

- 13.a(i) Explain briefly the key components of collaborative intelligence layer. (8)
(ii) List the benefits and drawbacks of rapid prototyping in interviews. (8)

(OR)

- b(i) Explain the relationships between an experts motivation and willingness to share knowledge. (8)
(ii) Use nominal group technique to find the best solution to the employee personal worth perception problems. (Rewarding the employees) (8)

- 14.a.If a company chooses to use the decision tree induction technique to build a classification model describe the main activities that need to be performed during project development. (16)

(OR)

- b. Finance Trance is a stock brokerage firm. They are thinking of using data mining in their customer service department. Suggest some uses and services they can offer. Also discuss the data mining tasks that are to be used. (16)

- 15.a(i) How can malpractices occur in a Knowledge Management System? Explain. (8)
(ii) Explain the role of a chief knowledge officer. (8)

(OR)

b. Write short notes on

- (i) Work Adjustment Model. (6)
(ii) Ethics in Knowledge Management. (5)
(iii) Legal issues in Knowledge Management. (5)
