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06IS846

**Eighth Semester B.E. Degree Examination, June/July 2013**  
**Decision Support Systems**

Time: 3 hrs.

Max. Marks:100

**Note: Answer FIVE full questions, selecting  
atleast TWO questions from each part.**

**PART – A**

- 1 a. Explain a framework for DSS supported by Gorry and Scott Morton. (10 Marks)  
b. Explain the major roles of a manager. (05 Marks)  
c. What is a model? Explain the classification of models according to their degree of abstraction. (05 Marks)
- 2 a. Explain the three major phases of decision making process. (10 Marks)  
b. Describe the importance of decision style in decision making process. (05 Marks)  
c. Define implementation phase. How can DSS support implementation of a decision? (05 Marks)
- 3 a. With a neat block diagram, explain the key characteristics and capabilities of DSS. (10 Marks)  
b. Explain the various components of DSS. (05 Marks)  
c. Explain the various DSS classifications. (05 Marks)
- 4 a. Explain the various DSS development software platforms. (10 Marks)  
b. Explain the traditional system development life cycle. (05 Marks)  
c. Define prototyping. Give the reasons for why prototyping is the choice for most of the DSS development. (05 Marks)

**PART – B**

- 5 a. What is distance learning, Explain briefly? List the advantages and disadvantages of distance learning programs. (10 Marks)  
b. List the characteristics of group work. (05 Marks)  
c. Explain the time/place communication framework. (05 Marks)
- 6 a. Define EIS. List the major benefits of an EIS. (05 Marks)  
b. What is SCM? Explain the components of SCM and list the benefits of SCM. (05 Marks)  
c. Write a note on the following :  
i) ERP/ERM  
ii) CRM. (10 Marks)
- 7 a. Describe the components of knowledge management system. (05 Marks)  
b. Explain the various approaches to knowledge management. (10 Marks)  
c. Explain knowledge management system cycle. (05 Marks)
- 8 a. Explain the three major objectives for MSS software integration. (05 Marks)  
b. Explain the models of intelligent DSS. (05 Marks)  
c. Describe the MSS integration with the web, ERP and supply chain systems. (10 Marks)

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Important Note : 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.  
2. Any revealing of identification, appeal to evaluator and /or equations written eg. 42+8 = 50, will be treated as malpractice.