

VPM's
DR VN BRIMS, Thane
Programme: MMS (2014-16)
Third Semester (IT) Examination October 2015

Subject	Knowledge Management		
Roll No.		Marks	60 Marks
Total No. of Questions	7	Duration	3 Hours
Total No. of printed pages		Date	29.10.2015

Note: Q1 is compulsory and solve any FOUR from the remaining SIX questions.

Q1) 20 Marks (Compulsory)

Design Knowledge Management System for MBA College from faculty & student's point of view.

Attempt Any FOUR from the Remaining SIX Questions

Q2) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the Knowledge Management Drivers?
- b) Explain Knowledge Management Cycle.
- c) How Knowledge Management impacts organizational performance?

Q3) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Explain Nonaka's four model of knowledge conversion.
- b) Explain following types of expertise:
 1. Associational Expertise
 2. Motor Skills Expertise
 3. Theoretical (Deep) Expertise
- c) Explain the capabilities provided by IT infrastructure for KM in terms of:
 - Reach
 - Depth
 - Richness
 - Aggregation

Q4) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What is the role of organization culture in building Knowledge Management infrastructure?
- b) What are the effects of task characteristics on KM Process?
- c) How KM impacts on Employee?

Q5) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Which are the contingency factors in KM?
- b) What are the Reservoirs of Knowledge?
- c) Draw detail view of Knowledge Management solutions & explain in brief.

Q6) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) What are the steps to identify appropriate KM solution?
- b) Explain Knowledge Management Architecture.
- c) What is the impact of KM on organizational process?

Q7) Any two from (a) or (b) or (c) ————— (5x2) = 10 Marks

- a) Write a short note on “Communities of Practice”.
- b) What is Cmap Tool? Explain with a diagram.
- c) Explain following types of knowledge:
 - 1. Descriptive
 - 2. Non propositional
 - 3. Priori
 - 4. Posteriori
 - 5. Reasoning and heuristics