CONFIDENTIAL

UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
FIRST SEMESTER SESSION 2008/2009

CODE/SUBJECT NAME : QIT 3023 / INFORMATION SYSTEM AND DECISION MAKING
DATE : 2 NOVEMBER 2008
TIME : 9.00 - 11.30 pm (2 ½ HOUR)
VENUE : BK2 (FPAU)

INSTRUCTIONS:
1. This book script contains TWENTY THREE (23) questions in ELEVEN (11) printed pages, excluding the cover page and appendix.
2. Answer ALL questions in the space provided.

MATRIC NO :

(in words )

(in digits)

I/C NO :

NAME OF LECTURER :

GROUP :

TABLE NO:

DO NOT OPEN THIS SCRIPT UNTIL YOU ARE TOLD TO DO SO

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Section A (70 marks)

Instruction: Answer all questions

1. What is a Decision Support System. (2 marks)

2. State four (4) potential ways in which Decision Support System can benefit an organization. (4 marks)

3. Define the three (3) phases of decision making. (6 marks)
4. What is a structured decision, a semistructured decision and an unstructured decision? (3 marks)

5. What are the four (4) preferences that determine one's psychological type? (4 marks)

6. Explain the differences between Closed Loop Systems and Open Loop Systems. (2 marks)

7. Give two (2) characteristics of Decision Support System that differentiate it from other Information System. (2 marks)
8. What is a Data Flow Diagram (DFD)? What does it show and what doesn't it show? (4 marks)

9. A system called SmartTax able to record the transaction of tax payer. The system is also used to calculate the tax that a person need to pay. This kind of system falls in which category of the Decision Support Systems hierarchy? (1 mark)

10. What are the two (2) fundamental operations involved in turning data into information? (2 marks)

11. Which categories of Decision Support System are considered model-oriented (4 marks)
12. Give at least 4 factors to consider in Decision Support System user interface design  
   (4 marks)

13. Explain two (2) characteristics that differentiate the Third-Generation Programming 
    Language (3GL) from the Fourth-Generation Programming Language (4GL).  
    (2 marks)

14. What are the three basic methods of developing an information system  
    (3 marks)

15. A system which is developed through the prototyping approach requires the systems 
    analyst to sit down with potential users nearly the entire of the development cycle. 
    List the advantages and disadvantages of using prototyping.  
    (4 marks)
16. There are four (4) basic conversion strategies apply to DSS. Describe how the implementation of these strategies if:

   a. Direct Conversion

   b. Phased Conversion

17. List all four (4) basic types of system models

18. What is simulation; why do we use it?
19. What is groupware? List at least two (2) categories of groupware products. 

(2 Marks)

20. State at least two (2) advantages and disadvantages of expert system over human decision makers.

(4 Marks)
21. What is an Intelligent Agent?; List at least THREE (3) characteristics of an Intelligent Agents.

(5 Marks)
Section B (30 marks)

1. As a person who just being occupied to hold an executive position in a well-known company, you were planning to have your own PDA. The dilemma is to choose between these three to suit with your needs at work place and for your own purpose of usage. Give an example of how the Kepner-Tregoe decision-making method could be applied in this situation.

(15 marks)

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<th>iDO S630 (Kinpo Tin)</th>
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2. As an interface designer, you are required to design the interface for an expert system to be used by salesman at a local used car shop. Among the main functions of this system is to evaluate the customer criteria for selecting the suitable car for them. In order to prevent misusage, the system will be equipped with user authorization using password and fingerprint identification.

(15 marks)

Interface should have these functions:

- *Space to fill in the criterias* (2 marks)
- *Space that could tell the suitable car* (2 marks)
- *Space that list all cars that match the criterias* (2 marks)
- *Equipped with user authorization using password* (2 marks)
- *Equipped with fingerprint identification* (2 marks)