FINAL EXAM
FIRST SEMESTER SESSION 2011/2012

COURSE CODE / NAME : SQIT3023 SISTEM MAKLUMAT DAN PEMBUATAN KEPUTUSAN
DATE : 9 JANUARY 2012 (MONDAY )
TIME : 9.00 – 11.30 AM (2 HOURS AND 30 MINUTES)
VENUE : DSB K T/WD

INSTRUCTION :
1. This exam paper contains TEN(10) questions; NINE(9) questions in SECTION A and ONE(1)
   question in SECTION B in eleven(11) printed pages, excluding the cover page.
2. Answer ALL QUESTIONS in the space provided.

MATRIC NO : ______________________________ (with number)
            (with word)
IDENTIFICATION CARD NO. :

LECTURER :

GROUP : [ ] TABLE NO. : [ ]

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SECTION A (80 MARKS)

QUESTION 1 (11 MARKS)

a. Define the following acronyms. (2 marks)

i-TPS:

ii-IRS:

b. Give FOUR (4) characteristics of Decision Support System. (2 marks)

c. Data is one of the corporate assets which are needed to be managed. Explain any THREE (3) functions of Database Management System. (3 marks)

c. What is the difference between Custom-made System and Ready-made System. (4 marks)
QUESTION 2 (5 MARKS)

a. State THREE (3) types of dimension decision making in business people. (3 marks)

b. What is the challenges in culture for Decision Support System designer may face in their work task? (2 marks)

QUESTION 3 (9 MARKS)

a. Illustrate TWO (2) diagrams to explain the differences between Decision Making System and Decision Support System. (6 marks)
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b. How these following factors can help in determine the quality of information? (3 marks)

i. Completeness

ii. Timeliness

iii. Usability

QUESTION 4 (5 MARKS)


b. Airline Reservation System may provide the information to help you in making decision to book the flights. This kind of system falls in which category of the Decision Support System category? (1 mark)
QUESTION 5 (12 MARKS)

a. There are **FOUR (4)** ways to obtain the Decision Support System software. In what condition that these ways is applicable to be used in company? (2 marks)

i. Custom Programming

ii. Customize Package

b. Give example of a software for each major categories used to assist in Decision Support System development. (3 marks)

i. Database Management System

ii. Specialized Modeling Packages (including spreadsheet)

iii. Statistical Data Analysis Package
c. Explain TWO (2) characteristics that make differ between the Third-Generation Programming Language (3GL) and the Fourth-Generation Programming Language (4GL). (4 marks)

d. Why these factors need to be considered in designing the Decision Support System user interface? (3 marks)

i. Adaptability

ii. Time

iii. Errors
QUESTION 6 (10 MARKS)

a. A system which is developed through the prototyping approach requires the systems analyst to sit down with potential users until the entire of the development cycle complete. Explain the TWO (2) types of prototyping approach (4 marks)

b. State the FOUR(4) basic conversion strategies apply to Decision Support System (4 marks)

c. Give the example for each of misbehave in these ethical issues below: (2 marks)

i- storage of information.

ii- sharing of information.
QUESTION 7 (11 MARKS)

a. Differentiate between static system and dynamic system under static model. (4 marks)

b. Explain TWO (2) techniques to forecast the probabilities. (4 marks)

c. What is simulation and why do we use it? (3 marks)
QUESTION 8 (6 MARKS)

a. In media richness and task types, what are the TWO (2) dimensions which can lead to task types. (2 marks)

b. Among four communication medium richness, which are the highest and the lowest richness in delivering the information? (2 marks)

c. Give TWO (2) types of Group Decision Support System that you know. (2 marks)
QUESTION 9 (11 MARKS)

a. What approach can be used in dealing with the imprecise knowledge in a precise way? (1 mark)

b. Give the difference between knowledge engineer and domain expert. (4 marks)

c. List TWO (2) creative problem-solving techniques. (4 marks)

d. What are the major challenges in Decision Support System in the future? (2 marks)
SECTION B (20 MARKS)

QUESTION 10 (20 MARKS)

a. As a person who just being appointed as logistics manager has been given task to buy multi purpose van for the company to replace the old van who is already require high maintenance and obsolete. There are two multi purpose van have been suggested.

i. Give what is decision in this situation. (1 mark)

ii. How the Kepner-Tregoe decision making method could be applied in this situation. (9 marks)

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<th>Specification</th>
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b. A Data Flow Diagram can be used to describe an information system through illustration of diagram that represents the components: process, data stores and entities and explain the interactions among the components in the form of data flows.

Let say you are playing a role as a System Analyst, in a house developer company. Explain the process of the online buying house system using Data Flow Diagram. Let the buyer, house developer company staff and bank (who authorize the housing loan) be the external entities to the system.

(10 marks)