



**FINAL EXAMINATION
SEPTEMBER 2018 SEMESTER**

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|------------------------|----------|--|
| SUBJECT CODE | : | CDS320 |
| SUBJECT NAME | : | DECISION SUPPORT SYSTEM |
| LEVEL | : | BACHELOR |
| TIME / DURATION | : | 2.00 PM - 5.00 PM (3 HOURS) |
| DATE | : | 5 JANUARY 2019 |

INSTRUCTIONS TO CANDIDATES

1. Read the instructions given in the question paper CAREFULLY.
2. This question paper is printed on both sides of the paper.
3. This question paper consists of TWO (2) sections, Section A and B.
4. Answer ALL questions in Section A and Section B.
5. Write your answers in the answer booklet provided.
6. Answer all questions in English.

THERE ARE SIX (6) PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION B (Total: 80 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 1

- a) With an appropriate example, explain the uses of Decision Support System (DSS) in operations management.

(5 marks)

- b) Discuss how cultural differences effect DSS design.

(5 marks)

[Total: 10 marks]

Question 2

- a) Differentiate between Decision Support System (DSS) and Transactional Processing System (TPS).

(4 marks)

- b) Discuss why an organization must have a good TPS before implementing a DSS.

(6 marks)

[Total: 10 marks]

Question 3

- a) Define the term *data warehouse*.

(2 marks)

- b) Differentiate between a database and a data warehouse.

(3 marks)

- c) Discuss how data warehousing improved the usability of Decision Support Systems (DSSs) in corporate settings.

(5 marks)

[Total: 10 marks]

Question 4

- a) Identify **TWO (2)** problems when using non-object oriented tools for Decision Support System (DSS) development.

(4 marks)

- b) With appropriate examples, discuss how the use of object-oriented tools and technologies could make the development of DSS easier.

(6 marks)

[Total: 10 marks]

Question 5

Decision making is a mental process where individuals evaluate the options available to them and choose the one that best suits their needs. From traditional approaches, computerized systems have been penetrating many complex managerial areas.

Based on the above statement,

- a) Explain **FOUR (4)** benefits of computerized decision support.

(8 marks)

- b) Differentiate between Decision Support System (DSS) and Business Intelligence (BI) applications.

(6 marks)

- c) Discuss the challenge to construct a computerized decision support.

(6 marks)

[Total: 20 marks]

Question 6

The interface design represents the central component for successful information delivery to consumers and the role of the user interface has been proven to be a key factor in user satisfaction. With the emergence of the Internet, it offers new approaches to Decision Support System (DSS) design.

Based on the above statement,

- a) List **FIVE (5)** principles of good visual design.

(5 marks)

- b) Discuss how the user interface design influenced by the use of object-oriented tools?

(5 marks)

- c) You are requested to design a user interface for displaying information of your contacts on a social networking site. Determine the kind of display that you would use and the kinds of information that you would arrange to display.

(10 marks)

[Total: 20 marks]

END OF QUESTION PAPER