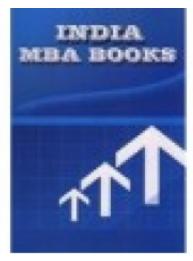
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Knowledge Management

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Knowledge creation; capturing tacit information, expert evaluation, fuzzy reasoning, interviews, onsite observations, brainstorming, protocol analysis, consensus decision making, Nominal Group Technique, Delph method, Concept mapping, black boarding; Knowledge codification.

UNIT-III
Quality Assurance; Knowledge testing, Logical testing, User acceptance testing; Knowledge system deployment

UNIT-IV
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