

S.D.E.

M.B.A. (I.T.) SEM-IV (2013 COURSE) : SUMMER - 2018

SUBJECT: KNOWLEDGE MANAGEMENT

Day : **Thursday**
Date : **07/06/2018**

S-2018-4531

Time : **02.00 P.M. TO 05.00 P.M.**
Max.Marks:70

N.B.

- 1) Attempt any **THREE** 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 the **SEPARATE** answer books.

SECTION-I

- Q.1** Discuss the various challenges faced while developing Knowledge Management System. (14)
- Q.2** Explain in detail how a person develops Knowledge, intelligence and common sense through thinking and learning process. (14)
- Q.3** Differentiate between tacit Knowledge and explicit Knowledge. Explain with examples. (14)
- Q.4** Explain Nonaka's model of knowledge creation and transformation. (14)
- Q.5** Illustrate various Knowledge Management drivers. (14)

SECTION-II

- Q.6** You are asked to apply the Delphi methods involving four experts. What procedure would you follow? What limitations would you expect in this Knowledge capture techniques? (14)
- Q.7** Explain the different data capturing techniques used in knowledge management. (14)
- Q.8** XYZ company has many shopping malls all over the country. Discuss and design to develop a Knowledge Management System. (14)

* * *