



Eighth Semester B.E. Degree Examination, May/June 2010

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 ten major roles performed by managers. (05 Marks)
 - b. Explain the various reasons needed for computerized decision support systems. (05 Marks)
 - c. Explain a framework for decision support proposed by Gorry and Scott Morton. (10 Marks)
- 2
 - a. What is a model of a system? Explain the classification of models according to their degree of abstraction. Also explain why an MSS uses models. (05 Marks)
 - b. Define decision style. Describe why it is important to consider in decision making process. (05 Marks)
 - c. Explain the three major phases of decision making process. (10 Marks)
- 3
 - a. Explain the ideal characteristics and capabilities of DSS. (05 Marks)
 - b. What are the various DSS classifications? (05 Marks)
 - c. Explain the various components of DSS. (10 Marks)
- 4
 - a. Explain how DSS are developed using prototyping process. (05 Marks)
 - b. Explain the DSS technology levels and DSS development tool selection. (05 Marks)
 - c. Explain the various basic DSS development software platforms. What is team-developed DSS and end-user developed DSS? (10 Marks)

PART – B

- 5
 - a. Mention some characteristics of groupwork. (05 Marks)
 - b. Explain the time/place communication framework and some collaborative computing support technologies. (05 Marks)
 - c. Explain the different tools and their relationships to the major group support system activities. (05 Marks)
 - d. Explain the concept of idea generation through electronic brainstorming. (05 Marks)
- 6
 - a. Explain the desired characteristics and benefits of enterprise information system (EIS). (05 Marks)
 - b. Compare EIS and DSS on different dimensions. (05 Marks)
 - c. What is a supply chain and SCM benefits? Explain three parts of supply chains. (05 Marks)
 - d. Explain the supply chain problems and solutions. (05 Marks)
- 7
 - a. What are the knowledge management systems? Explain the following terms with respect to knowledge management:
 - i) Learning organization
 - ii) Organizational memory
 - iii) Organizational learning
 - iv) Organizational culture. (05 Marks)
 - b. Explain the process approach and practice approach to knowledge management. (05 Marks)
 - c. Describe the KMS cycle. (05 Marks)
 - d. Describe the components of KMS. (05 Marks)
- 8
 - a. Explain the major objectives for MSS software integration. (05 Marks)
 - b. Explain the problems and issues of MSS integration. (05 Marks)
 - c. Describe the MSS integration with ERP systems, SCM systems and KMS. (05 Marks)
 - d. Describe the MSS impacts on organizations. (05 Marks)

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