

**Duration: 3hrs**

**[Max Marks: 80]**

- N.B.:** (1) Question No 1 is Compulsory.  
(2) Attempt any three questions out of the remaining five.  
(3) All questions carry equal marks.  
(4) Assume suitable data, if required and state it clearly.

- Q1. Attempt any Four. [20]**
- a** Define Knowledge and discuss different characteristics of Knowledge. [5]
  - b** Explain KM System life cycle in detail. [5]
  - c** Explain various reservoirs of knowledge. [5]
  - d** Explain the various type of expertise in detail. [5]
  - e** Discuss different KM system tools in short. [5]
- Q2. a** Explain in detail how to manage Knowledge Workers. [10]
- b** Describe with example User Acceptance Testing. [10]
- Q3. a** Discuss NONAKA'S Model of Knowledge creation and transformation. [10]
- b** Elaborate different stages involved in Knowledge Process Management. [10]
- Q4. a** Describe supervised learning and unsupervised learning related to KM. [10]
- b** What is knowledge transfer? Explain knowledge transfer methods? [10]
- Q5. a** Explain assessment of KM Impact. [10]
- b** What is Nominal Group Knowledge Capture technique? How it is different from Delphi method? [10]
- Q6. a** Identify and explain ethical legal and managerial issues of Knowledge Management. [10]
- Distinguish between:
- b**
    - i.** Verification and Validation [10]
    - ii.** Knowledge developer and System Analyst
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