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

G:\logo and QP Template\logo 3 Feb 2018 final.tif

**End Semester Examination – Nov/Dec – 2018**

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Q. No.** | **Sub Div.** | **Questions** | **Course**  **Outcome** | **Marks** |
| 1. | a. | Calculate knowledge for the given data and information.  **Data***:*  *09/01 18:29:45: Message from InterMapper 5.8.1*  *Event: Critical Name:* [*http://website-host.leeds.ac.uk*](http://website-host.leeds.ac.uk) *Nagios Plugin Document: Unix: Webhosting Address: 129.11.1.1 Probe Type: Nagios Plugin Condition: CRITICAL – Socket timeout after 10 seconds*  *Time since last reported down: 39 days, 3 hours, 12 minutes, 47 seconds Device’s up time: N/A*  **Information:**  *This alert relates to one of our website servers. This is not normal behaviour.*  **Knowledge***: ???* | CO2 | 5 |
| b. | Discuss on the four process view of knowledge management. | CO1 | 5 |
| c. | Discuss about the different stages in knowledge management system life cycle. | CO1 | 10 |
| (OR) | | | | |
| 2. | a. | Distinguish between:  (i) tacit and explicit knowledge  (ii)shallow and deep knowledge  (iii)semantic and episodic knowledge | CO1 | 5 |
| b. | Compare today’s knowledge age from that of the information age of the 1980’s and 1990’s. List few changes in terms of technology, people and content. | CO2 | 5 |
| c. | Elaborate on the main steps of feasibility study. When a feasibility study be conducted? Why? | CO1 | 10 |
|  |  |  |  |  |
| 3. | a. | State the different types of Nonaka’s model of knowledge creation and transformation with an example. | CO1 | 5 |
| b. | Working with multiple experts has definite benefits and limitations. Cite an example in which the use of multiple experts is a must. Explain your choice. | CO3 | 5 |
| c. | Differentiate between:   1. transport layer and user interface layer 2. collaborative intelligence and intelligent agent 3. intranet, extranet and firewall | CO1 | 10 |
| (OR) | | | | |
| 4. | a. | State the motivation for conducting interviews along with different types of interviews and the problems that will encounter during the interview. | CO1 | 10 |
| b. | Employees in large companies often complain that personal worth perception is low. They feel that the company does not overtly reward them for their contributions or set procedures that allow them to be most productive and creative.  For the above situation, do the following,   1. Brainstorm how the company can reward efforts and increase the perception of personal worth other than issuing pay increases. 2. Use nominal group technique to find the best solution to the employee personal worth perception problem. Consider the solutions from the brainstorming activity and select the “best” solution from the set. | CO2 | 10 |
| 5. | a. | Discuss about the various steps involved in user acceptance testing. | CO1 | 5 |
| b. | Write examples of the following logical errors that may occur during development of Knowledge based projects:  i. Inconsistent error  ii. Redundancy error  iii. Subsumption error  iv. Unusable error | CO1 | 5 |
| c. | Briefly describe about various codification tools and procedures of knowledge management. | CO1 | 10 |
| (OR) | | | | |
| 6. | a. | Discuss about the prerequisites for knowledge transfer and sharing in organizations. | CO1 | 5 |
| b. | Discuss briefly about the factors that affect knowledge transfer. | CO1 | 5 |
| c. | Distinguish between different types of knowledge transfer and also cite a real-time example for each. | CO2 | 10 |
|  |  |  |  |  |
| 7. |  | Describe about the various technologies used to transfer knowledge in the e-world. | CO1 | 20 |
| (OR) | | | | |
| 8. | a. | Describe the following:   1. Supervised and unsupervised learning 2. Association rules 3. Classification trees | CO1 | 10 |
| b. | Illustrate the role of data mining in customer relationship management. | CO2 | 10 |
|  | | **Compulsory**: |  |  |
| 9. | a. | Cite three companies that qualify as learning organizations in india.What makes them unique? | CO3 | 10 |
| b. | Describe about the various legal issues of knowledge management. | CO3 | 10 |