



**LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034**

**M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS**

**FIFTH SEMESTER – APRIL 2018**

**CA 5956- KNOWLEDGE MANAGEMENT SYSTEM AND APPLICATIONS**

Date: 21-04-2018  
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

**PART-A**

Answer ALL questions

10x2=20

1. How is data different from information?
2. Define the term Knowledge Management System.
3. What is Tacit Knowledge?
4. What is knowledge-walkout?
5. 'Knowledge Creation' is different from 'Knowledge Codification'. Justify the statement.
6. What is structured interview?
7. What is a decision table?
8. Give an example for 'Knowledge Map'.
9. What are Intelligent Agents?
10. List a few collaboration tools.

**Part – B**

Answer ALL questions

5 X 8 = 40

11. (a) Elaborate the value propositions of KM.

OR

- (b) Enumerate the steps involved in creating Knowledge edge.

12. (a) Explain the three fundamental steps in KMS, with a neat diagram.

OR

- (b) Substantiate the 5C Process with a pictorial representation.

13. (a) Explain Knowledge Architecture in detail.

OR

- (b) Elucidate 'Build-In Home, buy or outsource models' of KMS development.

14. (a) Demonstrate Decision Tree with an example.

OR

- (b) What are the twelve specific qualifications of experts?

15. (a) Explain Knowledge portals.

OR

- (b) List the personality and professional attributes of knowledge workers.

**Part – C**

**Answer any TWO Questions.**

**2 X 20 = 40**

16. (a) Explain structural, and technology drivers.  
(b) Elaborate the classification of knowledge.
17. (a) Write an essay on Nonaka's model of Knowledge creation.  
(b) Explain the knowledge transfer methods
18. (a) Illustrate the Knowledge transfer tools in e-world.  
(b) Pictorially explain the phases in KMS life cycle with the diagram

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