

CDOE
MASTER OF COMPUTER APPLICATIONS (CBCS-2019 COURSE)
M.C.A. SEM - V : WINTER :- 2021
SUBJECT: KNOWLEDGE MANAGEMENT

Day : Monday
Date 28-02-2022

W-22278-2021

Time : 10:00 AM-01:00 PM
Max. Marks: 60

N.B.

- 1) **Q.No. 4** from Section-I is **COMPULSORY**.
- 2) Attempt **ANY TWO** questions from Q.No. 1 to Q. No. 3 in Section – I.
- 3) Attempt **ANY TWO** questions from Q.No. 5 to Q. No. 7 in Section – II.
- 4) Figures to the **RIGHT** indicate **FULL** marks.
- 5) Answers to both the sections should be written in **SAME** answer book.

SECTION – I

- Q.1** Answer the following : (12)
a) Briefly explain scope and significance of Knowledge Management.
b) Illustrate with examples drivers of Knowledge Management.
- Q.2** Answer the following : (12)
a) Explain briefly pillars of Knowledge Management.
b) Explain with examples e-commerce and Knowledge Management.
- Q.3** Explain the following : (12)
a) Total Quality Management Tools.
b) Steps of Change Management.
- Q.4** Write short notes on **ANY THREE** of the following : (12)
a) Difficulties of Knowledge Management
b) Types of innovation
c) Techniques of Knowledge Management
d) Supply Chain Management
e) Knowledge Management framework

SECTION – II

- Q.5** There is an interaction between the physician and the patient, knowledge is created (12)
and stored in the Knowledge Management system by the physician.
As a matter of fact answer following questions :
i) What can be the methods of capturing knowledge in various forms?
ii) Explain methods of knowledge storage
iii) Explain methods of Knowledge dissemination and Knowledge reuse.
- Q.6** A reputed private bank desires to review the requirements of their customers and (12)
their relationship with bank. The bank needs a system to provide a base to review
customer's profile. Being a consultant discuss the following issues :
i) How you would develop Knowledge Management system?
ii) What could be the constraints?
iii) Give a brief idea about the utility of this Knowledge Management
based system to the management.
- Q.7** Consider a MNC involved into catering development and support project in (12)
telecommunication vertical as major domain.
As a chief Knowledge officer, identify the key factors involved, considering high
employee turnover in an IT firm, how will you address the 'Talent Retention' in
the above scenario.
