

TAMPERE UNIVERSITY OF TECHNOLOGY

Department of Information Management and Logistics / Ilona Ilvonen

1. exam 13.10.2014

TLO-11006 Basics of Information and Knowledge Management

Write your name and student number on every answer sheet.

You may use your learning notes as a reference material in the exam. You must hand in the notes with the exam to be inspected by course staff. You are also allowed to use a dictionary in the exam.

Answer **four** of the five following questions, each with a 1-2 page essay. Note that the topics may have been covered both in the lectures and in the course readings. If there are differences in approaches in different materials, discuss the differences and make a synthesis of them. Please use examples to illustrate your line of thought.

Answer **four** of the following questions

1. **Tacit and explicit knowledge.** Explain these terms and the differences and evolution between them. Give examples. (6 p.)
2. **Ba.** Explain the idea of ba, and how this idea can be used in the context of **product development**. Give examples. (6 p.)
3. **Obstacles to learning.** Explain the obstacles to learning, their significance to an organization and how they can be overcome. Give examples. (6 p.)
4. **Technology in information management.** Explain the use of technology in achieving the goals of business information management. Give examples. (6 p.)
5. **Intellectual capital in value creation.** What is intellectual capital, and how can it be managed? Explain the role of intellectual capital in value creation in an example context of your choice. (6 p.)

Good luck in your exam! Remember that giving **feedback** in Kaitu after completing this course is required for you to get your course grade. Thank you in advance for taking your time and answering the open questions on the feedback form!