



## FACULTY OF SCIENCE

### *Academy of Computer Science and Software Engineering*

MODULE: IT Aspects of Knowledge Management

CODE: IT00227 / IT28x27

CAMPUS: APK

EXAM: **June 2016 EXAMINATION**

DATE: 6 June 2016

SESSION: 08:30 – 10:30

ASSESSOR

Mr JP Klut

INTERNAL MODERATOR

EXTERNAL MODERATOR

Dr Elmé Smith, ARTIFLEX

DURATION: 2 HOURS

MARKS: 100

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NUMBER OF PAGES: 1

**INSTRUCTIONS:** ANSWER ALL QUESTIONS AND HAND THIS QUESTION PAPER IN AS WELL

**Question 1:**

**Case study information:** You are a management consultant and get a request from a client to help address the problem of the effect that high staff turnover has on the loss of knowledge in the organization. It is however, from the very start, evident that people are not really sure what KM is. To clear this up you prepare a definition of KM.

Define KM. (2)

**Question 2:**

**Case study information:** To further educate the organization, you conclude that you need to differentiate between, data, information and Knowledge.

Give examples of data, information, and knowledge using a restaurant business as an example from the perspective of a restaurant manager selling burgers. (5)

**Question 3:**

**Case study information:** After some further investigation, you realize that this organization seem to be doing some things correctly, but it is not evident why they are not able to capture knowledge in their organization. You decide to create a survey to determine the organization's KM maturity. To create this survey, you use a KM framework that encompasses all elements of KM in an Enterprise organization.

Using a diagram, show what this framework looks like. (30)

**Question 4:**

**Case study information:** Having seen the results from the survey, you conclude that there is a big gap in how the organization capture knowledge but also identify appropriate KM solutions.

List 7 steps and describe them that the organisation need to follow to identify appropriate KM solutions. (14)

**Question 5:**

**Case study information:** Another shortcoming that you identify is that there are senior managers in the organization that is of the opinion that technology *ONLY* can solve the knowledge management problem. You know that this is not true and need to demonstrate this.

List and give at least 2 examples of mechanisms used for each of the 7 KM sub processes. (14)

**Question 6:**

**Case study information:** The Architecture function in the organization approaches you to advise them on how to position the implementation of these solutions. In the past they have not looked at these solutions in the context of KM. They ask you to prepare an Architecture diagram of a KM solution detailing all the technology components required for a KM solution in the capture, discover, application and sharing processes. You realize that the SOS Advisor solution you have seen before is a close fit.

Using a logical diagram, draw these components and show how they relate to one another. (8)

**Question 7:**

**Case study information:** The organization is reviewing its IT tools for knowledge sharing.

Name the IT tools and technologies that are commonly integrated into knowledge sharing systems. (5)

**Question 8:**

**Case study information:** One of the solutions you have proposed addresses the Knowledge Discovery process. This is an area that the organization is really weak on. You need to tell the organization which steps to take to discover knowledge.

Name the six steps in the CRISP-DM hierarchical process model for knowledge discovery AND list them in the order in which they should be performed. (6)

**Question 9:**

**Case study information:** The CEO is impressed with the work you have done so far and wants to implement the solutions for KM as fast as possible, but the Chief Financial Officer is skeptical of the actual benefits that KM will bring. You need to convince her of the benefits to ensure that the project goes ahead.

Name the areas that KM will have an impact on in the organization. Also explain HOW these impacts will benefit the organization. You can use a diagram as basis to show an assessment of impacts that KM will have. (8)

**Question 10:**

**Case study information:** The Operations function is preparing for the adoption of the KM solutions which they need to support. You point out that there are new perspectives that they need to consider. They ask your assistance in defining and explaining these new perspectives.

Name the new multiple perspectives to consider for KM support. (8)