



UNIVERSITY OF KABIANGA

UNIVERSITY EXAMINATIONS

2017/2018 ACADEMIC YEAR

THIRD YEAR FIRST SEMESTER EXAMINATION

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

COURSE CODE: ISK 314

COURSE TITLE: KNOWLEDGE MANAGEMENT SYSTEMS

DATE: 1ST FEBRUARY, 2018

TIME: 2.00 P.M - 5.00 P.M

INSTRUCTIONS TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF (3) PRINTED PAGES

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MAIN EXAM

ISK 314: Knowledge management Systems

Instructions: Answer question **ONE** and any other **Two** questions

Question one

- a) Discuss the types of communities of practice existing in a knowledge-based organization. (6 marks)
- b) Explain the organization perspective of knowledge management. (6 marks)
- c) Discuss any **FOUR** reasons that may prompt an organization to adopt knowledge management practices. (8 marks)
- d) Compare and contrast "information management and knowledge management." (10 marks)

Question Two

You have been deployed as a chief knowledge Manager in XYZ Company. Your first assignment is to capture and codify the organization's knowledge. Citing examples from this organization:

- a) Discuss any **FOUR** ways that may be used to capture knowledge. (8 marks)
- b) Using a diagram, elaborate **THREE** ways you will use to codify the knowledge you captured. (9 marks)
- c) Recommend any **THREE** mechanisms of promoting this process of knowledge capture and codification. (3marks)

Question three

- a) Explain the term "Knowledge Cycle". (2 marks)
- b) Sketch a diagram of any **THREE** knowledge cycles. (6 marks)
- c) Discuss the knowledge cycles sketched in 'b' above (12 marks)

Question Four

- a) Explain a "Knowledge management system." *(2 marks)*
- b) Describe any **TWO** technologies that can be used for applying Knowledge within an organization *(6 marks)*
- c) Discuss the knowledge management system that can be developed and implemented by an organization. *(12 marks)*

Question Five

- a) Distinguish between "organization learning" and "learning organization" *(4 marks)*
- b) Discuss any **THREE** intellectual property issues pertinent to knowledge management. *(6 marks)*
- c) Discuss the elements of learning organization. *(10 marks)*