



UNIVERSITY
OF
JOHANNESBURG

FACULTY OF SCIENCE

Academy of Computer Science and Software Engineering

MODULE:	IT Aspects of Knowledge Management
CODE:	IT00227 / IT28x27
CAMPUS:	APK
EXAM:	JUNE 2020 SUPPLEMENTAL EXAMINATION

DATE: JULY 2020

SESSION: 08:00 – 10:00

ASSESSOR

MR JP Klut

INTERNAL MODERATOR

EXTERNAL MODERATOR

DURATION: 2 HOURS

MARKS: 100

NUMBER OF PAGES: 2, NUMBER OF QUESTIONS: 7

INSTRUCTIONS: ANSWER ALL QUESTIONS

Question 1

According to Becerra-Fernandez & Sabherwal, Knowledge is generally found in reservoirs. What are the three general knowledge reservoirs and two specific reservoirs for each of the three general reservoirs? (10)

Question 2

You have completed a study of the maturity of KM in the industry and your conclusion has been that most organizations do not approach KM in a holistic manner. You have decided that as part of your Masters thesis you will describe a framework referencing what elements organizations need to consider in formulating a KM strategy.

Using a diagram, portray the different levels of a holistic KM framework and name each level, its components and its attributes. (30)

Question 3

Most organizations are unclear of the impact that KM solutions can have on their business.

1. List the impact areas a KM solution will have on the organization and
2. give 2 example each for the 4 areas.

Use a diagram to illustrate the relationship between the impact areas. (14)

Question 4

Using a diagram, draw a high level System Architecture diagram for a Knowledge Application System (that can be based on the SOS Advisor system) that illustrate IT aspects of such a solution. Explain each component briefly. (8)

Question 5

There are several emerging technologies that have a fundamental impact on the KM systems landscape. The most promising ones seem to be AI and machine learning.

Describe how AI and Machine learning will impact KM systems and give examples from your research done during this semester on this topic. (12)

Question 6

There are various factors that influence KM. List the 7 steps for identifying appropriate KM solutions and briefly describe each step. (14)

Question 7

Describe a process for Data Mining in the Knowledge Discovery process. (12)

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