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10IS846

**Eighth Semester B.E. Degree Examination, June/July 2017**

**Decision Support Systems**

Time: 3 hrs.

Max. Marks: 100

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

**PART – A**

- 1 a. State and explain different factors affecting decision making. (05 Marks)  
b. Explain 10 major roles performed by the manager. (05 Marks)  
c. Define system. Explain the structure of a system, with a neat block diagram. (10 Marks)
- 2 a. Explain the phases of decision making process, with a neat diagram. (10 Marks)  
b. Explain briefly about the relationship of decision making with personality types, gender, human cognition. (05 Marks)  
c. List and explain different classes of descriptive models. (05 Marks)
- 3 a. Explain the characteristics and capabilities of DSS. (07 Marks)  
b. Explain the various components of DSS, with a neat diagram. (07 Marks)  
c. Briefly explain the data management sub system, with the help of a neat diagram. (06 Marks)
- 4 a. Explain traditional system development life cycle (SDLC), with a block diagram. (07 Marks)  
b. Explain DSS technological levels with a neat diagram. (07 Marks)  
c. Explain advantages and risks of user developed DSS. (06 Marks)

**PART – B**

- 5 a. Mention the benefits and characteristics of group work. (07 Marks)  
b. What is distance learning? List the advantages and disadvantages of distance learning. (08 Marks)  
c. Explain the concept of idea generation through electronic brainstorming. (05 Marks)
- 6 a. With a neat diagram, explain the components of supply chain. (07 Marks)  
b. Explain briefly executive roles and their information needs, with the help of a flowchart. (05 Marks)  
c. Explain customer relationship management and its benefits. (08 Marks)
- 7 a. Briefly explain tacit and explicit knowledge. (04 Marks)  
b. Explain knowledge management cycle, with a neat diagram. (06 Marks)  
c. Describe the components of KMS. (04 Marks)  
d. List the responsibilities of the chief knowledge officer. (06 Marks)
- 8 a. Explain models of Intelligent DSS. (10 Marks)  
b. Explain the problems and issues of (MSS) Management Support System integration. (05 Marks)  
c. Explain the issues of legality, privacy and ethics. (05 Marks)

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Important Note - 1. On completing your answers, compulsorily draw diagonal cross lines on the remaining blank pages.