

NOVEMBER 2019

65166/KDA3B

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions.

1. Define "Knowledge Management".
2. What is knowledge economy?
3. What is knowledge sourcing?
4. What is codification strategy?
5. What are knowledge assets?
6. What is knowledge Repository?
7. What is meant by learning organization?
8. What is tacit knowledge?
9. What is knowledge representation?
10. What do you mean by knowledge products?
11. What are communities of practice?
12. What is knowledge culture?

II M Com - Knowledge Management

PART B — (5 × 5 = 25 marks)

Answer any FIVE questions.

13. What is the role of information technology in knowledge management?
14. List out prioritizing knowledge management strategies.
15. Distinguish between tacit knowledge and explicit knowledge.
16. What is the concept of organizational learning?
17. State the form of representation in Codification of Knowledge.
18. What are the factors considered to implement the knowledge management?
19. Highlight the steps to build knowledge management culture.

PART C — (4 × 10 = 40 marks)

Answer any FOUR questions.

20. What are the Common Practices of Information and Knowledge Management Strategies?
21. Highlight the basis of Knowledge Management.
22. Describe the Knowledge Management System Life Cycle.

23. What is the role of Information Systems in the learning organization?
24. What are the potential capabilities of Information and Communication Technology?
25. Explain the components of Unified Communications.