



KENYATTA UNIVERSITY

**DIGITAL SCHOOL OF VIRTUAL AND OPEN LEARNING (DSVOL)
EXAMINATION FOR THE DEGREE OF BACHELOR OF LIBRARY AND
INFORMATION SCIENCE AND BACHELOR OF SCIENCE (RECORDS
MANAGEMENT & INFORMATION TECHNOLOGY**

ISC 840: FUNDAMENTALS OF KNOWLEDGE MANAGEMENT

1ST TRIMESTER 2022/2023

TIME: 3 HOURS

INSTRUCTIONS: Answer question ONE, and any other TWO

1. (a) Explain the following terms as used in KM and give relevant examples
 - (i) Tacit knowledge (5 marks)
 - (ii) Intellectual capital (5 marks)
 - (iii) Organizational culture (5 marks)
 - (iv) Information life cycle (5 marks)

(b) Explain the various steps in the KM Process (10 marks)
2. Discuss five information security management measures that can be put in place to safeguard organizational memory. (20 marks)
3. Discuss FIVE enablers that help to propel KM initiatives in organizations. (20 marks)
4. Discuss the intellectual property issues associated with each phase of the KM life cycle. (20 marks)
5. With relevant examples explain FIVE techniques of converting tacit knowledge to explicit and outline the challenges one might face in that process. (20 marks)