|  |
| --- |
| VITlogo_normal.jpg |
| MITS5505  Knowledge Management  Final Assessment |
|  |
|  |
|  |
| **November 2020** |

***Final Assessment – 40 (Recommended Time: 1.5 hours)***

The final assessment questions ensure that all the learning outcomes of the unit are met.

***Instructions***

Submit your answers in the word file, with your student ID and name. Ensure you upload your file in the given time, once the time is over LMS will not accept any submissions.

**ENTER YOUR NAME AND ID BELOW**

**Student ID. Name**

**Section A: Strategy and Implementation of Knowledge Management**

*Answer All Questions. Total* ***28 Marks*** *for this section.*

***Read carefully the given scenario and attempt all the questions followed to it***

You have been appointed as a Chief Knowledge Officer in one of the leading bank of Melbourne to accomplish the project which is to develop a knowledge base guide for approving / rejecting a home loan of customers. Your task would be to develop Knowledge Management system for the bank which can be helpful in taking decision while approving / rejecting the home loan of the customers. While analyzing initially you got the knowledge from the managers of bank regarding basis on which they are sanctioning and rejecting the home loan.

1. Discuss in brief about each aspect like *identify the problem domain, capturing of knowledge, knowledge codification, implementation, acceptance testing and maintenance* with respect to Knowledge Management life cycle.

**(12 Marks)**

1. Discuss and justify in detail about capturing techniques, you will use while capturing tacit and explicit knowledge with respect to home loan. In your opinion, will you approach multiple experts while capturing tacit knowledge about the home loan. Justify your answer.

**(8 Marks)**

1. Chief Bank Manger has requested you to codify knowledge into Decision Tree and asked you to come up with report having pros and cons of using *Decision Tree* to codified home loan knowledge. Also, he requested you to come up with an example of knowledge codified in *decision tree* with respect to home loan knowledge.

**(8 Marks)**

**SECTION B: Knowledge Discovery and Knowledge Worker**

*Answer All Questions. Total* ***12 Marks*** *for this section.*

1. An online bookstore proprietor has asked your company to develop a Data Mining application to recommend books to the existing customers. Your manager wants you to analyze how the company works and see what data you can pull from their data warehouses.

Give your advice to the company in uncovering the knowledge to identify the customers who are likely to purchase the books. Describe and justify the steps (**Steps to be include**: *Business understanding,* *Data gathering, Data preparation, Model building, Model testing and analysis of results*) in a life cycle of such a knowledge discovery project.

**(8 Marks)**

1. Discuss the similarities and differences between the traditional manager and the knowledge manager.

**(4 Marks)**

**End of Examination**