SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

IT4120–KNOWLEDGE MANAGEMENT

Tutorial 4-Answers

Question 1: Answer 1

There are two main categories of knowledge: Explicit and Tacit

Explicit knowledge is in the form of articulated in to printed or recorded way. E.g.: textbooks, web sites, data bases, magnetic tape etc. and easy to access.

But Tacit knowledge is stored in people's head and very hard to access. Therefore, capturing of tacit knowledge is dependent on the person who owns it. If that person is willing to give his/her knowledge to others, then we can use knowledge capturing techniques such as interviews.

Question 2: Answer 2

Explain how knowledge management can be used to enhance the teaching-learning process in a university.

Knowledge Management System (KMS) can provide both Information and Knowledge in a particular subject. A KMS has many features to access information and knowledge. For e.g.: query system, video conferencing, document management system, decision support system, collaborative software etc. So, anybody who is interested in learning, can access necessary Information and knowledge to improve their knowledge. When make a query with using natural language from the system, it will provide suitable answer with the support of stored knowledge in the Knowledge Base.