

S.D.E.

M.B.A. (I.T.) SEM-IV (2013 COURSE) : WINTER - 2017

SUBJECT: KNOWLEDGE MANAGEMENT

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

W-2017-4340

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) Answer to both the **SECTION** should be written in **SEPARATE** answer books.

SECTION-I

- Q.1** Explain data, information, types of information in detail. (14)
- Q.2** Define Nonaka's model of knowledge creation and transformation. (14)
- Q.3** Illustrate various Knowledge Management drivers. (14)
- Q.4** Discuss Knowledge Management System Life Cycle in detail. (14)
- Q.5** Explain the different data capturing techniques used in knowledge Management. (14)

SECTION-II

- Q.6** One of the leading Training Institute in India wants to develop a KMS. The challenges before them are about information integration, decision making and quick response to the student customer needs. Suggest steps to address the above challenges. (14)
- Q.7** 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.8** Develop a Knowledge Management System for a bank having branches all over India. (14)

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