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



**End Semester Examination – Nov/Dec– 2017**

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| **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. | Identify the type of knowledge is used in each of the following activities:   1. Debugging a computer program 2. Driving in congested traffic 3. Approval of loan applications for loans of >$1000 4. A doctor conducting surgery   Explain in each classification. | CO2 | 5 |
| b. | Illustrate by example the possible relationship between Knowledge, information and data. | CO2 | 5 |
| c. | Discuss on the four process view of Knowledge Management. | CO1 | 10 |
| (OR) | | | | |
| 2. | a. | In what ways do Conventional and Knowledge Management Systems development cycles differ? How are they similar? Explain. | CO4 | 10 |
| b. | Discuss about the different stages in Knowledge Management System Life Cycle. | CO4 | 10 |
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| 3. |  | Briefly describe about various Codification tools and Procedures of Knowledge Management. | CO5 | 20 |
| (OR) | | | | |  |  |
| 4. | a. | Who should do the user Acceptance Testing? Should it be the End user or the Domain expert or The knowledge developer? Justify your answer. | CO5 | 5 |
|  | b. | What are the two main types of testing for Knowledge Base Systems? Explain in detail the various approaches of Logical Testing each with an example. | CO5 | 10 |
|  | c. | Discuss about any one approaches to User Acceptance Testing. | CO5 | 5 |
|  |  |  |  |  |
| 5. |  | How an internet technology does play major role in Knowledge transfer and Knowledge sharing? Describe in detail. | CO6 | 20 |
| (OR) | | | | |  |  |
| 6. | a. | Using a realistic example, discuss in detail how Neural Networks can be used to solve real-life problems. | CO2 | 10 |
|  | b. | Explain the role of Data Mining in Customer Relationship Management along with its technical configuration. | CO2 | 10 |
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| 7. |  | Describe in detail the technologies needed to build Portals for Knowledge Management Systems. | CO5 | 20 |
| (OR) | | | | |  |  |
| 8. | a. | “Managing Knowledge Projects requires a set of qualifications and responsibilities.”Elaborate. | CO2 | 10 |
|  | b. | Discuss briefly about the legal issues of Knowledge Management. | CO3 | 10 |
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|  | | **Compulsory**: |  |  |
| 9. | a. | Describe in detail the Technical Layers of the Knowledge Management System. | CO1 | 10 |
|  | b. | Distinguish between:   1. Brainstorming and Consensus Decision Making. 2. Repertory Grid and Nominal Group Technique. 3. Blackboarding and Electronic Brainstorming. | CO1 | 10 |

ALL THE BEST