

**Wollo University**

**Kombolcha Institute of Technology(KIOT)**

**College of Informatics**

**Individual Assignment for the course of Knowledge Management(INSY3093)**

**Department:Information Systems**

**Year:II**

**Academic Year:2020**

**Semester-II**

**Answer the following Questions accordingly.In depth answers for each Question is required.**

1. Discuss about the historical background of knowledge management?
2. List and explain about the benefits of knowledge management to organizations?
3. List the Knowledge management tools and describe their purposes?
4. List and discuss about the sources of knowledge to an organization?
5. Describe the ways on how to build knowledge society of an organization?
6. What is organizational knowledge and explain its characteristics?
7. List and explain about the knowledge conversion processes?
8. How information technology assists knowledge intensive organizations?
9. Discuss about the distinctions among Data management, Information Management, Human Resource Management and Knowledge management?
10. How university students are able to access knowledge in their campus from different scholars? List and describe the techniques?
11. Conduct a case study and Prepare a report by evaluating the awareness and understanding of all the community to create new tacit knowledge using socialization in your campus

*(Will be done after you return back to your campus).*

**Case Study Questions**

1. Read the following scenario carefully and determine to which type of Knowledge about it? Explain your justification clearly and briefly.

*When a marketing team builds a specific sales funnel, they can document various aspects of the process, such as their rationale for using a certain platform, why they developed certain content for a given persona, the compliance documentation they used, etc.*

**2. Read the following two scenarios carefully and determine to which types of Knowledge management foundations each belongs to? Explain your justification clearly and briefly.**

*2A. World Bank's use of a combination of video interviews and hyperlinks to documents and reports to systematically record the knowledge of employees those are close to retirement.*

*2B. At BP plc, desktop videoconferencing has improved communication and enabled many problems at offshore oil fields to be solved without extensive traveling*