

S.D.E.

M.B.A. (I.T.) Sem-IV (2013 Course) : WINTER - 2018

SUBJECT: KNOWLEDGE MANAGEMENT

Day : Saturday

Date : 08/12/2018

W-2018-4700

Time 02.00 PM TO 05.00 PM

Max. Marks: 70

N. B.

- 1) Attempt any **FOUR** 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 **SAME** answer book.
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SECTION – I

- Q.1** Explain the term information, types of information and write down (10) features of quality information.
- Q.2** What are benefits of knowledge management and illustrate reasons for (10) implementation of knowledge management.
- Q.3** Differentiate between users and knowledge workers. (10)
- Q.4** Explain the technical layer of the knowledge management system. (10)
- Q.5** Explain Nominal Group Technique method. (10)

SECTION – II

- Q.6** You are asked to apply the Delphi method involving four experts. What (15) procedure would you follow? What limitations would you expect in this knowledge capture technique?
- Q.7** Develop a knowledge management system for Airlines reservation (15) system. Make relevant assumptions.
- Q.8** A leading Commercial Bank operating all over India wants to develop a (15) DSS to monitor existing loan portfolio. Discuss the decision applications of such a DSS and illustrate.
- i) Data base ii) Sample queries

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