

APJ Abdul Kalam Technological University  
Third Semester M. Tech Degree Examination December 2016  
Ernakulam II Cluster  
**05ME 7453 KNOWLEDGE MANAGEMENT**

Time: 3 hours.

Max. Marks: 60

**MODULE 1**

- 1a What do you meant by knowledge architecture? (3 marks)
- 1b Differentiate between data, knowledge, information and wisdom? (3 marks)
- 1c What do you meant by knowledge creation? What are the steps involved in knowledge creation? (6 marks)

**MODULE 2**

- 2a Explain how interviewing can be used as a knowledge capturing tool? (4 marks)
- 2b What are the indicators of expertise? What are the qualifications of experts? (4 marks)
- 2c Explain the role of KM in today's organization? (4 marks)

**MODULE 3**

- 3a Briefly explain (5 marks)
- a) Logical testing and its approaches
  - b) User testing and its approaches
- 3b What are modes of knowledge conversion? Explain with an example? (5 marks)
- 3c What are the different knowledge codification tools? Explain any 3 codification tools? (8 marks)

**OR**

- 4a Explain about the importance of a champion's role in KM? (6 marks)
- 4b Write a short note about (6 marks)
- a) User training and its importance
  - b) Resistance to change and the methods to overcome the resistance to change
- 4c Write a short note about post implementation? (6 marks)

**MODULE 4**

- 5a Write a short note about the impact of KM in an organizational performance? (6 marks)
- 5b Briefly explain different types of knowledge transfer? (6 marks)

5c Write a short note about data mining? (6 marks)

OR

6a Explain briefly KM in manufacturing and service sector? (6 marks)

6b Differentiate between internet, intranet and extranet? (6 marks)

6c Explain groupware and groupware categories? (6 marks)