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



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

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| **Code :** | **17CS3049** | **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. | Explain in detail about the various stages of knowledge management life cycle. | CO1 | 10 |
| b. | Compare and contrast the conventional system life cycle with software system life cycle. | CO1 | 10 |
| **(OR)** | | | | |
| 2. | a. | Illustrate about the possible relationship between:  (i) Knowledge and information.  (ii) Knowledge and data. | CO2 | 10 |
| b. | Describe about the various classifications of knowledge with examples. | CO2 | 10 |
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| 3. | a. | List the most important impediments for the knowledge sharing process in an organization. | CO3 | 10 |
| b. | Describe the knowledge creation and transformation model developed by Nonaka. | CO3 | 10 |
| **(OR)** | | | | |
| 4. | a. | Explain the technical layers of knowledge management system with neat sketch. | CO1 | 15 |
| c. | Outline various steps to be taken by knowledge developer to develop relationship with experts. | CO1 | 5 |
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| 5. | a. | Explain how interview is used as a powerful tool to gather data from experts. | CO3 | 5 |
| b. | Discuss the different types of interviews that is used in the knowledge capture process. | CO3 | 15 |
| **(OR)** | | | | |
| 6. | a. | List the advantages and disadvantages of using multiple experts in the knowledge capture process. | CO3 | 10 |
| b. | Explain in your own words about the distinctive features of on-site observation. What kinds of problem does it pose? | CO3 | 10 |
|  |  |  |  |  |
| 7. | a. | Outline the importance of knowledge codification process. | CO4 | 5 |
| b. | Explain the different codification tools which are used to codify knowledge. | CO4 | 15 |
| **(OR)** | | | | |
| 8. | a. | Write short notes on the following terms 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. | CO5 | 10 |
| b. | Elucidate how knowledge transfer and sharing is done effectively in the business process using e-world. | CO6 | 10 |
|  | | **Compulsory**: |  |  |
| 9. |  | Identify and describe about the legal issues to be considered in the knowledge sharing process in any industry of your choice. | CO6 | 20 |