

ANNA UNIVERSITY
COLLEGE OF ENGINEERING, GUINDY
B.E. DEGREE EXAMINATIONS, NOV/DEC 2011.
COMPUTER SCIENCE AND ENGINEERING
7 SEMESTER - R2009

57

CS9037 KNOWLEDGE MANAGEMENT

Time: 3 Hrs

Max.Marks: 100

PART - A (10 x 2 = 20)

1. How is knowledge gained from experience?
2. How is common sense defined?
3. Mention any few challenges in knowledge creation.
4. List the ways in which knowledge is transformed in a software organization.
5. Define: Reasoning
6. What are the essential components of black boarding technique?
7. How is knowledge tested?
8. Define UAT with respect to knowledge management.
9. Where is business intelligence documented within a software project?
10. Distinguish the challenges in Data Management vs. Knowledge Management.

PART - B (5 x 16 = 80)

11. (i) Discuss the traditional Knowledge Management life cycle in detail. (8)
(ii) Compare the traditional KM life cycle with conventional Project Management Life Cycle. (8)
12. (a) Explain the challenges in building KM systems. (16)
(or)
(b) Explain the Nonaka's Model of knowledge creation and transformation. (16)
13. (a) Discuss the ways to evaluate a knowledge expert. (16)
(or)
(b) Explain techniques of knowledge capturing with examples. (16)
14. (a) Explain the steps to be followed in deploying a knowledge based system. (16)
(or)
(b)(i) What are the skill sets expected for a knowledge developer? (8)
(ii) List the post implementation issues for a Knowledge System. (8)
15. (a) Explain the role of neural networks and its variations in building a knowledge system. (16)
(or)
(b) (i) Explain the issues in managing knowledge workers. (8)
(ii) Explain the process of documenting business intelligence. (8)