



JARAMOGI OGINGA ODINGA UNIVERSITY FOR SCIENCE & TECHNOLOGY

School of Informatics and Innovative Systems

Department of Computer Science and Software Engineering

KISUMU LEARNING CENTER

BSc Library and Information Science

YEAR ONE: SEMESTER one

September - December 2013

Course Code: IISL 3112

Course Title: Introduction to Knowledge Management

INSTRUCTIONS:

- i. This paper contains five (5) questions.**
- ii. Question ONE is Compulsory and any other TWO questions**
- iii. Answer the questions on the booklet provided**

Question 1 – 30 marks

- a) Define Knowledge Management? (2marks)
- b) What are four roots of Knowledge Management? (4 marks)
- c) Define the following terms used in knowledge management.
 - i) Explicit knowledge? (2 marks)
 - ii) Tacit knowledge? (2 marks)
- d) What are 4 different types of soft infrastructure? (4 marks)
- e) Knowledge Requires Capture, Organization, Access and Leverage: what are 3 differences between the old way and the new ways of meeting those requirements? (6 marks)
- f) What are 4 ways critical factors that drive knowledge management? (4 marks)
- g) State the 6 knowledge work activities that leading to the final results? (6 marks)

Question Two 20marks

- a) What are the 7 levers of knowledge management? (7 marks)
- b) What are 3 enablers of knowledge management? (3 marks)
- c) What is knowledge culture and what's its significance? (4marks)
- d) What does externalization stand for in knowledge sharing? (2marks)
- e) What does internalization stand for in knowledge sharing? (2 marks)
- f) What does combination stand for in knowledge sharing? (2 marks)

Question Three 20 marks

- a) What are 6 things to consider during action planning stage of knowledge management? (6marks)
- b) What are the 4 elements of the knowledge organization hierarchy? (4 marks)
- c) What are two ways to encourage/motivate knowledge culture? (4 marks)
- d) Define Text mining? (2 marks)
- e) What is the difference between data retrieval and data mining? (4 marks)

Question Four 20 marks

- a) What are 3 ways to discover knowledge? (6 marks)
- b) What are the 4 stages of text mining? (4 marks)
- c) State and describe 3 key knowledge management objectives? (6 marks)
- d) What is the difference between knowledge transcription and knowledge engineering? (4 marks)

Question Five 20 marks

- a. State and describe 2 types of supporting technologies for explicit knowledge management? (4 marks)
- b. What are 4 key requirements of cooperative knowledge management? (4 marks)
- c. State and describe the 5 phases in community development? (5marks)
- d. What are 3 features of a pilot project? (3 marks)
- e. State 4 types of services attached to ICT that support technologies for knowledge communities? (4 marks)