

CDOE
BACHELOR OF COMPUTER APPLICATIONS (CBCS-2018 COURSE)
B.C.A. Sem-VI : WINTER :- 2021
SUBJECT: ELECTIVE-II : INFORMATION SYSTEMS - KNOWLEDGE
MANAGEMENT

Day : Monday
Date 28-02-2022

W-21119-2021

Time : 10:00 AM-01:00 PM
Max. Marks: 70

N. B.

- 1) Solve ANY **FOUR** questions form **SECTION – I** and ANY **TWO** questions from **SECTION - II**
- 2) Figures to the right indicate **FULL** marks.
- 3) Solve both section in **SAME** answer book
- 4) Use of Non-Programmable calculator is **ALLOWED**.

SECTION - I

- Q. 1** a) Explain Knowledge Management Framework. **(05)**
- b) Define the term 'Knowledge'. Explain various techniques to implement the knowledge. **(05)**
- Q. 2** What are the factors affecting success of Knowledge Management. **(10)**
- Q. 3** Explain Total Quality Management in reference with Knowledge Management. **(10)**
- Q. 4** Illustrate the role of Knowledge Management in the organizational Restructuring. **(10)**
- Q. 5** How Knowledge Management is associated with E-commerce? **(10)**
- Q. 6** Write short notes on any **TWO** of the following: **(10)**
- a) Bench Marking
- b) Corporate Transformation
- c) Supply Chain of Knowledge Management

SECTION - II

- Q. 7** Develop a Knowledge Management System for the Healthcare organization. **(15)**
- Q. 8** A top management institute wants to plan its admission process online. Explain challenges in the implementation of Knowledge Management System. **(15)**
- Q. 9** A multinational company decided to implement Knowledge Management. Explain the role of technology in this process. **(15)**

* * * * *