Reg.No. \_\_\_\_\_\_\_\_\_\_\_\_



**UNIVERSITY**

(Karunya Institute of Technology & Sciences)

(Declared as Deemed-to-be University under Sec.3 of the UGC Act, 1956)

**End Semester Examination – Nov/Dec – 2016**

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|  |  | **Semester :** | **2016-17 ODD** |
| **Code :** | **14CS3061** | **Duration :** | **3hrs** |
| **Sub. Name :** | **KNOWLEDGE MANAGEMENT** | **Max. marks :** | **100** |

**ANSWER ALL QUESTIONS (5 x 20 = 100 Marks)**

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| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | Marks |
| 1. | a. | What are various types of knowledge? Explain with example. | CO1 | 12 |
| b. | Mention the challenges in building a KM system. | CO1 | 8 |
| (OR) | | | | |
| 2. | a. | Explain in what ways do conventional development life cycle differ from KM systems development life cycle? | CO2 | 12 |
| b. | Compare and contrast declarative knowledge with procedural declarative. | CO1 | 8 |
| 3. | a. | With a neat sketch explain the key layers of Knowledge Management System Infrastructure. | CO2 | 12 |
|  | b. | Name the three levels of expertise for evaluating the expert. | CO2 | 8 |
| (OR) | | | | |
| 4. | a. | Write notes on the following techniques for capturing the knowledge  i.on site observation  ii.electronic brain stroming  iii.The Delphi method | CO2 | 10 |
|  | b. | What are various types of interviewing techniques explain with example. | CO2 | 10 |
| 5. | a. | Define Knowledge codification and mention the various codification tools | CO4 | 10 |
|  | b. | Explain how knowledge map works. | CO4 | 10 |
| (OR) | | | | |
| 6. | a. | Write short notes on the following with examples:  i) Circular error.  ii) Consider the rule  R1 IF a= 10  AND b=15  THEN c=20  R2 IF b=15  AND a=10  THEN c=20  Check whether the rules are redundant. If so, Justify.  iii) Subsumed error.  iv) Unusable rule. | CO3 | 20 |
| 7. |  | Elaborate the key functionalities in portal technologies needed for building the portal. | CO3 | 20 |
| (OR) | | | | |
| 8. |  | Discuss the various legal issues like contracts, taxation, copyrights, buying, selling on business organization. | CO3 | 20 |
|  | | **Compulsory:** |  |  |
| 9. | a. | What is a the knowledge worker.Mention the role played by the knowledge worker in a organization. | CO3 | 10 |
|  | b | What are the factors that are considered by a manager for managing knowlwdge workers. | CO3 | 10 |

ALL THE BEST