CC-414

M.B.A. EXAMINATION, May 2017

(Fourth Semester)

(Main & Re-appear)

IT-05

KNOWLEDGE MANAGEMENT SYSTEMS

Time : 3 *Hours*]   [*Maximum Marks :* 70

Before answering the question-paper candidates should ensure that they have been supplied to correct and complete question-paper. No complaint, in this regard, will be entertained after the examination.

Note : Attempt *Five* questions in all, selecting at least *one* question from each Unit. All questions carry equal marks.

Unit I

1. (a)   What is Knowledge ? What are its different types ?

(b) Discuss the implications of Knowledge Management.

2. Define Knowledge Management life-cycle. Explain its different phases.

Unit II

3. (a) Define Tacit Knowledge Capture. What does makes it unique ?

(b) Distinguish between brainstorming and consensus decision making.

4. (a) Define knowledge coding. What assumptions can be made about knowledge codification ?

(b) Explain the concept of nominal group technique.

Unit III

5. Define knowledge testing. Discuss the main steps to user acceptance testing. How and why are they important ?

6. (a) Why is place of training important ? What about the duration of training ? Explain.

(b) What is Post implementation review ? Why is it important to carry out this step ?

Unit IV

7. What is Knowledge Transfer and why is it needed ? Discuss basic knowledge transfer principles.

8. Explain ethical and legal issues in knowledge management.