

CDOE
MASTER OF BUSINESS ADMINISTRATION (INFORMATION TECHNOLOGY) (2013
COURSE)

M.B.A. (I.T.) Sem-IV : WINTER :- 2021
SUBJECT: KNOWLEDGE MANAGEMENT

Day : Friday
Date 18-02-2022

W-10040-2021

Time : 02:00 PM-05:00 PM
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) Answers to both the sections should be written in **SEPARATE** answer book.
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SECTION – I

- Q.1** What are key attributes of knowledge management? Also explain benefits of knowledge management. (14)
- Q.2** What are different steps to codify the knowledge? Explain tools used to codify the knowledge. (14)
- Q.3** Explain knowledge testing approaches to logical testing and user acceptance testing. (14)
- Q.4** Explain knowledge architecture. How to identify knowledge centers? (14)
- Q.5** Explain post implementation reviews. (14)
- Q.6** Write short notes on any **TWO** of the following: (14)
- a) Users Vs knowledge workers
 - b) Knowledge capture technique
 - c) Knowledge Management System Life Cycle

SECTION – II

- Q.7** “Suyash automobile company” has many sales centers all over the country. They want to develop the online system for their marketing unit. Suggest a framework for Knowledge Management System. (14)
- Q.8** Sanjeevan Hospital desires to implement Knowledge Management System. Explain procedure to design the Knowledge Management System. (14)
- Q.9** Explain in detail internet services utilized in Knowledge Management. (14)

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