Question Paper Code : 53232

B.E./B.Tech. DEGREE EXAMINATIONS, APRIL/MAY 2019.

Eighth Semester

Information Technology

IT 6011 — KNOWLEDGE MANAGEMENT

(Common to : Computer Science and Engineering)

(Regulation 2013)

(Also common to PTIT 6011 – Knowledge Management for B.E. Part – Time – Seventh Semester – Computer Science and Engineering – Regulation 2014)

Time : Three hours   Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. What is a Decision Support System?

2. List out any two ethical aspects in Knowledge Management.

3. What is a learning organisation?

4. Write the salient features of Knowledge markets.

5. Write any two Telecommunications network needs for managing Knowledge.

6. What is information mapping? Give one example.

7. Define the term "Knowledge Strategy"?

8. Which countries have developed through Knowledge Management? Why?

9. What is a business plan?

10. List out any two corporate memories in knowledge management domain.

PART B — (5 × 13 = 65 marks)

11. (a) Discuss the various key challenges facing the Knowledge Management Evolution.

Or

(b) Discuss the transition from Information Management Era to the Knowledge Management Era with suitable illustrations.

12. (a) Write about the measures which are essential in the modern days for creating the culture of learning and knowledge sharing among new employees in organisations.

Or

(b) Write about the role of tacit knowledge in ensuring quality assurance in organisations.

13. (a) Elaborately explain about the challenges faced by managers in managing various issues arising due to productivity among individuals and teams while resorting to knowledge strategies.

Or

(b) Explain the challenges faced by knowledge organisation in handling and management of repackaging information.

14. (a) Explain the hurdles faced while managing volumes of knowledge in various organisation among developing countries.

Or

(b) Write an essay on the applications areas of Knowledge Management for Health sciences.

15. (a) What are the recent advances in the application and usage of Information Technology in Knowledge Management domain? Give few examples.

Or

(b) What are your understanding in the preparation and implementation of a suitable business plan in organisations which can enhance creativity and knowledge assimilation by employees in organisations.

PART C — (1 × 15 = 15 marks)

16. (a) Offer your innovative suggestions to Distributed Technological Specialists who are aspiring to develop their competencies in their respective knowledge management domains?

Or

(b) Discuss a case study of your own choice which is most learner centric and knowledge enhancing in your viewpoint. Justify your choice.

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