

## **Tutorial 1 [Past-year Question]**

### **1) Distinguish between data, information, and knowledge. Provide examples to explain the terms.**

Data are raw, meaningless facts that have yet to undergo processing. For example, original numerical values obtained from motion sensors is a type of data as it is useless on its own.

Information is meaningful patterns or relations that are derived or perceived from processed data. For example, the average car speed obtained by a traffic motion sensor is a type of information that can be obtained by calculating the mean of the sensor's original numerical values.

Knowledge is the application of information using experience or expertise to obtain additional unseen facts. For example, the car speed preferred by most people is a type of knowledge that can be gained from studying the information about average car speeds from the traffic motion sensor.

## **Tutorial 2 [Past-year Question] //additional questions**

### **2) The following questions relates to the Bukowitz and Williams cycle:**

#### **a) State and explain the seven stages of the Bukowitz and Williams cycle**

Get. This stage focuses on the acquisition of new knowledge from external or internal sources.

Use. This stage focuses on the application of knowledge into business agendas and decisions.

Learn. This stage focuses on knowledge learning on both successes and failures.

Contribute. This stage focuses on encouraging people of the same community to store and share knowledge in a central knowledge repository.

Assess. This stage focuses on the evaluation of existing knowledge in conformance to the necessary accuracy and worth for business usage.

Build/Sustain. This stage focuses on the innovation of new knowledge from existing knowledge and their maintenance to enable long-term relevance.

Divest. This stage focuses on the elimination of unneeded knowledge that are no longer useful and relevant from the existing knowledge repository.

#### **b) Name the two new critical phases of the Bukowitz and Williams cycle.**

- To participate in continuous learning of new knowledge.
- To make conscious decisions to sustain or divest outdated knowledge.

3) Wiig's KM cycle addresses how knowledge is build and used by individuals or organizations. Using a diagram, describe the four major steps in this cycle

