

B.E / B.Tech (Arrear) DEGREE END SEMESTER EXAMINATIONS NOV/ DEC 2011  
COMPUTER SCIENCE AND ENGINEERING BRANCH  
SEVENTH SEMESTER  
**CS501- KNOWLEDGE MANAGEMENT**  
(REGULATIONS 2008)

Time: 3 hr

Max Mark: 100

**Answer ALL Questions**  
Part- A (10 X 2 = 20 Marks)

55

1. What is explicit knowledge and tacit knowledge. Give an example for each.
2. What are the drivers for KM.
3. With an example differentiate between inductive and deductive learning.
4. What are the barriers to knowledge sharing?
5. How knowledge is converted between explicit and tacit forms in Nonaka's model?
6. Classify the ways in which knowledge can be captured.
7. With an example explain case based reasoning.
8. Name a tool that represents knowledge in graphical form and explain with an example.
9. Provide a definition of e-business and indicate what two traditional rules of knowledge sharing e-business violates.
10. What is the need for knowledge producer interface?

**Part-B (5 X 16 = 80 Marks)**

11. a) Describe the steps in KM Life cycle (8)  
b) What are key challenges facing the implementation of KM programs? (8)
12. a) (i) Illustrate with an example the relationship between data, information, knowledge and wisdom (8)  
ii) What is the role of strategic planning in the development of knowledge management. (8)  
(OR)  
b) (i) List five heuristics that you employ in every day life. By what kind of learning have you arrived at these rules of thumb? (10)  
ii) What is rapid prototyping and how does it improve the KMSLC process ? (6)
13. (a) (i) What are the necessary steps in KM system testing and how do they relate to quality assurance in KM development? (8)  
ii) What are the new trends in portal technologies? (8)  
(OR)  
b) (i) Explain the layered architecture of KM in an organizational setup. (8)  
ii) Describe the process by which knowledge is created and transferred via teams (8)
14. a) (i) What is knowledge capture and what tools are used? (8)  
ii) How is brainstorming conducted? Explain with an example (8)  
(OR)  
b) (i) What are the general indicators of expertise? (8)  
ii) Sketch a semantic net about the information associated with a university course in knowledge development and explain in detail. (8)
15. a) i) With an example, explain the learning process through a decision tree (8)  
ii) What are the requirements for successful collaboration tools (8)  
(OR)

b) i) What are the internal and external factors affecting knowledge-based system quality. (8)

ii) Describe the various methods of knowledge transfer and how does story telling help in knowledge transfer (8)