

班号_____ 学号_____ 姓名_____ 成绩_____

《 决策支持系统 》 期末考试卷

注意事项：1、所有答案均需写在答题纸上，写在试卷上无效。

2、考试结束后，需将试卷和答题纸一并交回。

题目：

一、 **True or False.** (In each of the following sentences, judging correct or not correct for the statement. If correct, writes a T, otherwise writes an F in the Answer Sheets. Each is 1 mark, total 20 marks). (20 分)

1. A data warehouse is a large, specialized database containing demographic data.
2. Productivity is the ratio of inputs to process.
3. Productivity is the ratio of outputs to inputs.

二、 **Multiple Choice** (only one correct in each questions, each is 1 marks, total 20) (20 分)

1. Which of the following is not a characteristic of a DSS?
 - a. They are only used in the public sector.
 - b. They support individual decision-making.
 - c. They support group decision-making.
 - d. All of the above.
2. Which of the following is not a characteristic of a DSS?
 - a. They are adaptable.
 - b. They support intelligence, design, choice and implementation.
 - c. They are designed for effectiveness not efficiency.
 - d. All of the above.

三、 **Fill in blank with terms or Phrases studied in BA&DSS** (each is 1 mark, total in 20 marks). (20 分)

1. The desire by a customer to customize a product falls under the _____ category of business environment factors.
2. An older and more diverse workforce falls under the _____ category of business environment factors.

四、 **Interpretation of the concepts, methods or tools** (each is 4 marks, total 20 marks).

(20 分)

1. *What are the major activities that comprise the knowledge engineering process?*
2. *Describe the major phases of the traditional SDLC.*
- 3.
- 4.
- 5.

五、**Minicase.** (63)The following is one corporate material in their routine operational management. Reading it carefully, then reply the following questions. (20 分).

1. What are the business benefits and limitations of Boehringer's Web-based financial analysis and reporting systems? (10 marks)
2. Which of Boehringer's financial analysis and reporting systems are MIS tools? DSS tools, Why? (10 marks)

**Boehringer Ingelheim:
Using Web-Based Tools for Financial Analysis and Reporting.**

Boehringer Ingelheim (www.boehringer-ingelheim.com) is a huge company, with \$7.6 billion in revenue and 32,000 employees in 60 nations. But the Ingelheim, Germany-based pharmaceutical maker says Web-enabled reporting and financial applications are making the company as nimble(敏捷的) as some of its smaller competitors when it comes to running financials.

Like many large corporations, Boehringer is turning to Web-based financial and analytical tools to rapidly consolidate and present key financial data on a daily, weekly or monthly basis. The company uses a Web-enabled version of SAP AG's financial software, which allows it to drill down and draw conclusion based on the latest available financial and operational data. "I want to be told where I stand and where we are heading," says Boehringer's chief financial officer. Holger Huels. "I like to be able to see negative trends and counter them as fast as possible." More important, Boehringer is now able to close its books (财务帐) for most of its divisions just two hours after the close of business at the end of each month, says Heuls.

That's a big change for Boehringer's accounting department, which previously had to wait for printed reports and then pick through them manually. The staff used a variety of software tools for financial analysis, says Tony Ciancio, Boehringer's director of accounting. The closing process spanned three days each month, including the time required to reconcile data from the disparate systems.

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