

**S.D.E.**  
**M.C.A. Sem - V : SUMMER - 2019**  
**SUBJECT : ELECTIVE – II : KNOWLEDGE MANAGEMENT**  
**(BUSINESS MANAGEMENT)**

Day : Wednesday  
Date : 08/05/2019

**S-2019-5285**

Time : 10.00 AM TO 1.00 PM  
Max. Marks : 80

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**N.B.**

- 1) Attempt **ANY FIVE** questions from Section – I and **ANY TWO** questions from Section – II.
  - 2) Figures to the **RIGHT** indicate **FULL** marks.
  - 3) Answers to both the sections should be written in **SAME** answer books.
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**SECTION – I**

- Q.1** Explain traditional types of Information System and modern information system. (10)
- Q.2** What is Knowledge? Differentiate between explicit and tacit Knowledge with suitable example. (10)
- Q.3** Explain various codification tools in detail. (10)
- Q.4** Explain merits and demerits of using single and multiple experts in Knowledge Management. (10)
- Q.5** Explain various models of Knowledge Conversion. (10)
- Q.6** Discuss differentiate between SDLC and KMLC. (10)
- Q.7** Write short notes on **ANY TWO** of the following. (10)
- i) 8 C's Knowledge Management
  - ii) Fuzzy reasoning
  - iii) Nominal Group Technique

**SECTION – II**

- Q.8** Suggest how knowledge management can be blended with the business pyramid with reference to the levels of information system. (15)
- Q.9** Veena World intends to venture into International Tours and Travel Business. It already has customer base created for last few years at national level. Suggest a suitable knowledge enabled system that would help the business expansion plan, to improve the customer base and connect with international market. (15)
- Q.10** A start-up Garment brand 'Lisha Enterprises' has recently ventured into Shopping Mall and Hotel / Food Chain Business. They have expressed their desire to make their establishment more attractive, reachable and customer-centric, focusing not only local but customers from other states and abroad. Suggest establishing a knowledge management tools and techniques as enablers of the system that is being undertaken for design and development. (15)

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