



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2016/2017

CITY CAMPUS

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF
SCIENCE (KNOWLEDGE MANAGEMENT)

ISC 844: KNOWLEDGE MANAGEMENT TECHNOLOGY

DATE: Tuesday 9th May 2017

TIME: 9.00a.m -12.00p.m

INSTRUCTIONS: Answer question ONE and any other TWO questions

Question One

- a) Using appropriate examples, discuss the various tools available for knowledge management. [20 marks]
- b) Explain the tools available to support functionalities and processes of knowledge management. [10 marks]

Question Two

Discuss , using appropriate examples, knowledge-centered strategies that attempt to derive the best business value from their existing knowledge-based assets. [20 marks]

Question Three

Discuss the five phases in knowledge management that allow an organization learn, reflect, and Un-learn and re-learn. [20 marks]

Question Four

Discuss the social leaning cycle in Boisot's I-Space KM Model. [20 marks]

Question Five

Discuss, using appropriate examples, techniques that may be used to capture tacit knowledge from individuals and from groups. [20 marks]