



LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

M.C.A. DEGREE EXAMINATION – COMPUTER APPLICATIONS

FIFTH SEMESTER – NOVEMBER 2018

CA 5956 – KNOWLEDGE MANAGEMENT SYSTEM AND APPLICATIONS

Date: 24-10-2018

Dept. No.

Max. : 100 Marks

Time: 01:00-04:00

Part - A

Answer ALL Questions

10 x 2 = 20

1. Define the term Knowledge.
2. How does data differ from Information?
3. What is Knowledge-walkout?
4. Why is deploying KMS considered to be ‘taming the tiger’s tail’?
5. What is knowledge center?
6. What is structured interview?
7. Define ‘Knowledge map’
8. Define the term Frame.
9. What is collaboration?
10. Write short note on ‘Personalization’.

Part – B

Answer ALL Questions

5 x 8 = 40

- 11.(a) Explain the structural drivers.
OR
(b) List the steps in Knowledge Management life cycle.
12. (a) Illustrate the 5C process of converting Data and Information into Knowledge.
OR
(b) Elaborate the challenges in deploying KMS.
13. (a) Elucidate Nonaka’s model of Knowledge creation.
OR
(b) Explain the key elements in ‘Build versus Buy decision’.
14. (a) Substantiate the knowledge transfer methods.
OR
(b) What are the indicators of expertise? Explain in detail.
15. (a) Explain the features and benefits of portals.
OR
(b) Describe the market potential of portals.

PART – C

2 x 20 = 40

Answer any Two Questions

16. (a) Explain the process-focused drivers and economic drivers.
(b) Write about the Creation of Knowledge Edge, in detail.
17. (a) Elaborate the specific qualifications that experts exhibit.
(b) Narrate the knowledge codification tools and procedures.
18. (a) Write an essay on Knowledge workers.
(b) Describe the strategies to be used for developing relationship with e

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