

S.D.E.

M.C.A. SEM - V : WINTER - 2017

SUBJECT: ELECTIVE 2 : KNOWLEDGE MANAGEMENT

Day: **Saturday**
Date: **16/12/2017**

Time: **10.00 A.M. TO 1.00 P.M.**
Max Marks. 80

W-2017-4447

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.
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SECTION - I

- Q.1** Discuss KMLC with a neat diagram.
- Q.2** Define tacit knowledge. Explain various technologies of capturing knowledge.
- Q.3** Explain knowledge creation and transformation using Nonaka's model.
- Q.4** Discuss various security considerations while developing a web based knowledge management system.
- Q.5** What are the legal aspects in building knowledge management system? Explain with example.
- Q.6** Explain concept of "Knowledge Codification". Also explain various tools and procedures to codify knowledge.
- Q.7** Write short notes on (**Any TWO**)
- a) Significance of KM in post implementation review
 - b) Knowledge mapping
 - c) E – Commerce and KM

SECTION - II

- Q.8** 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.
- 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** Fortune Bank is a multinational bank, desiring to establish its presence in India. Prepare a brief design analysis and propose a knowledge base schema considering the new and old banking products and services.