[Knowledge for Development]

KIBABII UNIVERSITY

[KIBU]

UNIVERSITY EXAMINATIONS
2016/2017 ACADEMIC YEAR

SPECIAL/SUPPLEMENTARY EXAMINATIONS
YEAR ONE EXAMINATIONS

FOR THE DEGREE IN
INFORMATION TECHNOLOGY

COURSE CODE: BIT 320

COURSE TITLE: KNOWLEDGE MANAGEMENT SYSTEM

DATE: 21/09/2017   TIME 11.00A.M. -1.00P.M.

INSTRUCTIONS

Answer questions one and any two other questions only.

QUESTION ONE [COMPULSORY] [30 MARKS]

1. 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]

2. 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]

3. (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]

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]

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 in achieved within extranets (10 marks)