

LOYOLA COLLEGE (AUTONOMOUS), CHENNAI – 600 034

B.Com. DEGREE EXAMINATION – COMMERCE

FOURTH SEMESTER – APRIL 2010

CS 4204 / CA 4204 - KNOWLEDGE BASED DOMAIN

Date & Time: 19/04/2010 / 9:00 - 12:00 Dept. No.

Max. : 100 Marks

SECTION-A

ANSWER ALL THE QUESTIONS:

(10X2=20)

1. Define the term: Knowledge.
2. What is meant by Knowledge Spiral?
3. What is Data Glut?
4. Mention the classification of Knowledge.
5. How K-World helps the KPMG to overcome the problem?
6. List out any two advantages of using Palm Computer.
7. State any two benefits of using MS Expense.
8. Differentiate between Training and Skill alignment.
9. What do you mean by MBOs?
10. Define the term: Externalization.

SECTION-B

ANSWER ALL THE QUESTIONS:

(5X8=40)

- 11 a) Write a short note on Technology and Economic drivers.

(OR)

- b) Explain in detail about Infrastructural Evaluation in Road Map.

- 12 a) Explain the filters that is used to convert data to information.

(OR)

- b) Explain the fundamental processes of Knowledge Management.

- 13 a) Explain briefly about Information Loops in Customer Management.

(OR)

- b) Write a short note about Online Customer Support.

14 a) Explain in briefly about Headcount in Employee Management.

(OR)

b) Give a short note on Demographics.

15 a) Explain in brief about Smarter Organization.

(OR)

b) Write a brief note on Worker Ownership.

SECTION-C

ANSWER ALL THE QUESTIONS:

(2X20=40)

16 a) Explain in detail about Knowledge Management architecture design. **(10)**

b) Write a detail account on Business and Knowledge. **(10)**

17 a) What is Data Warehouse? List out the advantages of using Data warehouse in business. **(10)**

b) Give a detail account on Consultant Network exists in Siemens with a neat diagram. **(10)**

18 a) Give a brief account on Negative factors that involved in Worker Ownership **(10)**

b) Explain in detail about the primary types of Knowledge. **(10)**
