

NOVEMBER 2017

65166/KDA3B

Time : Three hours

Maximum : 75 marks

PART A — (10 × 1 = 10 marks)

Answer any TEN questions:

1. What is knowledge management?
2. Give the two most commonly encountered objectives of knowledge management.
3. What is tacit knowledge?
4. What are the points to be considered while developing a KM strategy?
5. Expand the term CLO.
6. What is knowledge repository?
7. Express the components of knowledge culture.
8. List out the levels of culture.
9. What do you mean by knowledge audit?
10. What is the usage of a balanced score card?
11. What do you know about knowledge reuse?
12. What is knowledge management system?

II M-Com - Knowledge Management.

**PART B — (5 × 5 = 25 marks)**

Answer any FIVE questions.

13. How does knowledge management benefits the organization?
14. What are the properties of explicit knowledge?
15. Bring out the types of knowledge repositories..
16. List out the elements of online communities of practices.
17. Give the key critical issues in implementation of knowledge management system.
18. Explain the three major components of knowledge management.
19. Explain the three intellectual capital needs of an organization.

**PART C — (4 × 10 = 40 marks)**

Answer any FOUR questions.

20. Show the role of KM strategy and metrics in an integrated knowledge management cycle.
21. What are the key attributes of knowledge management?

22. List out the various applications of knowledge management.
23. Discuss the major roles played by communities of practice.
24. Mention the indicators in measuring the effectiveness of knowledge management.
25. Explain the multidisciplinary nature of knowledge management.