

KNOWLEDGE MANAGEMENT



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Short Description

KNOWLEDGE MANAGEMENT case study

Description

Multiple Choices:

Q1. UCC stands for:

1. **Universal Commercial Code**
2. **Uniform Commercial Code**
3. **Unique Commercial Code**
4. **United Commercial Code**

Q2. E-business connects critical business systems and constituencies directly via:

1. **Internet**
2. **Extranet**

3. **Intranet**
4. **All of the above**

Q3. Unusable rule are also called as:

1. **User rule**
2. **Conflicting rule**
3. **Subsumed rule**
4. **None of the above**

Q4. Fact in knowledge codification refers to:

1. **Value of an object or a slot**
2. **Codification scheme**
3. **Both (a) & (b)**
4. **Filling of slots**

Q5. An individual with skills & solutions that work some of the time but not all of the time is:

1. **Scribe**
2. **Validity**
3. **Novice**
4. **None of the above**

Q6. CBR is:

- 1. Case based reasoning**
- 2. Case based reliability**
- 3. Case based repository**
- 4. None of the above**

Q7. An unskilled employee trying to learn or gain some understanding of the captures knowledge is a:

- 1. Pupil user**
- 2. Tutor user**
- 3. People user**
- 4. None of the above**

Q8. A rule of thumb based on years of experience is called:

- 1. Procedural rule**
- 2. Tacit knowledge**
- 3. Heuristic**
- 4. None of the above**

Q9. Episodic knowledge is:

- 1. The knowledge based on the fundamentals structure functions & behavior of objects**
- 2. The knowledge based on experimental information or episodes**

3. **The knowledge based on the unrelated facts**
4. **None of the above**

Q10. A directory that points to people, documents and repositories is:

1. **Knowledge map**
2. **Knowledge codification**
3. **Rapid prototyping**
4. **None of the above**

Part Two:

Q1. Write short note on “KM Life Cycle”.

Q2. Write short note on “The Knowing Doing Gap”.

Q3. What is Nominal Group Techniques (NGT)?

Q4. What do you mean by Delphi Method?

Q5. Which factors contributed to motivate the troops to go ahead for such a difficult task as recovering a damaged vehicle from such a difficult and treacherous terrain and getting it repaired in such a short time?

Q6. Which incidents indicate the importance of good interpersonal relationships with juniors, peers and superiors and what is the importance of good interpersonal relationships?

Q7. What other data-driven promotions could Carrier come up with using other data mining techniques?

Q8. What manufacturing-driven applications can Carrier implement using data mining?

Q9. Explain the concept of Tacit Knowledge. List the different techniques of capturing Tacit Knowledge.

Q10. Explain Global Knowledge Leadership. What are the driving forces behind

global expansion of knowledge management?

Details

1. Case study solved answers

2. pdf/word

3. Fully Solved with answers