USN [| | | | | | | | |]   **10IS846**

Eighth Semester B.E. Degree Examination, Dec.2019/Jan.2020
Decision Support Systems

Time: 3 hrs.   Max. Marks:100

Note: *Answer any FIVE full questions, selecting*
at least TWO questions from each part.

PART – A

1   a. Explain a frame work for decision support proposed by Gorry and Scott Morton.   **(10 Marks)**
    b. Explain reasons for computerized Decision Support System.   **(05 Marks)**
    c. Identify the 10 major roles played by a manager.   **(05 Marks)**

2   a. Explain different phases of decision making.   **(10 Marks)**
    b. Explain briefly about the relationship of decision making with personality types, and human cognition.   **(05 Marks)**
    c. Define decision style. Identify its importance in decision making process.   **(05 Marks)**

3   a. What is DSS? Explain the characteristics and capabilities of DSS.   **(10 Marks)**
    b. With a schematic view of DSS, explain the various components of DSS.   **(10 Marks)**

4   a. Explain Rapid Application Development methodologies, with neat diagrams.   **(10 Marks)**
    b. Define prototyping. Give the reasons for why prototyping is the choice for most of the DSS development.   **(05 Marks)**
    c. List advantages and risks of user developed DSS.   **(05 Marks)**

PART – B

5   a. Explain the time/place communication frame work.   **(05 Marks)**
    b. Explain distance learning with advantages and disadvantages.   **(10 Marks)**
    c. Explain the concept of idea generation through electronic brainstorming.   **(05 Marks)**

6   a. Define CRM. Explain the benefits of CRM.   **(05 Marks)**
    b. Compare EIS and DSS on some dimensions.   **(05 Marks)**
    c. Explain the characteristics and benefits of EIS.   **(05 Marks)**
    d. Explain Supply Chain Problem and solutions.   **(05 Marks)**

7   a. With a neat diagram, explain the Knowledge Management System cycle.   **(10 Marks)**
    b. Explain the role of people in knowledge management.   **(05 Marks)**
    c. Explain the approaches to knowledge management.   **(05 Marks)**

8   a. What is system Integration? Explain the major objectives for Management Support Systems software integration.   **(05 Marks)**
    b. Explain the problems and issues of MSS Integration.   **(05 Marks)**
    c. Explain the models of intelligent DSS.   **(05 Marks)**
    d. Explain the issues of legality, privacy and ethics of MSS.   **(05 Marks)**

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