Data Mining & Machine Learning

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DIPARTIMENTO DI INFORMATICA - Università di Pisa Master Big Data 2015



Data Mining

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Contenuti del corso in dettaglio

Introduzione e Concetti Basici

- > Le applicazioi
- > Il processo di knowledge discovery
- Esempi di estrazione (Evasione fiscale, Business Intelligence)
- La metodologia di sviluppo di un progetto DM CRISP
- □ Il processo di estrazione della conoscenza
 - > Le fasi iniziali: data understanding, preparazione e pulizia dei dati
 - > Introduzione alla piattaforma KNIME
- □ Introduzione alle tecniche di base
 - Classificazione: Alberi di decisione
 - Clustering
 - Pattern Mining
- Overview of BigData Analytics
 - Social Network analysis
 - Mobility Data Analysis
 - Social Media Analysis & Privacy



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Evolution of Database Technology: from data management to data analysis

1960s:

- Data collection, database creation, IMS and network DBMS.
- 1970s:
 - Relational data model, relational DBMS implementation.
- 1980s:
 - RDBMS, advanced data models (extended-relational, OO, deductive, etc.) and application-oriented DBMS (spatial, scientific, engineering, etc.).
- **1990s**:

 Data mining and data warehousing, multimedia databases, and Web technology.
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Why Mine Data? Commercial Viewpoint

- Lots of data is being collecte and warehoused
 - Web data, e-commerce
 - purchases at department/ grocery stores
 - Bank/Credit Card transactions



- Computers have become cheaper and more powerful
- Competitive Pressure is Strong
 - Provide better, customized services for an edge (e.g. in Customer Relationship Management)

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Why Mine Data? Scientific Viewpoint

- Data collected and store enormous speeds (GB/hou
 - remote sensors on a satellite
 - telescopes scanning the skies
 - microarrays generating gene expression data
 - scientific simulations generating terabytes of data
- Traditional techniques infeasible for data
- Data mining may help scientists
 in classifying and segmenting data
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Mining Large Data Sets - Motivation

- There is often information "hidden" in the data that is not readily evident
- Human analysts may take weeks to discover useful information
- Much of the data is never analyzed at all



Motivations

"Necessity is the Mother of Invention"

- Data explosion problem:
 - Automated data collection tools, mature database technology and internet lead to tremendous amounts of data stored in databases, data warehouses and other information repositories.

We are drowning in information, but starving for knowledge! (John Naisbett)

- Data warehousing and data mining :
 - On-line analytical processing
 - Extraction of interesting knowledge (rules, regularities, patterns, constraints) from data in large databases.

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Why Data Mining

Increased Availability of Huge Amounts of Data

- point-of-sale customer data
- I digitization of text, images, video, voice, etc.
- World Wide Web and Online collections

Data Too Large or Complex for Classical or Manual Analysis

- number of records in millions or billions
- high dimensional data (too many fields/features/attributes)
- often too sparse for rudimentary observations
- I high rate of growth (e.g., through logging or automatic data collection)
- heterogeneous data sources

Business Necessity

- e-commerce
- high degree of competition
- personalization, customer loyalty, market segmentation

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What is Data Mining?

Many Definitions

Non-trivial extraction of implicit, previously unknown and potentially useful information from data

Exploration & analysis, by automatic or semi-automatic means, of large quantities of data in order to discover meaningful patterns

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What is (not) Data Mining?

• What is not Data Mining?

Look up phone
number in phone
directory

Query a Web
search engine for
information about
"Amazon"

• What is Data Mining?

Certain names are more prevalent in certain US locations (O'Brien, O'Rurke, O'Reilly... in Boston area)

- Group together similar documents returned by search engine according to their context (e.g. Amazon rainforest, Amazon.com,)

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Sources of Data

Business Transactions

- widespread use of bar codes => storage of millions of transactions daily (e.g., Walmart: 2000 stores => 20M transactions per day)
- most important problem: effective use of the data in a reasonable time frame for competitive decision-making
- e-commerce data

Scientific Data

- data generated through multitude of experiments and observations
- examples, geological data, satellite imaging data, NASA earth observations

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Sources of Data

- Financial Data
 - company information
 - economic data (GNP, price indexes, etc.)
 - stock markets
- Personal / Statistical Data
 - government census
 - medical histories
 - customer profiles
 - demographic data
 - data and statistics about sports and athletes

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Sources of Data

World Wide Web and Online Repositories

email, news, messages

- Web documents, images, video, etc.
- Ink structure of of the hypertext from millions of Web sites
- Web usage data (from server logs, network traffic, and user registrations)
- I online databases, and digital libraries

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Classes of applications

Database analysis and decision support

- Market analysis
 - target marketing, customer relation management, market basket analysis, cross selling, market segmentation.
- Risk analysis
 - Forecasting, customer retention, improved underwriting, quality control, competitive analysis.
- Fraud detection
- New Applications from New sources of data
 - Text (news group, email, documents)
 - Web analysis and intelligent search

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Market Analysis

- Where are the data sources for analysis?
 - Credit card transactions, loyalty cards, discount coupons, customer complaint calls, plus (public) lifestyle studies.

Target marketing

- Find clusters of "model" customers who share the same characteristics: interest, income level, spending habits, etc.
- Determine customer purchasing patterns over time
 - Conversion of single to a joint bank account: marriage, etc.
- Cross-market analysis
 - Associations/co-relations between product sales
 - Prediction based on the association information.



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Market Analysis (2)

Customer profiling

I data mining can tell you what types of customers buy what products (clustering or classification).

Identifying customer requirements

- identifying the best products for different customers
- use prediction to find what factors will attract new customers

Summary information

- various multidimensional summary reports;
- statistical summary information (data central tendency and variation)

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Risk Analysis

- Finance planning and asset evaluation:
 - cash flow analysis and prediction
 - contingent claim analysis to evaluate assets
 - trend analysis
- Resource planning:
 - summarize and compare the resources and spending

Competition:

- monitor competitors and market directions (CI: competitive intelligence).
- group customers into classes and class-based pricing procedures
- set pricing strategy in a highly competitive market

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Fraud Detection

Applications:

widely used in health care, retail, credit card services, telecommunications (phone card fraud), etc.

Approach:

I use historical data to build models of fraudulent behavior and use data mining to help identify similar instances.

Examples:

- auto insurance: detect a group of people who stage accidents to collect on insurance
- I money laundering: detect suspicious money transactions (US Treasury's Financial Crimes Enforcement Network)
- I medical insurance: detect professional patients and ring of doctors and ring of references

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Fraud Detection (2)

More examples:

Detecting inappropriate medical treatment:

Australian Health Insurance Commission identifies that in many cases blanket screening tests were requested (save Australian \$1m/yr).

Detecting telephone fraud:

- I Telephone call model: destination of the call, duration, time of day or week. Analyze patterns that deviate from an expected norm.
- Retail: Analysts estimate that 38% of retail shrink is due to dishonest employees.



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Other applications

Sports

IBM Advanced Scout analyzed NBA game statistics (shots blocked, assists, and fouls) to gain competitive advantage for New York Knicks and Miami Heat.

Astronomy

I JPL and the Palomar Observatory discovered 22 quasars with the help of data mining

Internet Web Surf-Aid

IBM Surf-Aid applies data mining algorithms to Web access logs for market-related pages to discover customer preference and behavior pages, analyzing effectiveness of Web marketing, improving Web site organization, etc.

What is Knowledge Discovery in Databases (KDD)? A process!

The selection and processing of data for:

- the identification of novel, accurate, and useful patterns, and
- the modeling of real-world phenomena.

Data mining is a major component of the KDD process - automated discovery of patterns and the development of predictive and explanatory models.

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Data Mining: Confluence of Multiple Disciplines



The KDD Process in Practice

KDD is an Iterative Process

art + engineering and science



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The steps of the KDD process

- Learning the application domain:
 - relevant prior knowledge and goals of application
- Data consolidation: Creating a target data set
- Selection and Preprocessing
 - Data cleaning : (may take 60% of effort!)
 - Data reduction and projection:
 - find useful fegitures engineerationality as a signification of the support of the
 - Choosing functions lagesticate christing dell'evasione fiscale
 - summarization, classification, regression, association, clustering.
 - Choosing the mining algorithm(s)
- Data mining: search for patterns of interest
- Interpretation and evaluation: analysis of results.
 - visualization, transformation, removing redundant patterns, ...
- Use of discovered knowledge

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The virtuous cycle



Data mining and business intelligence



Roles in the KDD process



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A business intelligence environment



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THE KDD PROCESS



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Data consolidation and preparation

Garbage in Garbage out

- The quality of results repates directly to quality of the data
- 50%-70% of KDD process effort is spent on data consolidation and preparation
- Major justification for a corporate data warehouse



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Data consolidation

From data sources to consolidated data repository



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Data consolidation

- Determine preliminary list of attributes
- Consolidate data into working database
 - I Internal and External sources
- Eliminate or estimate missing values
- Remove outliers (obvious exceptions)
- Determine prior probabilities of categories and deal with volume bias



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Data selection and preprocessing

- Generate a set of examples
 - I choose sampling method
 - consider sample complexity
 - I deal with volume bias issues
- Reduce attribute dimensionality
 - remove redundant and/or correlating attributes
 - combine attributes (sum, multiply, difference)
- Reduce attribute value ranges
 - group symbolic discrete values
 - quantify continuous numeric values
- Transform data
 - de-correlate and normalize values
 - map time-series data to static representation
- OLAP and visualization tools play key role



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Data mining tasks and methods

Supervised (Directed) Knowledge Discovery

- Purpose: Explain value of some field in terms of all the others (goal-oriented)
- Method: select the target field based on some hypothesis about the data; ask the algorithm to tell us how to predict or classify new instances
- Examples:
 - I what products show increased sale when cream cheese is discounted
 - I which banner ad to use on a web page for a given user coming to the site

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Data mining tasks and methods

Unsupervised (Undirected) Knowledge Discovery (Explorative Methods)

- Purpose: Find patterns in the data that may be interesting (no target specified)
- Task: clustering, association rules (affinity grouping)
- Examples:
 - I which products in the catalog often sell together
 - market segmentation (groups of customers/users with similar characteristics)



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Data Mining Tasks



Data Mining Tasks

Prediction Methods

Use some variables to predict unknown or future values of other variables.

Description Methods

Find human-interpretable patterns that describe the data.

From [Fayyad, et.al.] Advances in Knowledge Discovery and Data Mining, 1996

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Data Mining Tasks...

- **Classification** [Predictive]
- **Clustering** [Descriptive]
- **Association Rule Discovery** [Descriptive]
- Sequential Pattern Discovery [Descriptive]
- **Regression** [Predictive]
- **Deviation Detection** [Predictive]



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Prediction and classification

- Learning a predictive model
 Classification of a new case/sample
 Many methods:
 - Artificial neural networks
 - Inductive decision tree and rule systems
 - Genetic algorithms
 - Nearest neighbor clustering algorithms
 - Statistical (parametric, and non-parametric)



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inductive modeling = learning

Objective: Develop a general model or hypothesis from specific examples

Function approximation (curve fitting)



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 x^2

X

Classification: Definition

- Given a collection of records (training set)
 - Each record contains a set of *attributes*, one of the attributes is the *class*.
- Find a *model* for class attribute as a function of the values of other attributes.
- Goal: <u>previously unseen</u> records should be assigned a class as accurately as possible.
 - A test set is used to determine the accuracy of the model. Usually, the given data set is divided into training and test sets, with training set used to build the model and test set used to validate it.

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Classification Example

	.0	goric	goric at	INUOU	S
Tid	Refund	Cate Marital Status	C ^{ON} Taxable Income	ک ^{ری} : Cheat	2-
1	Yes	Single	125K	No	
2	No	Married	100K	No	
3	No	Single	70K	No	
4	Yes	Married	120K	No	
5	No	Divorced	95K	Yes	
6	No	Married	60K	No	
7	Yes	Divorced	220K	No	`
8	No	Single	85K	Yes	
9	No	Married	75K	No	
10	No	Single	90K	Yes	

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5



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Classification: Application 1

Direct Marketing

Goal: Reduce cost of mailing by *targeting* a set of consumers likely to buy a new cell-phone product.

Approach:

- Use the data for a similar product introduced before.
- We know which customers decided to buy and which decided otherwise. This {buy, don't buy} decision forms the class attribute.
- Collect various demographic, lifestyle, and companyinteraction related information about all such customers.
 - Type of business, where they stay, how much they earn, etc.
- Use this information as input attributes to learn a classifier model.

From [Berry & Linoff] Data Mining Techniques, 1997

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Classification: Application 2

Fraud Detection

- Goal: Predict fraudulent cases in credit card transactions.
- Approach:
 - Use credit card transactions and the information on its account-holder as attributes.
 - When does a customer buy, what does he buy, how often he pays on time, etc
 - Label past transactions as fraud or fair transactions. This forms the class attribute.
 - Learn a model for the class of the transactions.
 - Use this model to detect fraud by observing credit card transactions on an account.



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Classification: Application 3

Customer Attrition/Churn:

Goal: To predict whether a customer is likely to be lost to a competitor.

Approach:

- I Use detailed record of transactions with each of the past and present customers, to find attributes.
 - How often the customer calls, where he calls, what time-ofthe day he calls most, his financial status, marital status, etc.
- I Label the customers as loyal or disloyal.
- Find a model for loyalty.

From [Berry & Linoff] Data Mining Techniques, 1997

50

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Generalization and regression

- The objective of learning is to achieve good generalization to new unseen cases.
- Generalization can be defined as a mathematical *interpolation* or *regression* over a set of training points
- Models can be validated with a previously unseen test set or using cross-validation methods





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X

Regression

- Predict a value of a given continuous valued variable based on the values of other variables, assuming a linear or nonlinear model of dependency.
- Greatly studied in statistics, neural network fields.
- Examples:
 - Predicting sales amounts of new product based on advetising expenditure.
 - Predicting wind velocities as a function of temperature, humidity, air pressure, etc.
 - Time series prediction of stock market indices.



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Explanation and description

- Learn a generalized hypothesis (model) from selected data
- Description/Interpretation of model provides new knowledge
- Methods:
 - Inductive decision tree and rule systems
 - Association rule systems
 - I Link Analysis



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Automated exploration and discovery

- Clustering: partitioning a set of data into a set of classes, called *clusters*, whose members share some interesting common properties.
- Distance-based numerical clustering
 - metric grouping of examples (K-NN)
 - graphical visualization can be used
- Bayesian clustering
 - search for the number of classes which result in best fit of a probability distribution to the data
 - AutoClass (NASA) one of best examples



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Clustering Definition

- Given a set of data points, each having a set of attributes, and a similarity measure among them, find clusters such that
 - Data points in one cluster are more similar to one another.
 - Data points in separate clusters are less similar to one another.
- Similarity Measures:
 - Euclidean Distance if attributes are continuous.
 - Other Problem-specific Measures.



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Illustrating Clustering

| Euclidean Distance Based Clustering in 3-D space.



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Clustering: Application 1

Market Segmentation:

- Goal: subdivide a market into distinct subsets of customers where any subset may conceivably be selected as a market target to be reached with a distinct marketing mix.
- Approach:
 - Collect different attributes of customers based on their geographical and lifestyle related information.
 - Find clusters of similar customers.
 - A Measure the clustering quality by observing buying patterns of customers in same cluster vs. those from different clusters.



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Pattern Mining

- Determine what items often go together (usually in transactional databases)
- Often Referred to as Market Basket Analysis
 - used in retail for planning arrangement on shelves
 - used for identifying cross-selling opportunities
 - "should" be used to determine best link structure for a Web site
- Examples
 - people who buy milk and beer also tend to buy diapers
 - people who access pages A and B are likely to place an online order
- Suitable data mining tools
 - association rule discovery
 - clustering
 - Nearest Neighbor analysis (memory-based reasoning)

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Association Rule Discovery: Definition

Given a set of records each of which contain some number of items from a given collection;

Produce dependency rules which will predict occurrence of an item based on occurrences of other items.

TID	Items
1	Bread, Coke, Milk
2	Beer, Bread
3	Beer, Coke, Diaper, Milk
4	Beer, Bread, Diaper, Milk
5	Coke, Diaper, Milk

Rules Discovered: {Milk} --> {Coke} {Diaper, Milk} --> {Beer}



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Association Rule Discovery: Application 1

Marketing and Sales Promotion:

Let the rule discovered be

{Bagels, ... } --> {Potato Chips}

- Potato Chips as consequent => Can be used to determine what should be done to boost its sales.
- Bagels in the antecedent => Can be used to see which products would be affected if the store discontinues selling bagels.
- Bagels in antecedent and Potato chips in consequent => Can be used to see what products should be sold with Bagels to promote sale of Potato chips!



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Association Rule Discovery: Application 2

Supermarket shelf management.

- Goal: To identify items that are bought together by sufficiently many customers.
- Approach: Process the point-of-sale data collected with barcode scanners to find dependencies among items.
- A classic rule --
 - I If a customer buys diaper and milk, then he is very likely to buy beer.
 - So, don't be surprised if you find six-packs stacked next to diapers!



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Association Rule Discovery: Application 3

Inventory Management:

- Goal: A consumer appliance repair company wants to anticipate the nature of repairs on its consumer products and keep the service vehicles equipped with right parts to reduce on number of visits to consumer households.
- Approach: Process the data on tools and parts required in previous repairs at different consumer locations and discover the co-occurrence patterns.



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Sequential Pattern Discovery: Definition

Given is a set of *objects*, with each object associated with its own *timeline of events*, find rules that predict strong sequential dependencies among different events.

$$(A \ B) \quad (C) \longrightarrow (D \ E)$$

Rules are formed by first disovering patterns. Event occurrences in the patterns are governed by timing constraints.





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Exception/deviation detection

- Generate a model of normal activity
- Deviation from model causes alert

Methods:

- Artificial neural networks
- Inductive decision tree and rule systems
- Statistical methods
- Visualization tools



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Outlier and exception data analysis

Time-series analysis (trend and deviation):

- Trend and deviation analysis: regression, sequential pattern, similar sequences, trend and deviation, e.g., stock analysis.
- Similarity-based pattern-directed analysis
- Full vs. partial periodicity analysis
- Other pattern-directed or statistical analysis



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Are all the discovered pattern interesting?

- A data mining system/query may generate thousands of patterns, not all of them are interesting.
- Interestingness measures:
 - easily understood by humans
 - I valid on new or test data with some degree of certainty.
 - potentially useful
 - novel, or validates some hypothesis that a user seeks to confirm

Objective vs. subjective interestingness measures

- Objective: based on statistics and structures of patterns, e.g., support, confidence, etc.
- Subjective: based on user's beliefs in the data, e.g., unexpectedness, novelty, etc.

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Interpretation and evaluation

Evaluation

- Statistical validation and significance testing
- Qualitative review by experts in the field
- Pilot surveys to evaluate model accuracy

Interpretation

- Inductive tree and rule models can be read directly
- Clustering results can be graphed and tabled
- Code can be automatically generated by some systems (IDTs, Regression models)

THE MOVIEGOER DATABASE



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moviegoers.name	sex	age	source	movies.name
Amy	f	27	Oberlin	Independence Day
Andrew	m	25	Oberlin	12 Monkeys
Andy	m	34	Oberlin	The Birdcage
Anne	f	30	Oberlin	Trainspotting
Ansje	f	25	Oberlin	I Shot Andy Warhol
Beth	f	30	Oberlin	Chain Reaction
Bob	m	51	Pinewoods	Schindler's List
Brian	m	23	Oberlin	Super Cop
Candy	f	29	Oberlin	Eddie
Cara	f	25	Oberlin	Phenomenon
Cathy	f	39	Mt. Auburn	The Birdcage 🛛 🔜 🗍
Charles	m	25	Oberlin	Kingpin 🦉
Curt	m	30	MRJ	T2 Judgment Day
David	m	40	MRJ	Independence Day
Erica	f	23	Mt. Auburn	Trainspotting

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Example: Moviegoer Database

Classification

- determine sex based on age, source, and movies seen
- determine source based on sex, age, and movies seen
- determine most recent movie based on past movies, age, sex, and source
- Estimation
 - for predict, need a continuous variable (e.g., "age")
 - predict age as a function of source, sex, and past movies
 - if we had a "rating" field for each moviegoer, we could predict the rating a new moviegoer gives to a movie based on age, sex, past movies, etc.



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Example: Moviegoer Database

Clustering

- find groupings of movies that are often seen by the same people
- find groupings of people that tend to see the same movies
- I clustering might reveal relationships that are not necessarily recorded in the data (e.g., we may find a cluster that is dominated by people with young children; or a cluster of movies that correspond to a particular genre)

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Example: Moviegoer Database Association Rules

- market basket analysis (MBA): "which movies go together?"
- need to create "transactions" for each moviegoer containing movies seen by that moviegoer:

name	TID	Transaction
Amy	001	{Independence Day, Trainspotting}
Andrew	002	{12 Monkeys, The Birdcage, Trainspotting, Phenomenon}
Andy	003	{Super Cop, Independence Day, Kingpin}
Anne	004	{Trainspotting, Schindler's List}



Example: Moviegoer Database

Sequence Analysis

- similar to MBA, but order in which items appear in the pattern is important
- e.g., people who rent "The Birdcage" during a visit tend to rent "Trainspotting" in the next visit.



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