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BACHELOR OF COMPUTER APPLICATIONS (CBCS - 2018 COURSE)

B.C.A. Sem-VI : WINTER- 2022

SUBJECT : KNOWLEDGE MANAGEMENT

Day : Thursday

Time : 10:00 AM-01:00 PM

Date : 8/12/2022

W-22707-2022

Max. Marks : 60

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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.
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SECTION – I

- Q.1** Explain Knowledge Management framework in detail. (12)
- Q.2** a) How Knowledge Management can improve E-commerce? (06)
b) Discuss Bench Marking. (06)
- Q.3** Elaborate on Supply Chain of Knowledge Management. (12)
- Q.4** Write short notes on **ANY THREE** of the following : (12)
- a) Total Quality Management
 - b) Pillars of Knowledge Management
 - c) Organizational knowledge
 - d) Significance of Knowledge Management
 - e) Corporate transformation

SECTION – II

- Q.5** A leading Health Insurance company wants to build Knowledge Management System. (12)
- a) Explain step by step process to design the Knowledge Management System.
 - b) What are the road blocks in the successful implementation of Knowledge Management System.
- Q.6** How Knowledge Management will help in the organizational restructuring? (12)
- Q.7** Rajas Pvt. Ltd. decided to implement Knowledge Management System for its Human Resource Department. (12)
- a. Formulate strategy for its implementation.
 - b. Identify various techniques to implement Knowledge Management.
