

**Documentation Research and Training Centre
Indian Statistical Institute, Bangalore – 560059**

**MS-LIS (2022-24)
2nd Semester Examination**

Paper 08: Knowledge Management (Back Paper)

Full Marks – 100

Time: 3 Hrs.

Date: 14/06/2023

Answer any five questions. Question no. 6 is mandatory. Each question carries equal marks.

1. Discuss different kinds of tools required for the KM toolkit. Discuss the features of openKM tool. [13+7]
2. Highlight the importance of KM Strategy and the development of KM Strategy Roadmap. Discuss the role of Knowledge Audit and Gap Analysis in KM Strategy. [8+12]
3. Explain the Wiig Model for Building and Using Knowledge. With examples, discuss that "Wiig's KM model is the refinement of the Nonaka and Takeuchi Knowledge Spiral Model". [15+5]
4. Discuss that Knowledge is a "justified true belief". With Suitable examples, discuss the Boisot I-Space KM Model. [8+12]
5. What is bounded rationality? Discuss the sense-making, knowledge creation and decision-making stages of Choo's knowledge management model. [2+18]
6. Write a short note on any 4 topics given below. [4X5]
 - A. Role of Tools and Technologies in KM Studies
 - B. Organisation Culture
 - C. Semantic Network
 - D. Maturity Model
 - E. "Know the best to become the best" in implementing KM Metrics