

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

**MS-LIS (2022-24)
2nd Semester Examination- April-2023**

Paper 08: Knowledge Management

Date: 28/04/2023

**Full Marks – 100
Time: 3 Hrs.**

Answer any five questions. Each question carries equal marks.

1. Explain the role of tools and technologies in KM Studies. Discuss different kinds of tools required for the KM toolkit. Discuss a few features of openKM appropriate for KM solutions. [5+10+5]
2. Justify the statement “know the best to become the best” in implementing KM Metrics. Briefly describe the House of Quality Method of KM Metrics. [10+10]
3. Highlight the importance of KM Strategy and the development of KM Strategy Roadmap. Knowledge Audit and Gap Analysis are integral to KM Strategy, Justify. [8+12]
4. What is semantic network? 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". [3+12+5]
5. With suitable examples discuss the Choo Sense-Making Model. Enunciate the similarity and differences between the SECI model and the Sense-Making Model. [14+6]
6. Describing its types, define organisation culture. Discuss the key organisation culture enablers and barriers to effective knowledge sharing. Establish the links among the organisation culture, knowledge management, and maturity models. [5+8+7]