

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

Day : Thursday  
Date : 15/12/2016



Time : 10.00 A.M. TO 1.00 P.M.  
Max Marks : 80 Total Pages : 2

**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 the terms data, information, knowledge, intelligence and wisdom with a neat diagram, elaborating the steps towards Learning Curve in context with meaningful examples.
- Q.2** What are the various organizational level challenges that a developer face, in building a Knowledge Management System? Further map the Knowledge developer's skill set in that process.
- Q.3** Explain Nonaka's Model of knowledge creation and transmission.
- Q.4** Explain knowledge testing in knowledge transfer process with appropriate example.
- Q.5** How will you enrich Quality Assurance procedure in thorough implementation of Knowledge Management in an IT firm?
- Q.6** Enumerate the association of KMS attributes with any organization's performance. Support with illustration.
- Q.7** Write short notes on **any TWO** of the following:
  - a) Difference between SDLC and KMLS
  - b) Tacit and explicit knowledge
  - c) Knowledge capturing techniques

**SECTION - II**

- Q.8** Aayati Consultants are engaged in providing strategic business consultancy and solutions. Their focus is on studying the current Business Scenario, Markets, existing company procedures and policies, and as well the Intellectual Capital (Knowledge, people and process), thereby proposing the solution. The issue is focused to help a small regional company which is dependent on local market.  
Design a Knowledge based Plan/Solution/Framework that would help the solution providers to elevate this regional company, become one of the Fortune 500 company, and marking a global existence.

**P.T.O.**