

SUPPLEMENTARY
BACHELOR OF COMPUTER APPLICATIONS (CBCS - 2018 COURSE)
B.C.A. Sem-VI :SUMMER- 2022
SUBJECT : KNOWLEDGE MANAGEMENT

Day : Saturday

Time : 10:00 AM-01:00 PM

Date : 27-08-2022

S-22707-2022

Max. Marks : 60

N. B.

- 1) **Q. No. 4** from section – I is compulsory.
 - 2) Answer any **TWO** questions from Q.1, Q.2, Q.3 in section-I.
 - 3) Answer any **TWO** questions from Q.5, Q.6, Q.7 in section – II.
 - 4) All questions carry equal marks.
 - 5) Answer to be written in the same answer sheet.
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SECTION - I

- Q. 1** a) Define the term ‘knowledge.’ Explain characteristics of it. (06)
- b) Explain the scope and significance of Knowledge Management. (06)
- Q. 2** Explain the various technology components associated with Knowledge Management. (12)
- Q. 3** a) Explain Bench Marking in detail. (06)
- b) What are the various factors affecting success of Knowledge Management. (06)
- Q. 4** Write short Notes on any **THREE** of the following. (12)
- a) Supply chain of Knowledge Management
 - b) TQM and Knowledge Management
 - c) Corporate Transformation
 - d) E-commerce and Knowledge Management
 - e) Knowledge Management framework

SECTION - II

- Q. 5** A renowned hospital wants to design a Knowledge Managements which will assist in customer care and providing online service to patients. Formulate the Knowledge Management strategy for its implementation. (12)
- Q. 6** ABC company wants to implement knowledge management system. Discuss the roadblocks to success in this implementation. (12)
- Q. 7** Illustrate the challenges in front of Hardware company to implement Knowledge Management System. (12)

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