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**Question Paper Code : 72050**

B.E./B.Tech. DEGREE EXAMINATION, APRIL/MAY 2017.

Eighth Semester

Computer Science and Engineering

IT 6011 – KNOWLEDGE MANAGEMENT

(Common to Information Technology)

(Regulations 2013)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Differentiate Explicit and Tacit knowledge.
2. What is episodic knowledge?
3. What are the stages involved in Knowledge model construction?
4. What is brainstorming?
5. Define Meta search engine.
6. Name and brief Information coding techniques.
7. Differentiate Socialization and Externalization.
8. What is information synthesis?
9. What are the issues on knowledge mapping?
10. What is evidence based knowledge management plan?

PART B — (5 × 16 = 80 marks)

11. (a) Explain the evolution of Knowledge management from information management. (16)

Or

- (b) (i) What are the key challenges in Knowledge management? (8)
- (ii) List and brief about ethics in Knowledge management. (8)

12. (a) Explain about organizational learning in Knowledge management. (16)

Or

(b) Explain the role of tacit knowledge in Knowledge management. (16)

13. (a) Explain in detail about information technology for accessing explicit knowledge and tacit knowledge. (16)

Or

(b) (i) Explain about controlled vocabulary and various formats for controlled vocabulary. (8)

(ii) State the purpose of repackaging information and explain different types of repackaging services. (8)

14. (a) Explain various components of knowledge management strategy. (16)

Or

(b) Consider Knowledge management in health sciences. Explain the stages involved in developing Knowledge management systems. (16)

15. (a) Explain various knowledge mapping techniques. (16)

Or

(b) Consider Textile organization. Draw learning organization model. Develop KM implementation plan and learning organization outcome. (16)



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PART – B

(5×16=80 Marks)

11. a) i) Explain about knowledge management cycle and levels in KM. (10)  
ii) Describe about rapid prototyping in Common KADS. (6)  
(OR)
- b) Explain about common KADS principles and draw a common KADS model set and explain. (16)
12. a) Explain about Quality assurance in knowledge management. (16)  
(OR)
- b) Explain about organizational learning process with principles of effective learning. (16)
13. a) Explain the role of KM in internet search engines and telecommunication system. (16)  
(OR)
- b) Explain Information mapping in Information retrieval and Information Coding in internet environment. (16)
14. a) Consider technology based educational system. Develop prototype of KM system to enhance nursing students understanding of their patients in an effective way. (16)  
(OR)
- b) Explain various components of KM strategy. (16)
15. a) Explain the development of a KM plan based on organization strategic and business plan with suitable strategy map diagram. (16)  
(OR)
- b) Explain the scope of KM in any organization with respect to the following : (16)
- i) Customer support integration
  - ii) Customization and scalability
  - iii) Automatic updates
  - iv) Integrated external processes.
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Reg. No. :



Question Paper Code : 53232

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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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**Question Paper Code : 50761**

B.E./B.Tech. DEGREE EXAMINATION, NOVEMBER/DECEMBER 2017

Eighth Semester

Information Technology

IT6011 – KNOWLEDGE MANAGEMENT

(Common to : Computer Science and Engineering)

(Regulations 2013)

Time : Three Hours

Maximum : 100 Marks

Answer ALL questions

PART – A

(10×2=20 Marks)

1. How knowledge management differs from information management ?
2. How culture plays a role in the practice of knowledge management ?
3. Why quality assurance is important for organizations ?
4. Who are the technical specialists ?
5. Why information retrieval is important in mapping of knowledge ?
6. What are the issues involved in information coding ?
7. How to evolve knowledge strategy ?
8. In what way a knowledge center is better than a library ?
9. What are the uses of knowledge map ?
10. Why process life cycle is crucial in organizations ?

PART – B

(5×16=80 Marks)

11. a) Examine the key challenges facing the implementation of knowledge management.

(OR)

- b) Discuss the role and relevance of knowledge management in Decision support system.

50761



12. a) Explain the strategies of building the learning organization and their relevance.

(OR)

b) How to build cooperation among the distributed technical specialists ?

13. a) Discuss the role and relevance of internet search engines and knowledge management practices.

(OR)

b) Explain the process of repackaging of information and their relevance.

14. a) What are the various components of knowledge strategy ? Briefly mention them.

(OR)

b) Examine the implications of knowledge management in the developing countries.

15. a) Why knowledge management should be integrated with the organization's strategic business plan ?

(OR)

b) Explain the significance of knowledge management in the process life cycles of organizations.

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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)

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**Question Paper Code : 91767**

B.E./B.Tech. DEGREE EXAMINATIONS, NOVEMBER/DECEMBER 2019

Eighth Semester

Information Technology

IT6011 – KNOWLEDGE MANAGEMENT

(Common to Computer Science and Engineering)

(Regulations 2013)

(Also Common to PTIT 6011 – Knowledge Management for B.E. Part-Time for 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 nature of Knowledge Management.
2. What are the challenges faced by the organization in KM ?
3. Define Organizational Knowledge.
4. Write about classification of intellectual capital.
5. Write any few applications of knowledge based organization.
6. Define the terms patent and copyright.
7. What is meant by Knowledge Conversion ?
8. Define Artificial intelligence systems.
9. Define about the Knowledge Discovery.
10. What is meant by Meta Knowledge ?

PART – B

(5×13=65 Marks)

11. a) Explain about knowledge management cycle and its important significance and scope.

(OR)

- b) Discuss about measures and challenges of implementing the Knowledge Management programmes and its techniques.

91767



12. a) Differentiate between Tacit knowledge and Explicit knowledge. Also explain them with related examples.

(OR)

b) What is Organizational knowledge ? And also explain the characteristics of Organizational knowledge.

13. a) What is meant by a information technology ? Explain how it is related to knowledge management and Expert systems.

(OR)

b) Define E-Commerce. How it is related to knowledge management ? And also writes its applications.

14. a) Explain the process and significance of benchmarking in Knowledge management system.

(OR)

b) Write a case study on manual and digital library management system in knowledge management process.

15. a) Discuss about Economic Justification in Human Resource Information System with relating to the business plan studies.

(OR)

b) Discuss about the role of knowledge management life cycle framework.

PART – C

(1×15=15 Marks)

16. a) Discuss about the future of Knowledge Management in Industrial perspective point and their road map to overcome their challenges.

(OR)

b) Discuss the important role of knowledge management in information systems and also explain the knowledge management useful in different organizational firms.