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Question Paper Code : 20735

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2018

Eighth Semester

Information Technology

IT 6011 — KNOWLEDGE MANAGEMENT

(Common to Computer Science and Engineering)

(Regulations 2013)

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

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Define explicit knowledge.
2. What is Group Ware?
3. Define an organization.
4. What is quality assurance?
5. Define a computer network.
6. How do information retrieval technique assist in building knowledge bases?
7. What is the significance of building knowledge bases in health sciences?
8. What is an expert system?
9. Define brainstorming.
10. What is strategic planning?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Draw the general model for knowledge management and present an outline of the same. (12)
- (ii) Write a note on decision support systems. (4)

Or

- (b) What is ethics? Outline Normative, Teleological and Deontological ethical theories. (16)

12. (a) (i) Discuss the importance of knowledge management in an organization. (4)
- (ii) Outline the issues to be addressed for building a learning organization. (12)

Or

- (b) (i) Elaborate the process of capturing tacit knowledge. (8)
- (ii) Why tacit knowledge is crucial to quality assurance? Illustrate with an example. (8)

13. (a) (i) Outline the role played by communication networks in knowledge management with an example. (12)
- (ii) Write a note on vocabulary control. (4)

Or

- (b) What is information retrieval? Present a framework for information retrieval. (16)

14. (a) (i) Outline the phases in the knowledge management system life cycle. (8)
- (ii) "Working with multiple experts has definite benefits and limitations". Cite an example in which the use of multiple experts is a must and list the pros and cons of the same. (8)

Or

- (b) Present a framework for knowledge management in health sciences. (16)

15. (a) What is knowledge creation? Outline how a team translates expertise into knowledge with a diagram? (16)

Or

- (b) Outline the steps in developing a knowledge management plan considering an organization's strategic and business plan. (16)