**UNIVERSITY OF KABIANGA**

**UNIVERSITY EXAMINATIONS**

**2017/2018 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF INFORMATION SCIENCE AND KNOWLEDGE MANAGEMENT**

**COURSE CODE: ISK 115**

**COURSE TITLE: INTRODUCTION TO KNOWLEDGE MANAGEMENT.**

**DATE: 2/2/2018**

**TIME: 9.00 A.M-12.00 NOON**

INSTRUCTIONS:

ANSWER ***QUESTION ONE*** AND ANY OTHER ***TWO*** QUESTIONS.

***QUESTION ONE***

a) Define the following terms as refers to knowledge management:

i. Hypothesis. (2 marks)

ii. Knowledge worker. (2 makes)

iii. Content management. (2 marks)

iv. Community of practice. (2 marks)

b) Discuss the **FOUR** characteristics of knowledge. (8 marks)

c) Discuss any **FOUR** reasons of applying knowledge management in contemporary business environment. (8 marks)

d) Describe any **FOUR** functions of a Chief Knowledge manager. (4 marks)

***QUESTION TWO***

a) Distinguish between a model and a theory. (4 marks)

b) Sketch a diagram of any **TWO** knowledge management models. (4 marks)

c) Describe the models sketched in 'b' above. (6 marks)

d) Describe the theories applicable in Knowledge Management. (6 marks)

***QUESTION THREE***

You have been appointed to spearhead a task committee to develop a comprehensive Knowledge Management processes in Yudez Company. As an expert:

a) Describe the main aspects within Knowledge Management you will consider. (8 marks)

b) Discuss the pillars of Knowledge management. (12 marks)

***QUESTION FOUR***

a) Describe any **FIVE** qualities of a Knowledge Manager. (10 marks)

b) Discuss the evolution of Knowledge Management from the early 1970s to the present 21st Century. (10 marks)

***QUESTION FIVE***

Company XYZ has deployed you as a Chief Knowledge Manager. Your first duty is to develop a knowledge management system.

a) Explain any **FOUR** challenges that you may encounter in this exercise. (8 marks)

b) Describe any **SIX** tools you will use in leveraging knowledge in this company. (12 marks)