CIS 450 - Exam 2 Review Suggestions

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- You are responsible for material covered in class sessions, homeworks, and assigned course reading; but, here's a quick overview of especially important material.

- You are permitted to bring into the exam a single piece of paper (8.5" by 11") on which you have **handwritten** whatever you wish on one or both sides. This paper must include your name, it must be handwritten by you, and it will **not** be returned.

  – Other than this piece of paper, the exam is closed-note, closed-book, and closed-computer.

Knowledge Audits

- See the Week 7, Lecture 1 slides posted on the course Moodle site; consider, also, your answers for the Week 7, Lecture 2 in-class exercise

- What is a knowledge audit? Why might an organization want to conduct a knowledge audit?

- What are the basic/major steps in conducting a knowledge audit?

- What are Bohn's stages of knowledge growth? What is a general description of each? What is a typical form of knowledge for each?

  – for a given stage, what are the characteristics of knowledge in that stage?

  – ...what is the typical location of knowledge in that stage?

  – ...what is the nature of the work processes in that stage?

  – ...what is the typical learning method in that stage?

  – Given a scenario, you should be able to make a case for what stage that scenario is at in some aspect, and why;

- What is an example of a specific goal appropriate for a knowledge audit?

- In documenting knowledge assets, what are the 4 angles in the capability framework discussed?

  – ...and what are some of the dimensions to be considered in each of those 4 capability angles?

- What are some questions one might ask to track knowledge growth over time?

Presentation Tips

- See the Week 8, Lecture 1 slides posted on the course Moodle site

- What are some of the questions that you should ask yourself in the early stages of preparing a technical presentation?

- What are some of the recommended steps for organizing your presentation material?

- What are some of the appoaches for outlining your presentation?

- What are some of the means by which one might "add spice" to a technical presentation?

- What should visual aids in a presentation be designed to enhance?

- What are some of the rules-of-thumb for slides in a technical presentation?

- Why is practicing a formal technical presentation important?

- What are some of the guidelines we discussed for good practice during a technical presentation?

- What are some of the common mistakes in answering questions?

- What are some bad habits and distractions to avoid during a technical presentation?

Designing the KM Team

- See the Week 8, Lecture 2 slides posted on the course Moodle site

- What are the major KM team activities?

- What are some sources of expertise for the KM team?

- What are some characteristics that enhance the laterality of members on a KM team?

- In terms of KM team structure, what are some typical roles/members?

- In terms of the team focus, technology focus, and organizational focus of a KM team, what are some important characteristics of each?

- What are some design considerations for the team composition of a KM team?

- What are some of the desired characteristics of a KM project team leader? ... of a KM project team member?

- Be familiar with the major findings of the 1995 Standish Group "Chaos" report, and their implications for software projects

Creating the KMS Blueprint

- See the Week 9, Lecture 1 slides posted on the course Moodle site

- We discussed four KMS components as part of the KMS blueprint; what are these?

- What does a knowledge repository hold? How is it different from an information repository?

- What should a knowledge repository record?

- What are some of the potential perils of integrative repositories?

- What are some of the differences between centrifugal and centripetal knowledge flow models?

- What are some user interface design considerations to keep in mind?

Enterprise Information Portal

- See the presentation slides, references, paper, and two short-topic papers posted on the course

Moodle site under "Presentations"

- Why is it useful for a CIS major to know about Enterprise Information Portals?

- What is an Enterprise Information Portal (EIP)? How is this different from a general web portal?

- What are some common characteristics and features of an EIP?

- How might an EIP be used as part of an organization's knowledge management strategies?

- Why is it significant that an EIP feature a single sign-in?

- What is integration? What is federation?

- What is the difference between customization and personalization?

- What is meant by access control?

Decision Support Systems

- See the presentation slides, references, paper, and three short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about decision support systems?

- What is a decision support system (DSS)?

- For what is a DSS typically intended to be used? Who is the typical intended user of a DSS?

- What are some of the classifications of DSSs? What are some of the taxonomies of DSSs? What are some of the types of DSSs?

- What are some types of decisions?

- What are some characteristics of a DSS? What are some of the potential benefits of a DSS?

Data Warehouses

- See the presentation slides, references, paper, and two short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about data warehouses?

- What is a data warehouse? How does a data warehouse differ from an operational database?

- What are some of the reasons that one might want a data warehouse?

- What are some of the goals and requirements for a data warehouse?

- Why might the data in a data warehouse be deliberately denormalized (and why doesn't this necessarily cause problems?

- What are some of the basic elements of a data warehouse?

- What are some of the activities in the data staging area of a data warehouse?

- Which part of a data warehouse does the user typically interact with?

- What are some of the characteristics of the dimensional model?

- What is a data mart?

- What are some of the steps in the process of data warehousing?

Data Mining

- See the presentation slides, references, paper, and three short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about data mining?

- What is data mining? What are some of the main goals of data mining? Wht are some examples where data mining might be useful?

- What are 3 types of data mining?

- What are some techniques that have helped to advance data mining?

- What are some examples of data mining software?

OLAP (On-Line Analytical Processing)

- See the presentation slides, references, paper, and two short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about on-line analytical processing?

- What is an On-Line Analytical Processing (OLAP) system?

- What are some of the defining features of an OLAP system, according to E. F. Codd's 12 rules?

- What are some of the typical components of an OLAP system?

- In the context of OLAP systems, what is meant by multi-dimensional? what is meant by a cube? what is meant by a measure?

- What are the basic analytical operations that OLAP tools provide? Why might each be useful?

- What are the 3 basic storage models for OLAP systems? What are the major differences between them?

Information Quality

- See the presentation slides, references, and three short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about information quality?

- What is meant by information quality?

- What are some of the dimensions/types of information quality?

- What are some of the potential means for ensuring/improving information quality?

- What is the IAIDQ? What does it do?

Security Policies in a KMS

- See the presentation slides, references, and six short-topic papers posted on the course Moodle site under "Presentations"

- Why is it useful for a CIS major to know about security policies in a KMS?

- What is a security policy? Why would we want one for a knowledge management system?

- What are some basic security requirements for a KMS?

- What are some of the challenges in developing an effective security policy for a KMS?

- What are some of the recommendations discussed for creating security policies for a KMS?