



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

FIFTH SEMESTER – NOVEMBER 2016

CA 5956 - KNOWLEDGE MANAGEMENT SYSTEM AND APPLICATIONS

Date: 14-11-2016
Time: 09:00-12:00

Dept. No.

Max. : 100 Marks

Part – A

Answer ALL Questions

10* 2 = 20

1. How is Knowledge different from Information?
2. “Knowledge impacts the market value and prosperity of a business” Comment in a few lines
3. Define the term tacit knowledge.
4. What is condensation?
5. What is a Primary Question?
6. What is the goal of profiling?
7. Define the term ‘Knowledge map’?
8. What is Groupware?
9. What is collaboration?
10. What is a Knowledge Portal?

Part – B

ANSWER ALL QUESTIONS

5* 8 = 40

11.(a) Explain structural drivers.

OR

(b) Discuss the various KM Perspectives.

12. (a) Explain the 5C process, with a neat diagram.

OR

(b) Discuss the three fundamental steps of Knowledge Management.

13. (a) Explain the strategies ‘Build In-home, buy or outsource’ model of KMS.

OR

(b) Explain about ‘Phrasing Questions’ while interviewing an expert.

14. (a) Discuss Frames with an example.

OR

(b) Substantiate any two Knowledge Transfer Methods.

15. (a) How could businesses be transformed through portals?

OR

(b) Explain the Portal Feature benefits.

PART – C

Answer any Two Questions

2 * 20 = 40

16. (a) Explain Knowledge-centric and Process-focused drivers.
- (b) Explain the Creation of Knowledge Edge.
17. (a) Discuss the qualifications of an expert.
- (b) Write an essay on the knowledge codification tools and procedures.
18. (a) Provide a vivid description on Knowledge workers.
- (b) Explain the strategies to be used for developing relationship with experts.
