INSTRUCTIONS FOR STUDENTS

40 multiple choice questions.

Time allowed 90 minutes.

Mark answers on the OMR card supplied.

Only answers entered on the OMR card correctly will be marked.
Question 1

Knowledge management is:

a. a discipline.
b. based on information.
c. digital networks as used in an organization.
d. the process of capturing and using expertise.
e. the same as the information value chain.

Question 2

The proliferation of data communications, networking and wireless transmission is an example of a _________________ driver for KM.

a. technology
b. process
c. personnel-specific
d. knowledge-related
e. financial

Question 3

The acceptance of KM has been hindered by:

a. the accelerating pace of change during the past decade.
b. the global and geographic dispersion that has changed organizations’ scope.
c. lack of understanding about what KM is and how it benefits a company.
d. the downsizing and reengineering that has resulted in attrition and knowledge drain.
e. the increased power of networking and data communications.

Question 4

A statement of some element of truth about a subject matter or a domain is a:

a. fact.
b. knowledge.
c. rule.
d. heuristic.
e. intelligence.
Question 5

IF students are always late for class and work, AND people that are late drive too fast and recklessly, THEN I should be careful in the school parking lot every hour on the hour. These statements are an example of:

a. induction.
b. deduction.
c. heuristics.
d. rules.
e. intuition.

Question 6

Non experts tend to approach problems by:

a. categorizing them based upon solution procedures.
b. relying less fully on routines.
c. working harder.
d. engaging in extending their knowledge rather than exploiting it.
e. using means-end decision strategies to approach the problem situation.

Question 7

Experts typically:

a. possess good communication skills.
b. see the big picture.
c. operate within a schema-driven orientation.
d. tolerate stress.
e. All of the above are typical of experts.

Question 8

A KM developer is better off working with multiple experts when:

a. there is a complex problem domain.
b. the system will be simple with only a few rules.
c. the problem is in a restricted domain.
d. there might be a problem arranging meeting logistics.
e. None of these circumstances are a reason for working with multiple experts.
Question 9

Tonya Cocoabutter, a recent graduate of State U., elicits knowledge from Dirk Squarejaw, a near retiree with Testi Co. He is dubious that she can properly capture his knowledge and his responses are clearly different from ones he might have supplied to a colleague. The validity problem being demonstrated is:

a. age effect.
b. race effect.
c. gender effect.
d. Responses a and b are correct.
e. Responses a and c are correct.

Question 10

An advantage of rapid prototyping is:

a. continuous feedback.
b. poor buy-in from the users.
c. obstacles to further development efforts.
d. more reliable system development.
e. lack of clear guidelines for use.

Question 11

When using the brainstorming technique:

a. the first priority is idea generation.
b. the validity of ideas is open to question the moment they are introduced.
c. there are strict protocols for who is allowed to speak at each moment.
d. the goal is to avoid convergence of opinion.
e. none of the above statements regarding brainstorming is accurate.

Question 12

A knowledge capture technique where a panel of experts provides written opinions of a problem or solution followed by a moderated discussion of those rankings is called:

a. the Delphi method.
b. brainstorming.
c. electronic brainstorming.
d. blackboarding.
e. nominal group technique.
Question 13

In blackboarding:

a. jargon and abbreviations are encouraged to keep the session short.
b. all experts should have acquired their expertise differently.
c. the communication language is strictly text.
d. experts may interact with one another directly if time is of the essence.
e. the entire blackboard is used as one large storage repository for information.

Question 14

The of the following methods requires only a single expert.

a. Delphi
b. blackboarding
c. repertory grid
d. brainstorming
e. electronic brainstorming

Question 15

KM systems development is the same as conventional systems development in the following respects:

a. both development initiatives are primarily sequential
b. both types of systems are tested near the end of the cycle, after the system has been built.
c. both types of systems are built from data and information obtained from the user.
d. both cycles begin with a problem and end with a solution
e. both systems are results-oriented and are developed in an incremental process.

Question 16

Which of the following two-step sequences is incorrect for the KM system life cycle?

a. Design the KM blueprint - knowledge capture
b. Evaluate existing infrastructure – form the KM team
c. Implement the KM system – manage change and reward structures
d. Form the KM team – knowledge capture
e. Manage change and reward structures – post system evaluation
Question 17

When a firm asks the question, “What will we get out of our proposed KM system development project?” They are concerned whether the project is:

a. doable.
b. affordable.
c. appropriate.
d. practicable.
e. sensitive.

Question 18

Which of the following steps is not a component of the KMSLC step of knowledge capture and transfer through teams?

a. Conversion to the new system.
b. Team performs specialized task.
c. Evaluate relationship between action and outcome.
d. Knowledge transfer method selected.
e. Knowledge stored in form usable by others in the organization.

Question 19

The kind of communication that takes place in meetings or team discussions is called:

a. tacit to explicit.
b. communication.
c. explicit to explicit.
d. explicit to tacit.
e. tacit to tacit.

Question 20

The totality of hardware and software, as well as the specialized human resources required to enable knowledge is called the:

a. technical core.
b. knowledge centre.
c. content satellite.
d. infrastructure.
e. system.
Question 21

In-house development of a KM system is usually:

a. low cost, since you're paying the employees anyway.
b. quick, since you can assign the employees only to the development task.
c. highly customized, since they can build it the way the organization needs it.
d. Both a and b are correct.
e. Both b and c are correct.

Question 22

What is “explicit to tacit communication” also known as in Nonaka’s model?

a. socialization
b. internalization
c. communication
d. externalization
e. obfuscation

Question 23

When using production rules:

a. the Premise statement follows the word THEN.
b. the Action statement is a is executed regardless of Premise status.
c. the Action statement follows the word IF.
d. the Action statement is a Boolean expression.
e. the Premise statement follows the word IF.

Question 24

A codified knowledge base that serves to infer the likely outcome of a given situation and offer suggestions for corrective action or warn the user is said to assist with:

a. diagnosis.
b. instruction/training.
c. interpretation.
d. planning/scheduling.
e. prediction.
Question 25

Knowledge is often:

a. not present in the proper form.
b. not available when needed.
c. not present where the knowledge process is carried out.
d. not complete.
e. All of the above statements are true regarding knowledge.

Question 26

A program located in a computer-based system that is capable of performing autonomous action in a timely fashion is a:

a. demon.
b. daemon.
c. intelligent agent.
d. inference engine.
e. None of the above statements are true.

Question 27

A benefit of an extranet is:

a. increased customer loyalty.
b. longer time to market.
c. decreased partner interaction.
d. reduced corporate data security.
e. None of these are benefits of an extranet.

Question 28

Shared computers are an example of _______________ groupware.

a. same time/different place
b. same time/same place
c. different/time different place
d. different/time same place
e. None of these terms describes the situation.
Question 29

E-mail is an example of groupware. What category of groupware does it belong to?

a. same time/different place
b. same time/same place
c. different time/different place
d. different time/same place
e. None of these terms describes the situation.

Question 30

Which of these elements is unique to a B2C e-business?

a. Payment methods are within-business charges.
b. Generally minimal security except for verifying credit cards.
c. Access restricted to internal employees and business partners
d. Firewalls and restricted access to data and applications for partners.
e. Payment methods are predefined credit agreements between businesses

Question 31

The testing of logical structures of a conceptual or operational model for internal consistency is:

a. consensual approval.
b. tacit approval.
c. model validation.
d. cross-validation.
e. learning.

Question 32

A main feature of data warehousing is:

a. integration of data from different sources.
b. they are time variant.
c. they are non-volatile.
d. they are subject oriented instead of function oriented.
e. All of these are features of data warehousing.
Question 33

Successful implementation of a knowledge portal results in:

a. more time in meetings.
b. lower bandwidth use.
c. increased response times.
d. lower collaboration.
e. higher e-mail traffic.

Question 34

The portal function of source systems from which information is generated to include the data administration layers, such as cleansing, transformation, and extraction, is best described by the term:

a. application and information integration.
b. business versus information integration.
c. enterprise metadata repository.
d. process integration.
e. None of these describe those services.

Question 35

Which of the following features of a portal results in maturation of business processes by collaborating with others, sharing information, and improving business performance?

a. search
b. categorization
c. query, reporting and analysis
d. publish and subscribe
e. personalization

Question 36

Ownership of an original work by an author is a:

a. patent
b. trademark
c. warranty
d. copyright
e. None of these pertain to original work by an author
Question 37

Falsely reporting a charitable donation is:

a. ethical.
b. legal.
c. moral.
d. illegal.
e. None of these terms describes this act.

Question 38

An expert owns his or her knowledge of work:

a. regardless of circumstance.
b. always.
c. if no prior agreement was established.
d. until the work is performed.
e. until the work is paid for.

Question 39

One core competency that a knowledge worker must possess is:

a. thinking skills.
b. continuous learning.
c. innovative teams and teamwork.
d. risk taking and potential success.
e. All of these are core competencies that knowledge workers must possess.

Question 40

A key technical skill for a CKO to have is:

a. educating the user on technology.
b. selling and promoting change through demos, seminars, and specialized behavioural training.
c. speaking the language of the user.
d. identifying problem areas and determining their impact.
e. broad knowledge of business practice and ability to translate technical information at the employee level.