



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

FIFTH SEMESTER – NOVEMBER 2015

CA 5956 - KNOWLEDGE MANAGEMENT SYSTEM AND APPLICATIONS

Date : 13/11/2015
Time : 09:00-12:00

Dept. No.

Max. : 100 Marks

Part – A

Answer ALL questions

10 X 2 = 20

1. Define the term Knowledge Management System.
2. Why is Knowledge regarded to be a competitive asset?
3. What is knowledge-walkout?
4. Why is deploying KMS considered to be 'taming the tiger's tail'?
5. What is 'socialization'?
6. What is structured interview?
7. What is decision tree?
8. What is Frame?
9. What is Portal?
10. List few collaboration tools.

Part – B

Answer ALL questions

5 X 8 = 40

11. (a) Discuss the value proposition of KM.

OR

(b) Explain what Knowledge Management is not about.

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

OR

(b) Explain the impact of knowledge on Business.

13. (a) Explain Knowledge Architecture in detail.

OR

(b) Discuss various levels of expertise.

14. (a) Discuss Knowledge Map with an example.

OR

(b) Explain Decision table with an example.

15. (a) Explain Knowledge portals.

OR

(b) Write the scenarios when one can be considered as a Knowledge worker.

Part – C

Answer any TWO Questions.

2 X 20 = 40

16. (a) Explain structural, and technology drivers.
(b) Discuss the classification of knowledge.
17. (a) Write an essay on conducting a successful interview with an expert.
(b) What are the twelve specific qualifications of experts?
18. (a) Discuss Knowledge transfer tools in e-world.
(b) Explain Build In-home, buy or outsource model in developing a KM System.
