

**S.D.E.**

**M.B.A. (IT) SEM – IV (2010 COURSE) (3 YEAR COURSE) :**

**WINTER - 2017**

**SUBJECT: KNOWLEDGE MANAGEMENT**

Day: **Saturday**  
Date: **23/12/2017**

**W-2017-4360**

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

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**N.B.:**

- 1) Attempt any **FOUR** questions from Section –I and attempt any **TWO** questions from Section – II.
  - 2) Figures to the right indicate **FULL** marks.
  - 3) Answers to both the sections should be written in **SEPARATE** answer book.
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**SECTION-I**

- Q.1** Explain in detail data, information, types of information with examples. **(10)**
- Q.2** What is Knowledge Management? Explain phases of Knowledge Management System Life Cycle. **(10)**
- Q.3** Illustrate and explain with examples types of knowledge. **(10)**
- Q.4** Explain Nonaka's Model of Knowledge creation and transformation. **(10)**
- Q.5** Write down user technical layers of the Knowledge Management. **(10)**

**SECTION-II**

- Q.6** A leading electronic goods manufacturer wants to design a knowledge management which will assist in customer care and providing online help to customers. Explain step-by-step procedure on how to design the Knowledge Management System. **(15)**
- Q.7** Explain in detail the Knowledge codification process. **(15)**
- Q.8** State assumptions and give an illustrative knowledge Management Model for Vendor Analysis. **(15)**

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