

S.D.E.

M.C.A. SEM - V : SUMMER - 2018

SUBJECT: ELECTIVE 2 : KNOWLEDGE MANAGEMENT

Day: **Wednesday**
Date: **06/06/2018**

S-2018-4638

Time: **10.00 A.M. TO 1.00 P.M.**
Max Marks. 80

N.B.

- 1) Attempt any **FIVE** questions from section –I. Each question carries **10** marks.
 - 2) Attempt any **TWO** questions from section –II. Each question carries **15** marks.
 - 3) Answers to both sections should be written in **SEPARATE** answer books.
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SECTION - I

- Q.1** Compare KMLC with conventional system life cycle.
- Q.2** Discuss quality assurance and its contribution to knowledge audit.
- Q.3** What are the security aspects in building knowledge management system?
- Q.4** What are the various knowledge testing approaches used in knowledge management system?
- Q.5** Define tacit and explicit knowledge. To what extent, if at all, can tacit knowledge be articulated and made explicit.
- Q.6** Explain the term “Knowledge Codification”. What are tools and procedures adopted to codify knowledge?
- Q.7** Write short notes on (**Any TWO**)
- a) KM post implementation review
 - b) Knowledge capturing
 - c) E – Governance: The knowledge management way

SECTION - II

- Q.8** Om tourism company intends to venture into international business. It already has customer base created for last few years, at national level. Suggest a suitable knowledge enabled system that would help business expansion plan to improve customer base and connect with international market.
- Q.9** Develop a KM system for an academic institute which has branches all over the state. Discuss the KM tools which are applicable to this scenario.
- Q.10** Think of a country whose culture and business practices you are relatively familiar with and note them down. Elaborate and reflect on the extent, to which business organizations there, would be able to effectively utilize Nonaka’s knowledge creation theory.