

NOVEMBER 2018

65166/KDA3B

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions.

1. What is knowledge management strategy?
2. Mention the two major types of knowledge.
3. What is electronic performance support system?
4. Bring out the elements of networking technologies.
5. What do you know about knowledge acquisition?
6. Define organizational learning.
7. What is the use of organizational memory system to a business concern?
8. What is knowledge community?
9. Mention the purpose of bench marking.
10. What does knowledge audit identifies?
11. What is fragmental culture?
12. Expand the term KMCI.

TI Mem → Knowledge Management

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. How does knowledge management helps an individual?
14. Name some of the tools used in knowledge acquisition and application.
15. Discuss the organizational perspectives on knowledge management.
16. Trace out the focal points of communities of practice.
17. What are the adaptive technologies used in knowledge management?
18. Compare tacit knowledge with explicit knowledge.
19. Mention the five key activities of Information Resource Management.
22. What are the features of intelligent filtering tools used in knowledge management?
23. Give the elements of online communities of practice.
24. What are the results produced by knowledge audit?
25. Bring out various needs of knowledge management.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions.

20. List out the priorities in knowledge strategies.
21. Bring out the infrastructure of knowledge management.