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| **ASSIGNMENT**  **JANUARY 2020 SEMESTER** | | |
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| **SUBJECT CODE** | **:** | **CKM313** |
| **SUBJECT TITLE** | **:** | **KNOWLEDGE MANAGEMENT** |
| **LEVEL** | **:** | **BACHELOR** |

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| **STUDENT’S NAME** | **:** |  |
| **MATRIC NO.** | **:** |  |
| **PROGRAMME** | **:** | **BICT(HONS)** |
| **ACADEMIC FACILITATOR** | **:** |  |
| **LEARNING CENTRE** | **:** |  |

**INSTRUCTIONS TO STUDENTS**

1. This assignment consists of **FOUR (4)** . Answer **ALL** questions.
2. Plagiarism in all forms is forbidden. Students who submit plagiarised assignment will be penalised.
3. Your assignment will be examined based on the followings

* acomplete working solution.
* ability of using methods available in the learning materials.

1. This assignment carries a **60%** weightage toward final grade.

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| **THERE ARE THREE(3)** **OF , INCLUDING THIS PAGE.** |

**INSTRUCTION: Answer ALL questions. [TOTAL MARKS : 60]**

**Question 1**

Consider an organization where you currently work or are familiar with and identify a knowledge management initiative that has been undertaken.

1. Identify the explicit and tacit knowledge in the selected organization.

(6 Marks)

1. Explain some of the issues, both technical and nontechnical that were faced during its implementation.

(8 Marks)

**[Total: 14 Marks]**

**Question 2**

Technology is used to facilitate the implementation of Knowledge Management (KM) primarily in communication, collaboration and content management.

1. Identify and describe **TWO (2)** communications technologies that can be used to support knowledge sharing within an organization.

(6 Marks)

1. Identify and describe **FIVE (5)** tools for each technology as specified in *Question 2(a).*

(10 Marks)

**[Total: 16 Marks]**

**Question 3**

Organizations deal with knowledge in their daily operation. However, only a few have a systematic and formal way of dealing with knowledge. Describe **FIVE (5)** factors that can motivate an organization to establish a formal and systematic management of knowledge.

**[10 Marks]**

**Question 4**

Elaborate how the following knowledge management tools could improve collaboration and working environment, enhance competitive advantage and responsiveness, and increase overall productivity.

1. Document management

(5 Marks)

1. Enterprise portal

(5 Marks)

1. Knowledge map and skills management

(5 Marks)

1. Collaboration tools

(5 Marks)

**[Total: 20 Marks]**

**END OF ASSIGNMENT QUESTIONS**