

# **SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY**

DEPARTMENT OF INFORMATION TECHNOLOGY

## **IT4120–KNOWLEDGE MANAGEMENT**

### **Tutorial 3-Answers**

#### **Question 1:**

Knowledge culture is, sharing knowledge among staff members in the organization. This is very difficult in some organizations as some employees are not social or like to share their knowledge with others. Therefore, the purpose of the knowledge management may not be able to achieve.

If any organization is planning to set a knowledge management system, they must conduct awareness sessions (workshops, meetings, seminars etc.) for employees in advance like before one year.

#### **Question 2:**

<b>SYNCHRONOUS collaboration</b>	<b>Asynchronous collaboration</b>
Computer video/teleconferencing	e-mail list
Online chat forums	SMS
Telephone	Audio or video recording

#### **Question 3:**

When leverage company employees' knowledge, it helps quick and accurate decision making, thereby production quality increases and productivity goes up. Finally, their income goes up.