

KNOWLEDGE MANAGEMENT –MCQ

1. Word processing, desktop publishing, and electronic calendars are examples of:

- C. Decision support systems
- D. Document imaging systems
- E. Group collaboration systems
- F. Office systems

Answer: Office Systems

2. The stored learning from an organization's history that can be used for decision-making and other purposes best describes:

- A. Organizational learning
- B. Tacit knowledge
- C. Knowledge warehouse
- D. Best practices

Answer: Organizational memory

3. The most successful solutions or problem-solving methods that have been developed by a specific organization or industry best describes:

- A. Organizational memory
- B. Knowledge management
- C. Best practices
- D. Standard operating procedures

Answer: Best practices

4. Systems that convert documents and images into digital form so that they can be stored and accessed by the computer are called:

- A. Virtual reality systems
- B. Document imaging systems
- C. Knowledge work systems
- D. Neural networks

Answer: Document imaging systems

5. Major knowledge work applications include:

- A. Investment workstations, computer-aided design systems, and intelligent agents
- B. Document imaging systems
- C. Virtual reality systems, investment workstations, and intelligent agents
- D. Computer-aided design systems, virtual reality systems, and investment workstations

Answer: computer-aided design systems, virtual reality systems, and investment workstations

6. Interactive graphics software and hardware that create computer-generated simulations which provide sensations that emulate real world-activities describes:
- A. VRML
 - B. Fuzzy neural networks
 - C. Virtual reality systems
 - D. Genetic algorithms

Answer: virtual reality systems

7. Groupware is build around each of the following principles:
- A. communication, collaboration, and coordination
 - B. communication, collaboration, coordination, and knowledge sharing
 - C. communication, collaboration, coordination, and investigation
 - D. communication, collaboration, coordination, and teamware

Answer: communication, collaboration, coordination, and knowledge sharing

8. Artificial intelligence systems:
- A. Do not exhibit the same level of intelligence as human beings
 - B. Can solve all problems intelligently
 - C. Substitute for experts
 - D. Can come up with new and novel solutions to problems

Answer: Do not exhibit the same level of intelligence as human beings

9. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes:
- A. virtual reality
 - B. a neural network
 - C. a decision support system

D. an expert system

Answer: an expert system

10. The strategy used to search through the rule base in an expert system defines:

A. an AI shell

B. fuzzy logic

C. CASE

D. an inference engine

Answer: an inference engine

11. Which of the following is a specialist who elicits information and expertise from other professionals and translates it into a set of rules or frames for an expert system?

A. Knowledge translator

B. Knowledge analyst

C. Knowledge specialist

Answer: Knowledge engineer

12. Which of the following refers to rule-based AI tolerates imprecision by using non-specific terms called membership functions to solve problems?

A. Genetic algorithms

B. Expert system

C. Hybrid system

D. Fuzzy logic

Answer: Fuzzy logic

13. Which of the following is a software program that uses a built-in or learned knowledge base to carry out specific, repetitive, and predictable tasks for an individual user, business process, or software application?

A. Expert system

B. Intelligent agent

C. Genetic algorithms

D. Neural network

Answer: Intelligent agent

14. A collection of internal and external knowledge in a single location for more efficient management and utilization by the organization, best describes:
- A. a knowledge repository
 - B. organizational memory
 - C. a data warehouse
 - D. knowledge management

Answer: a knowledge repository

15. Technologies that uniquely and directly address the organizational learning and knowledge management tasks include:
- A. enterprise systems, external and internal networks, databases, datamining, and communication-based applications
 - B. just office systems and knowledge work systems
 - C. just external and internal networks and databases
 - D. office systems, knowledge work systems (KWS), group collaboration systems, and AI applications

Answer: office systems, knowledge work systems (KWS), group collaboration systems, and AI applications

16. The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:
- A. organizational learnings
 - B. knowledge management
 - C. organizational memory
 - D. knowledge assets

Answer: knowledge management

17. Expertise and experience of organizational members that has not been formally documented is known as:
- A. knowledge sharing
 - B. tacit knowledge
 - C. organizational learning
 - D. organizational memory

Answer: tacit knowledge

18. Word processing, desktop publishing, and electronic calendars are examples of:

- A. Knowledge work systems
- B. Artificial intelligence systems
- C. Decision support systems
- D. Office systems

Answer: Office Systems

19. The stored learning from an organization's history that can be used for decision-making and other purposes best describes:

- A. Organizational learning
- B. Tacit knowledge
- C. Knowledge warehouse
- D. Organizational memory

Answer: Organizational memory

20. The most successful solutions or problem-solving methods that have been developed by a specific organization or industry best describes:

- A. Organizational memory
- B. Knowledge management
- C. Best practices
- D. Standard operating procedures

Answer: Best practices

- 1) of the following is the knowledge that people carry in their minds and is, therefore, difficult to access? Which
 - (A) Explicit knowledge
 - (B) **Tacit knowledge**
 - (C) Procedural
 - (D) Declarative knowledge
- 2) ring process?
 - (A) Which one of the following is most suitable for different place, same time conditions in knowledge shaFace to face meeting
 - (B) Peer to Peer shared computer
 - (C) E-Mail
 - (D) **Video conferencing**
- 3) The developing system is verified and validated from the beginning of the cycle.
 - (A) Knowledge management life cycle
 - (B) Supply chain management
 - (C) Customer Relation management
 - (D) Software development life cycle
- 4) Processed Data; An aggregation of data that have meaning :
 - (A) Knowledge
 - (B) Data
 - (C) **Information**
 - (D) Wisdom

- 5) Which is the number one challenge in getting people to share their knowledge rather than hoarding it :
- (A) Change in culture (B) Knowledge Evaluation
(C) Knowledge Processing (D) Knowledge Implementation
- 6) Reasoning by analogy is known as :
- (A) Deductive Reasoning (B) Inductive Reasoning (C) Case-Based Reasoning (D) Inferencing
- 7) Acquiring new ideas based on hundreds of previously stored concepts :
- (A) Learning by example (B) Learning by Experience (C) Learning by Discovery (D) Chunking
- 8) Knowledge management emphasizes :
- (A) Doing the right things (B) doing thing right (C) Increased efficiencies (D) reengineering
- 9) The Internet was originally a project of which agency?
- (A) NSF (B) NSA
(C) ARPA (D) DARPA
- 10) What does IP mean?
- (A) Internet Provider (B) Internet Procedure
(C) Human capital (D) Internet Protocol
- 11) What does XML stand for?
- (A) eXtensible Markup language (B) X-Markup Language
(C) Example Markup Language (D) Extra MarkUp Language
- 12) Who is making web standards?
- (A) Mozilla (B) WWW Consortium
(C) Microsoft (D) Goolge
- 13) Which of the following comes as last priority while implementing Knowledge Management ?
- (A) Global Connectivity (B) Distributed Exertise
(C) Rapid changes in Products & Processes (D) Changing technologies
- 14) The main focus of Knowledge management in a firm is :
- (A) Leverage knowledge resources to achieve business objectives
(B) Information Management
(C) Document Management
(D) Process Improvement
- 15) The main purpose of business strategy
- (A) Positioning the firm's product or service in the market
(B) Increase profit
(C) Increase sales
(D) To fight competitor

- 16) Knowledge is ----- in the minds of the knowers :
- (A) **Embodied** (B) embedded
(C) Represented (D) memorized
- 17) Which of the following make Knowledge Management efforts futile?
- (A) Sharing of valuable knowledge
(B) Sharing Best Practices
(C) **Lack of solid Business case**
(D) Identification and disseminate knowledge
- 18) The intellectual capital does not mean :
- (A) Customer capital (B) Organizational capital
(D) Human capital (D) **Financial capital**
- 19) Knowledge management success in future is not dependant on :
- (A) **Short term gains** (B) People improvement
(C) Process improvement (D) Organizational improvement
- 20) Which of the following is not recommended for fostering Knowledge management?
:
- (A) **Ignoring people or cultural issues**
(B) Valuing and rewarding Individual's knowledge
(C) A Culture that recognizes tacit knowledge
(D) Encouraging employees to share knowledge

Multiple Choice Questions

- The set of processes developed in an organization to create, gather, store, transfer, and apply knowledge, best describes:
 - organizational learnings
 - knowledge management**
 - organizational memory
 - knowledge assets
- Expertise and experience of organizational members that has not been formally documented is known as:
 - knowledge sharing
 - tacit knowledge**
 - organizational learning
 - organizational memory
- The stored learning from an organization's history that can be used for decision-making and other purposes best describes:
 - Organizational learning
 - Knowledge warehouse
 - Best practices
 - Organizational memory**
- The most successful solutions or problem-solving methods that have been developed by a specific organization or industry best describes:

- A. Organizational memory
- B. Knowledge management
- C. Best practices**
- D. Standard operating procedures

5. Major knowledge work applications include:
- A. Investment workstations, computer-aided design systems, and intelligent agents
 - B. Document imaging systems
 - C. Virtual reality systems, intelligent agents, and investment workstations

D. Computer-aided design systems, virtual reality systems, and investment workstations

6. Interactive graphics software and hardware that create computer-generated simulations which provide sensations that emulate real world-activities describes:
- A. VRML
 - B. Fuzzy neural networks
 - C. Virtual reality systems**
 - D. Genetic algorithms
7. Artificial intelligence systems:
- A. Do not exhibit the same level of intelligence as human beings**
 - B. Can solve all problems intelligently
 - C. Substitute for experts
 - D. Can come up with new and novel solutions to problems
8. A knowledge-intensive computer program that captures the expertise of a human in limited domains of knowledge describes:
- A. virtual reality
 - B. a neural network
 - C. a decision support system
 - D. an expert system**
9. A collection of internal and external knowledge in a single location for more efficient management and utilization by the organization, best describes:
- A. a knowledge repository**
 - B. organizational memory
 - C. a data warehouse
 - D. knowledge management
10. Which of the following refers to rule-based AI tolerates imprecision by using non-specific terms called membership functions to solve problems?
- A. Genetic algorithms
 - B. Expert system
 - C. Hybrid system
 - D. Fuzzy logic**