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



**End Semester Examination – Nov / Dec – 2019**

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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. | Define Knowledge Management. Explain the technological drivers and the processes involved in knowledge management process. | CO1 | 10 |
| b. | Explain the factors that triggers interest and trust in the development of knowledge management system. | CO2 | 10 |
| **(OR)** | | | | |
| 2. | a. | List the key similarities and differences between conventional and knowledge management system life cycle. | CO2 | 10 |
|  | b. | Describe the various stages involved in knowledge management system life cycle. | CO3 | 10 |
|  |  |  |  |  |
| 3. | a. | Outline the different impediments in the knowledge sharing process. | CO2 | 10 |
|  | b. | Explain the Nonaka’s model of knowledge creation and transformation with neat diagram. | CO2 | 10 |
| **(OR)** | | | | |
| 4. | a. | Describe the technological layers of knowledge management system with neat architecture. | CO3 | 15 |
|  | b. | List the challenges in building an efficient knowledge management system. | CO2 | 5 |
|  |  |  |  |  |
| 5. | a. | Outline the advantages and disadvantages of having interview with single and multiple experts. | CO3 | 10 |
|  | b. | Describe the different types of interviews and list the guide for establishing successful interview. | CO3 | 10 |
| **(OR)** | | | | |
| 6. |  | Explain the various types of knowledge capturing techniques. | CO2 | 20 |
|  |  |  |  |  |
| 7. |  | Describe the functionalities of the different knowledge codification tools. | CO3 | 20 |
| **(OR)** | | | | |
| 8. |  | Explain the types of logical testing and report on the errors possible during testing with example. | CO3 | 20 |
|  | | **Compulsory**: |  |  |
| 9. |  | Explain the key portal technologies needed to build portals. Draw and explain the architecture to depict the layers of Knowledge portal. | CO1 | 20 |