean and the Lakes: The Story of Erie*, 1899/1901 edition. Used as a historical cross-check for the Charles Minot telegraph story, with caution because the account was written decades after the event.

https://upload.wikimedia.org/wikipedia/commons/3/3e/Between_the_ocean_and_the_lakes%3B_the_story_of_Erie_%28IA_betweenoceanlake00mott%29.pdf

Slason Thompson, ed. *The Railway Library 1909 - Train Dispatching*. Used as a counterweight to lone-inventor framing and for broader development of telegraphic dispatching.

<https://www.gutenberg.org/files/50220/50220-h/50220-h.htm>

National Institute of Standards and Technology. Artificial Intelligence Risk Management Framework (AI RMF 1.0), NIST AI 100-1, 2023. Used for the broader governance point that consequential AI work requires context-specific oversight, testing, roles, and human responsibility.

<https://nvlpubs.nist.gov/nistpubs/ai/NIST.AI.100-1.pdf>

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<https://cdn-dynmedia-1.microsoft.com/is/content/microsoftcorp/microsoft/final/en-us/microsoft-product-and-services/ai/pdf/executive-summary-work-trend-index-annual-report.pdf>

Chapter 2 - The Intern With A Vp Title

Transport for London. The Knowledge of London - Introduction to the Knowledge booklet, March 2022. Used for the qualification structure, staged examinations, and distinction between access to a map and demonstrated local competence.

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<https://tfl-newsroom.prgloo.com/news/tfl-seesgrowthin-applications-for-world-famous-knowledge-of-london-during-its-160th-anniversary-year>

University College London / Hippocampus. London taxi drivers: A review of neurocognitive studies and an exploration of how they build their cognitive map of London, 2021/2022. Used for the sustained-learning and internalization mechanism, not as evidence about executive competence.

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Chapter 3 - Experts Live At The Edges

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[https://www.oregonencyclopedia.org/articles/flavel_george_1824_1893_/](https://www.oregonencyclopedia.org/articles/flavel_george_1824_1893/)

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<https://www.oregon.gov/puc/bmp/pages/becoming-a-pilot.aspx>

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<https://www.salesforce.com/blog/agent-to-human-handoff/>

Chapter 4 - The Company Is More Than Its Files

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Chapter 5 - People Need Wins

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<https://www.tandfonline.com/doi/full/10.1080/01900690601153148>

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<https://rowntree.exeter.ac.uk/items/show/608>

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<https://www.pon.harvard.edu/daily/negotiation-skills-daily/how-ai-negotiation-bots-can-deepen-classroom-learning/>

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Chapter 12 - The Capability Exists

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ABOUT THE AUTHOR

Alex Tran is an experienced Silicon Valley corporate professional and business owner. His background spans AI engineering, product and data environments, technical and enterprise sales, executive communication, and owner-operator businesses.

He writes for owner-operators and accountable business leaders who want AI systems to carry more repeatable work without surrendering human responsibility for consequential decisions.

His teaching focuses on practical roles, workflows, evidence, feedback loops, trust, access, and governed operating systems that businesses can actually use.