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B.E. / B.Tech. (Full Time) DEGREE END SEMESTER EXAMINATIONS, NOV / DEC 2012

COMPUTER SCIENCE AND ENGINEERING

SEVENTH SEMESTER (ELECTIVE)

CS9037 – KNOWLEDGE MANAGEMENT

(REGULATIONS 2008)

Time: 3 Hours

Max Marks: 100

Answer ALL Questions

Part – A (10 x 2 = 20 Marks)

1. What is *four process view* of KM?
2. Differentiate between 'Knowledge' and 'Intelligence'.
3. Depict Nonaka's model.
4. Determine the key issues to be addressed to ensure quality of knowledge base.
5. What are the advantages and disadvantages of using '*rapid prototyping*' in interviews?
6. What is NGT method?
7. Inferencing & Reasoning: How are they different?
8. Identify the bottlenecks for knowledge codification.
9. What are the key challenges to Data Mining?
10. What are Classification Trees?

Part – B (5 x 16 = 80 Marks)

11. a) i) Elucidate 'types of Knowledge', with examples for each. (8)
ii) Write notes on KM drivers. (8)
12. a) i) Compare and contrast KM system life cycle with that of conventional systems. (8)
ii) What are expert systems? What are the chief components? (8)

OR

b) i) Explain the layers of KM system infrastructure. (8)

ii) Develop and depict a 'semantic net' for campus recruitments. (8)

13. a) i) Develop and depict a 'semantic net' for 'on-campus recruitments'. (8)

ii) Discuss the role of 'think aloud' method in knowledge capture, through an example. (8)

OR

b) i) Identify the pros and cons of using *single experts* against *multiple experts*. (8)

ii) An expert professor was asked to rate on a 3 point scale, the performances of junior teachers (T1, T2, T3, T4, and T5) who are being considered for promotion, by forming a *repertory grid* shown below. How would you analyze the grid for meaningful conclusions? Discuss. (8)

	T1	T2	T3	T4	T5	
Communication Skills (good - 3)	2	3	1	2	3	Communication Skills (Poor - 1)
Interaction (good -3)	1	3	1	1	1	Interaction (poor - 1)
Punctual (3)	2	1	1	3	2	Late (1)
Subject Knowledge (Good - 3)	3	1	2	3	1	Subject Knowledge (Poor - 1)

14. a) i) Describe the significant phases of Knowledge codification in KM System Life Cycle. (8)

ii) What are the fundamental criteria for user acceptance testing? Discuss. (8)

OR

b) i) Describe approaches to logical testing. (8)

ii) Decision Tables vs. Decision Trees. How are they related? (8)

15. a) i) What are the three main types of knowledge transfer mechanisms? (8)

ii) What are 'association rules'? What are *confidence* and *support* of rules? (8)

OR

b) i) Write about DM virtuous cycle. (8)

ii) Present the architecture of any one of the popular knowledge portals. (8)

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