

S.D.E.
M.C.A. Sem - V : WINTER - 2018
SUBJECT: ELECTIVE 2 : KNOWLEDGE MANAGEMENT

Day: Monday
Date: 03/12/2018

Time: 10.00 AM TO 1.00 PM
Max Marks. 80

W-2018-4826

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.

SECTION - I

- Q.1** Discuss the challenges of building KMS. Specify the myths, which may be obstacles in elevating the success rate of KMS.
- Q.2** Define Tacit & Explicit knowledge. To what extent, if at all, can tacit knowledge be articulated & made explicit.
- Q.3** Explain the role of knowledge developers in each phase of KMSLC. Also discuss skill set required for knowledge developers.
- Q.4** Explain various knowledge capturing techniques.
- Q.5** Discuss various security considerations while developing a web based knowledge management system.
- Q.6** Explain the significance of KM in post implementation review.
- Q.7** Write short notes on (**Any TWO**)
- a) E - commerce and KM.
 - b) Quality Assurance and Knowledge Testing
 - c) Knowledge mapping

SECTION - II

- Q.8** 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.
- Q.9** Big shopper recently upgraded its system with the support of knowledge management tools. Elaborate the testing approaches and quality issues taken care during this process.
- Q.10** GKTCS is into providing knowledge consultancy, software development and training. They are having Indian clients and eastern countries as international clients. They intend for business expansion in the western countries. Prepare a knowledge enabled system with relevant assumptions.

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