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10IS846

Eighth Semester B.E. Degree Examination, June/July 2015
Decision Support System

Time: 3 hrs.

Max. Marks:100

Note: Answer 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 a framework for decision support proposed by Gorry and Scott Morton. (10 Marks)
c. Explain the various reasons needed for computerized decision support systems. (05 Marks)
- 2 a. With a neat diagram, explain the three major phases of decision making process. (10 Marks)
b. Define decision style. Describe the importance of decision style in decision making process. (05 Marks)
c. List and explain different classes of descriptive models. (05 Marks)
- 3 a. Explain the characteristics and capabilities of decision support systems. (05 Marks)
b. With a neat diagram, explain the various components of decision support systems. (10 Marks)
c. What are the various decision support systems classifications? (05 Marks)
- 4 a. With a neat diagram, explain the traditional system development life cycle (SDLC). (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 distance learning with advantages and disadvantages. (10 Marks)
b. Explain the time/place communication frame work. (05 Marks)
c. List the characteristics of group work. (05 Marks)
- 6 a. Define CRM. Explain the benefits of CRM. (05 Marks)
b. With a neat diagram, explain the components of supply chain. (05 Marks)
c. Explain the characteristics and benefits of EIS. (10 Marks)
- 7 a. With a neat diagram, explain knowledge management cycle. (05 Marks)
b. Explain process and practice approaches to knowledge management system (KMS). (05 Marks)
c. Describe the components of knowledge management systems (KMS). (05 Marks)
d. List the responsibilities of the chief knowledge officer. (05 Marks)
- 8 a. Explain the models of intelligent DSS. (05 Marks)
b. Describe the MSS impacts on individuals. (05 Marks)
c. Explain the issues of legality, privacy and ethics for MSS. (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.