JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION COMMUNICATION TECHNOLOGY

SEMESTER TWO OF 2019/2020 ACADEMIC YEAR

CENTRE: MAIN CAMPUS

COURSE CODE: ITB 1408

COURSE TITLE: KNOWLEDGE MANAGEMENT

EXAM VENUE: STREAM:

DATE: 1/12/20   EXAM SESSION: 3-6 PM

TIME: 3 HOURS

Instructions:

1. Answer question 1 (compulsory) and ANY other 2 questions.

1.   **Candidates are advised to write on the text editor provided, or to write on a foolscap, scan and upload alongside the question.**

2.   **Candidates must ensure that they submit their work by clicking 'FINISH AND SUBMIT ATTEMPT' button at the end.**

QUESTION ONE (30 mks)

a) State FOUR types of Knowledge Management resources in an organization   (4 mks)

b) Describe the scope of Knowledge Management in an organization   (4 mks)

c) Explain FIVE ways of improving Knowledge Management System assimilation   (5 mks)

d) Identify NINE techniques used to retain knowledge in an organization   (9 mks)

e) Explain any EIGHT benefits of Knowledge Management   (8 mks)

QUESTION TWO (20 mks)

(a) Explain FIVE criteria for successful explicit knowledge sharing   (10 mks)

(b) Describe FIVE types of technology-based Knowledge Management Systems   (10 mks)

QUESTION THREE (20 mks)

a) Explain FIVE principles of Knowledge Management   (10 mks)

b) Describe FIVE functions of Content Management Systems   (10 mks)

QUESTION FOUR (20 mks)

(a) Explain TEN Knowledge Management activities undertaken at JOOUST   (10 mks)

(b) Describe any FIVE factors of Knowledge Management System Implementation   (10 mks)

QUESTION FIVE (20 mks)

a) Describe TEN reasons why firms undertake Knowledge Management practices   (10 mks)

b) Explain any FIVE factors that lead to failure of Knowledge Management Systems   (10 mks)