KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATION

ACADEMIC YEAR 2021/2022

THIRD YEAR FIRST SEMESTER SUPPLEMENTARY / SPECIAL EXAMINATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

COURSE CODE: BIT315

COURSE TITLE: KNOWLEDGE MANAGEMENT SYSTEMS

DATE: 14/11/2022   TIME: 8.00 A.M- 10.00 A.M.   DURATION: 2 Hours

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INSTRUCTIONS TO CANDIDATES

Answer Question ONE (compulsory) and any other TWO (2) Questions
All questions carry a maximum of 20 marks each

KIBU observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over. ➡

SECTION A (COMPULSORY QUESTIONS)

QUESTION ONE (30 MARKS)

(i) Factors impacting team success in knowledge management include all below except
Quality and capability of team members

A. Size of the team.

B. Complexity of the project.

C. Team motivation without leadership

D. Promising only what that can be actually delivered

(ii) The following are questions that arise in case of expert selection except which one

A. How to know that the so-called expert is in fact an expert?

B. Will he/she stay with the project till its completion?

C. How many years of experience working does the so-called expert have?

D. What backup would be available in case the expert loses interest or quits?

E. How is the knowledge developer going to know what does and what does not lie within the expert's area of expertise?

(iii) Some necessary attributes of knowledge developer include (i) communication skills, (ii) knowledge of knowledge capture tools/technology, (iii) ability to work in a team with professional/experts, (iv) intolerance for ambiguity and (v) to be able to think conceptually.

A. All (i), (ii), (iii), (iv) and (v)

B. Only (i), (ii), (iv) and (v)

C. Only (i), (ii), (iii) and (iv)

D. Only (i), (ii), (iii) and (v)

(iv) Which of the following is not Knowledge management error:

A. Reasoning error

B. Syntax error

C. Ambiguity

D. Incompleteness

E. False representation

(v) Which of the following is not a managerial factor to be consider in implications of knowledge management systems

A. The organization must make a commitment to user training/education after building the system.

B. Top Management should be informed with cost/benefit analysis of the proposed system.

C. The knowledge developers and the people with potential to do knowledge engineering should be properly trained.

D. Domain experts must be recognized and rewarded.

E. The organization needs to do long-range strategic planning

(vi) A good KM architecture has to consider the following four parts:

A. People, Knowledge objects, Technical infrastructure, and Knowledge management processes

B. People, available funds, Technical infrastructure, and Knowledge management processes

C. People, Knowledge objects, cloud computing, Knowledge management processes

D. People, Knowledge objects, Technical infrastructure, Knowledge keepers

E. Physical infrastructure, Knowledge objects, Technical infrastructure, Knowledge management processes

(vii)   The functions of the Distributed application services layer in a multi-layered knowledge Architecture are inclusive of the following

A. It ensures transfer of data between heterogeneous systems irrespective of the data formats used

B. It ensures transfer of meta-software between heterogeneous systems irrespective of the data formats used

C. It ensures transfer of data between none heterogeneous systems irrespective of the data formats used

D. It ensures security of data between heterogeneous systems irrespective of the data formats used

(viii)   The functions of the Knowledge creation/information analysis layer in a multi-layered knowledge Architecture are inclusive of one the following

A. Establishes guidelines, standards, and operational services that define the enterprise's operational system environment

B. Establishes security, standards, and operational services that define the enterprise's operational system environment

C. Establishes guidelines, standards, and cooperation services that define the enterprise's operational system environment

D. Establishes guidelines, standards, and operational services that do not define the enterprise's operational system environment

(ix) In terms of the prerequisites for the Security layer, the following criteria can be considered one of the following

A. Security, Portability, usability and Scalability

B. Security, easy navigation, Flexibility and Scalability

C. Security, Portability, Flexibility and Scalability

D. Security, Portability, Flexibility and consistency

(x) Features to be considered in case of user interface layer design include one of the following

A. Consistency, security, Visual clarity, Usability and Ease of Navigation

B. Consistency, Relevancy, Visual clarity, Usability and scalability

C. Flexibility, Relevancy, Visual clarity, Usability and Ease of Navigation

D. Consistency, Relevancy, Visual clarity, Usability and Ease of Navigation

(xi) Which of the following is the knowledge that people carry in their minds and is, therefore, difficult to access?

A) Explicit knowledge

B) Tacit knowledge

C) Procedural

D) Declarative knowledge

(xii)   Processed Data? An aggregation of data that have meaning:

A) Knowledge

B) Data

C) Information

D) Wisdom

(xiii)   Which is the number one challenge in getting people to share their knowledge rather than hoarding it:

A) Change in culture

B) Knowledge Evaluation

C) Knowledge Processing

D) Knowledge Implementation

(xiv)   Reasoning by analogy is known as:

A) Deductive Reasoning

B) Inductive Reasoning

C) Case Based Reasoning

D) Inferencing

(xv)   Acquiring new ideas based on hundreds of previously stored concepts:

A) Learning by example

B) Learning by Experience

C) Learning by Discovery

D) Chunking

(xvi)   Knowledge management emphasizes:

A) Doing the right things

B) Doing thing right

C) Increased efficiencies

D) Reengineering

(xvii)   The main focus of Knowledge management in a firm is:

A) Leverage knowledge resources to achieve business objectives

B) Information Management

C) Document Management

D) Process Improvement

(xviii)   Which type of knowledge includes information that has been documented or can be shared with someone else?

A. Explicit

B. Tacit

C. Psychomotor

D. Cognitive

(xix)   The primary goal of KM is to_____.

A. Effectively share knowledge throughout the organization

B. Provide a forum for collaborating, innovating, and exchanging ideas

C. Leverage technology to capture informal intellectual capital

D. Capture both tacit and explicit organizational knowledge

(xx)   Which of the following is not true with respect to indicators of an expert:

A. The expert demands for respect.

B. The expert is found to be consulted by people in the organization, when some problem arises.

C. The expert does not avoids irrelevant information, uses facts and figures.

D. The expert exhibits his/her depth of the detailed knowledge and his/her quality of explanation is exceptional.

(xxi)   Which of the following is not a disadvantages of working with a single expert

A. The single expert usually provides a single line of reasoning.

B. They are not more likely to change meeting schedules.

C. Often, the expert's knowledge is found to be not easy to capture.

D. The knowledge is often found to be dispersed.

(xxii)   Knowledge capture is defined as

A. Combination of knowledge elicitation and knowledge representation

B. Knowledge elicitation

C. Knowledge representation

D. The process of turning corporate knowledge into personal knowledge in order to be shared among those involved in projects

(xxiii)   For Knowledge capturing to be deemed successful, it involves the conversion of:-

A. Personal knowledge into corporate knowledge

B. Corporate knowledge into personal knowledge

C. Personal knowledge into digital knowledge

D. Corporate knowledge into digital knowledge

(xxiv)   Which of the following are the main activities necessary to gather and capture knowledge:-

A. Collating any existing material upon which you can base your captured knowledge and look for general guidelines.

B. Eliciting or capturing knowledge from individuals, teams and groups with relevant experience.

C. Publishing the knowledge.

D. Initiating a feedback and ownership process.

E. Encouraging feedback from users, so that they pick up and eliminate any valid recommendations.

F. Store knowledge on hard drives

(xxv)   Which of the following are the most common barriers to knowledge capturing:-

A. Lack of employee time.

B. Lack of human resources.

C. Lack of management support

D. Lack of buildings where to conduct interviews

SECTION B (STUDENTS TO CHOOSE ANY TWO)

QUESTION TWO (20 MARKS)

Discuss any ten organisational knowledge sharing barriers (20 Marks)

QUESTION THREE (20 MARKS)

(a) Discuss the step you would take as a knowledge manager of your Kupiga Kura company to design an effective team for *implementing a voting knowledge based management system* (12 marks)

(b) The second phase of knowledge management implementation involves analysis, design, and development of the knowledge management system. Briefly explain five steps that constitute this phase (8 marks)

QUESTION FOUR (20 MARKS)

(a) Explain any five characteristics of backward chaining (10 marks)

(b) Describe the major roles of any five member groupings of the Knowledge Based System development (10 marks)

QUESTION FIVE (20 MARKS)

(a) Discuss the different dimensions of implementing knowledge management in any multinational company (12 marks)

(b) Knowledge management is very important for every organisation. Discuss what Knowledge management is responsible for understanding about any organisation. (8 marks)