

## Questions on Unit 3

### Objective questions

1. Text processing systems, documents management systems and message communication systems are example of \_\_\_\_\_.
  - a. **Office automation**
  - b. Management support system
  - c. Decision support system
  - d. None of these
2. TPS are \_\_\_\_\_.
  - a. Management support system
  - b. **Operation support system**
  - c. Office automation system
  - d. None of these
3. \_\_\_\_\_ are most structured systems that handle routine operations of the business.
  - a. **TPS**
  - b. MIS
  - c. DSS
  - d. ES
4. A/An \_\_\_\_\_ system uses data as well as models to support decisions.
  - a. TPS
  - b. MIS
  - c. **DSS**
  - d. ES
5. \_\_\_\_\_ is integral component of a decision support system.
  - a. Data
  - b. **Model**
  - c. Report
  - d. None of these
6. Data oriented and model oriented are types of \_\_\_\_\_.
  - a. TPS
  - b. MIS
  - c. **DSS**
  - d. None of these
7. Electronic briefing and tremendous flexibility for higher level executives are offered by as a/an \_\_\_\_\_ system.
  - a. TPS
  - b. DSS
  - c. MIS
  - d. **None of these (EIS)**

8. EIS offers \_\_\_\_\_.  
a. Information support for strategic decisions  
b. Hi-fi flexibility for higher level executives  
c. Exceptional reporting in most flexible ways  
d. **All of these**
9. A/An \_\_\_\_\_ system uses knowledge bases and inference engine to take decisions on behalf of experts.  
a. MIS  
b. **ES**  
c. EIS  
d. None of these
10. Managerial decision making covers aspects such as \_\_\_\_\_.  
a. Operational  
b. Strategic  
c. Tactical  
d. **All of these**
11. An environment in which manager has to take decision can be one of the following categories.  
a. Certain  
b. Uncertain  
c. Risky  
d. **All of these**
12. \_\_\_\_\_ refers to one of the problems with planning of IT infrastructure in an organization.  
a. High rate of obsolescence  
b. Inability to measure intangible, indirect and qualitative benefits  
c. Too many choices  
d. **All of these**
13. \_\_\_\_\_ refers to automation of existing and basic operations which offers low cost and low return.  
a. Support system  
b. Strategic system  
c. **Factory system**  
d. Any of these
14. \_\_\_\_\_ refers to high potential, high risk systems and are essentially experimental in nature.  
a. Support system  
b. **Turn around system (innovative)**  
c. Strategic system  
d. None of these

### **Other questions**

1. Explain benefits of office automation system.
2. Discuss characteristics (features) of typical transaction processing system.
3. List benefits of TPS.
4. List only two types of DSS.
5. Explain basic features of DSS. (Describe basic components (building blocks) of DSS in detail).
6. List only a few benefits of DSS.
7. Discuss applications of decision support system in production.
8. Discuss applications of decision support system in finance.
9. Write a short note on EIS.
10. List any four applications of EIS.
11. Draw chart showing comparison between EIS and DSS.
12. Explain benefits of executive information system in detail.
13. Draw chart showing building blocks of expert system.
14. Explain benefits of expert system in detail.
15. List three types of managerial decision making along with three types of environments.
16. Discuss the problems while planning for IT Infrastructure.
17. Discuss McFarlan's 'Strategic grid' by giving relationship chart.
18. Define and describe factory systems in one to two lines.
19. Define and describe support systems in one to two lines.
20. Define and describe strategic systems in one to two lines.
21. Define and describe turn around systems in one to two lines.
22. Discuss in brief five techniques for evaluating IT investments as suggested by Parker.

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