

Subject : B.M. Elective-II a) Knowledge Management

Day : Friday
Date : 10/06/2016



Time : 10.00 A.M. TO 1.00 P.M.
Max Marks : 80 Total Pages : 1

N.B.:

- 1) Attempt **ANY FIVE** questions from Section – I. Each question carries **10** marks.
- 2) Attempt **ANY TWO** questions from Section –II. Each question carries **15** marks.

SECTION – I

- Q.1** Explain various codification tools in detail.
- Q.2** Explain merits and demerits of using single and multiple experts in knowledge management.
- Q.3** Explain the multidisciplinary nature of knowledge management in brief. Illustrate with appropriate example.
- Q.4** Suggest how knowledge management can be blended with the business pyramid with reference to the levels of IS.
- Q.5** With a neat diagram explain the KMS for transferring and sharing knowledge based applications.
- Q.6** Give projections of issues related to KMS deployment along with the measures to handle the various challenges faced during the deployment.
- Q.7** Write short notes on **any TWO** of the following:
 - a) 8 C's of KM
 - b) Post Implementation of KMS
 - c) Knowledge Capturing Techniques

SECTION-II

- Q.8** Discuss internalization and socialization process in knowledge management with illustrative scenario.
- Q.9** A start-up Garment brand “Vaalisha Enterprises” has recently ventured into Shopping Mall and Hotel / Food Chain Business. They have expressed their desire to make their establishment more attractive, reachable and customer-centric, focusing not only local but customers from other States and abroad. Suggest establishing a knowledge base system as well as knowledge management tools and techniques as enablers of the system that is being undertaken for design and development.
- Q.10** Aarya School is a NGO initiative, involved in imparting all the educational needs of the deprived and handicapped children . It has various branches in Maharashtra, the Head office being situated in Pune. It has recently made its existence in other states in India, as well as few places abroad. This NGO gets sponsorship from few MNCs, apart from government aids. To run its initiatives, it avails voluntary help from different levels of society. Study the above scenario and plan out necessary inputs to design an effective Knowledge Portal in order to improve the reach-out.

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