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KIBABII UNIVERSITY

**UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR**

**SUPPLEMENTARY/SPECIAL EXAMINATIONS
YEAR ONE SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE IN
INFORMATION TECHNOLOGY**

**COURSE CODE : BIT 320
COURSE TITLE : KNOWLEDGE
MANAGEMENT SYSTEM**

DATE: 11/10/2018

TIME: 11.30A.M. – 1.30 A.M.

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (COMPULSARY) [30 MARKS]

Data has been said to be raw facts.

- (a) State any three characteristics of data (3 marks)
- (b) With examples differentiate between *tacit* or *explicit* (4 marks)
- (c) Quality assurance is more critical in knowledge management systems than in normal systems development. Highlight the types of errors it seeks to minimise (4 Marks)
- (d) Going by the present trend towards ready-to-use, generalized knowledge management software packages, state any five advantages of such reliable KM software package (5 marks)
- (e) State any four disadvantages of working with a single expert (4 marks)
- (f) State any five factors that affect deployment of knowledge management systems (5 marks)
- (g) Identify any five technologies support collaborative intelligence level of Knowledge Management infrastructure (5 marks)

QUESTION TWO [20 MARKS]

Knowledge Management System has several architectures.

- (a) State the prerequisite Criteria for an Effective Collaborative Layer (5 marks)
- (b) Discuss using relevant example the considerations you will undertake in designing a knowledge management system user interface layer design (15 marks)

QUESTION THREE [20 MARKS]

1. (a). Mr. John who is a world established knowledge based programmer was employed by Karataka company to develop several knowledge management projects had all failing. Discuss the challenges that he may be failing to pay attention to leading to the failure (8 marks)
- (b) Guided by NONAKA's model knowledge communication strategies giving examples from a university environment (12 marks)

QUESTION FOUR [20 MARKS]

2. Knowledge transfer is a key component of a knowledge management system.
 - (a) Explain the factors to consider in Knowledge transfer (6 marks)
 - (b) Discuss any four Inhibitors of Knowledge Transfer (8 marks)
 - (c) Evaluate the role of Internet in Knowledge Transfer (8 marks)

QUESTION FIVE [20 MARKS]

3. Knowledge Transfer in the E-World takes various forms.

- (a) (i) What reasons would one use in a top management meeting to justify using groupware in the e-world for knowledge sharing? (5 marks)
- (ii) State any five key rules for Session Control within groupware in the e-world for knowledge transfer (5 marks)
- (b) Explain how e-world knowledge transfer is achieved within extranets (10 marks)