INDIAN INSTITUTE OF MATERIALS MANAGEMENT
Post Graduate Diploma in Materials Management

PAPER 18.b
DECISION SUPPORT SYSTEMS

Date: 16.06.2009   Max. Marks: 100
Time: 2.00pm To 5.00pm   Duration: 3 Hrs

Instructions:
1. From part "A" answers all questions (compulsory). Each sub-question carries 1 mark.
Total Marks =32
2. From part "B" answers any three questions out of five questions. Each question carries 16 marks. **Total marks=48**
3. Part "C" is a case study (Compulsory). **Total marks=20**

PART - A

Q.1 Expand the following

1] UDP	2] DISH	3] HTML	4] ERP
5] DNS	6] WAN	7] ODBC	8] EIS

Q.2 State true or false
1. GDSS stands for Group Decision Support systems.
2. Visual Basic is most common language used for creation of web pages.
3. John McCarthy coined scientific management.
4. Demodulation is the process of converting from analog to digital.
5. An operating system is application software.
6. Testing is a process used to identify correctness, completeness and quality of developed computer software.
7. Minsky proposed that knowledge be organized in small packets.
8. Photolithography is technique used for fabrication of processor and other very large scale integration chips.

Q. 3 Match the following

S. no		S. No.	
1	Public key encryption	a	Advanced application
2	Graphical user interface	b	Java
3	Data warehouse	c	ERP enabling technology
4	Sun Microsystems	d	Ensures integrity of transmission between sites
5	Artificial Intelligence	e	Concept of client architecture
6	Transmission Control Protocol	f	Dependant upon types of users who are using systems.
7	EDI	g	Multi-dimensional database
8	Web browsers	h	Cryptography

Q.4 Fill in the blanks
1. A network configuration in which each computer or device is attached to a central   unit is called a(n) _____ network.

2. A very fast way to send data, using a clock to keep track of the time intervals, is called _____ transmission.

3. Two factor theory is proposed by _____.

4. Communication without wires, in straight lines, is accomplished using_____.

5. _____ is the new computer language used to write animation and games for the World Wide Web

6. A private network within an organization is called a(n) _____ .

7. Expert systems use a(n) _____ that contain specific facts and rules to relate these facts.

8. VLSI stands for _____.

_____

PART –B

Q.5   (a) What are the fundamental operations involved in turning data into information?
      (b) Give the difference between the database and knowledge base.

Q.6   (a)   What   is   the   relationship   between   MIS   and   EDP?
      (b) What are objectives of DSS?

Q.7   Name various components of DSS. How is data-subsystem different from model subsystem?

Q.8   (a) Discuss CODD's 12 rules for relational database.
      (b) Explain Theory X and Theory Y.

Q.9   Short notes on [16]
      (a) Information Quality
      (b) Human decision-making process

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PART – C
Case Study (Compulsory)

Q.10 In order to improve the services provided to customers, an IT firm of Rs. 750 crores turnover wants to investigate requirements of decision supports system. You as a management consultant prepare a report highlighting step-by-step approach for implementing decision support system, expected improvements in services to customers, economics of systems and difficulties in implementing decision support system.

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