

Lecture 1 & 2

1- Business environmental factors doesn't pressures the organization's response.

- a)true b>false

Answer: b

2- Desire for quality and diversity of products lays below which business environmental factor?

- a)Technology
b)markets
c)customer demand
d)b&c

Answer: c

3- Closing the strategy gap is closing the gap between.....

- a)organization's current and past performance
b)organization's past objectives and current objectives
c)organization's current and desired performance
d)All of the mentioned

Answer: c

4- According to Gory & scott DS framework , short-term forecasting is what type of decision and lays below what type of control ?

- a)semistructured and managerial
b)structured and operational
c)semistructured and strategic
d)structured and managerial

Answer: d

5- Management science approach is also referred to as operation research.

- a>true b>false

Answer:a

6- is a rule-based system that provides a solution to a repetitive managerial problem in a specific area and are driven by business rules.

- a)TPS
- b)ADS
- c)CRM
- d)None of them

Answer: b

7- Unstructured problems don't usually require customized solutions.

- a>true b>false

Answer: b

8- BI's major objective is to enable easy access to data to provide business managers with the ability to conduct analysis

- a>true b>false

Answers: a

9- Data warehouse is not a major component in BI system.

- a>true b>false

Answer: b

10- a collection of tools for manipulating, mining, and analyzing the data in the data warehouse.

- a)data warehouse tools
- b)UI tools
- c)business goals
- d)business analytics

Answer: d

11- The difference between the desired and actual outcome is called...

- a)technical issues
- b)problem
- c)business obstacle
- d)All of the mentioned

Answer: b

12- Management science is a behavioral decision making discipline.

- a>true
- b>false

Answer: b

13- Consensus is often hard to be reached in large organizations.

- a>true
- b>false

Answer: a

14- A 2 dimensional chart is considered a ...

- a)Qualitative model
- b)Quantitative model
- c)Analog models
- d)Iconic models

Answer: c

15- Cognitive maps is considered a ...

- a)Qualitative model
- b)Quantitative model
- c)Analog models
- d)Iconic models

Answer: a

16- Classification of problems always happens in....

- a)intelligence phase
- b)Design phase
- c)implementation phase
- d)choice phase

Answer: a

17- Which of the following is / are some of the main areas of operation of DSS.

- a)Transaction processing
- b)Production, finance, and marketing
- c)Executive Support System
- d)None of the mentioned above

Answer: b

18- Includes the search, evaluation, and recommendation of an appropriate solution to the model....

- a)intelligence phase
- b)Design phase
- c)implementation phase
- d)choice phase

Answer: d

19- Which of the following is a good characteristic of a DSS?

- a)It has an increment model
- b)Responds quickly to decision makers to help in decision making
- c)Automates decision making process
- d)None of the mentioned above

Answer: a

20- The boundary between the design and choice is always clear.

- a>true b>false

Answer: b

21- Simulation happens in

- a)intelligence phase
- b)design phase
- c)implementation phase
- d)choice phase

Answer: b

22- A formal problem statement is the outcome of the intelligence phase.

- a>true b>false

Answer: a

23- ERP is used in all decision making simon's phases except....

- a)intelligence phase
- b)Design phase
- c)implementation phase
- d)choice phase

Answer: a

24- CRM and SCM are used in which phase of decision making ?

- a)intelligence phase
- b)Design phase
- c)implementation phase
- d)choice phase
- e)b&d

Answer: e

25- MIS and ANN is used in which phase of decision making ?

- a)intelligence phase
- b)Design phase
- c)implementation phase
- d)choice phase

Answer: a

26- The ____ includes tools that help the end-user of a DSS to navigate through the system.

- a) User Interface
- b) Transaction Process System
- c) Executive Support System
- d) None of the mentioned above

Answer: a

Midterm exam

KMSs are used to support the intelligence phase. *

False

True

..... model is the most abstract model. *

mathematical

analog

mental

iconic

R&D planning is an example of decisions. *

Structured

Semistructured

Unstructured

programmed

..... is not one of the Mintzberg's 10 Managerial Roles. *

Navigator

Disseminator

Liaison

Resource allocator

Decision support system involves all of the following types of analytical modeling activities except? *

Goal-seeking analysis

optimization analysis

Heuristics

Sensitivity analysis

what-if analysis

..... is not a characteristic of organizational responses. *

ADAPTIVE

ANTICIPATIVE

ATTRACTIVE

REACTIVE

PROACTIVE

ADS provide solutions. *

Rule-based

Data-based

Knowledge-based

Expert-based

In which of the following types of analysis, the value of only one variable is changed repeatedly, and the resulting changes on other variables are observed.*

Goal-seeking analysis

Sensitivity analysis

Optimization

what-if analysis

Which of the following level of managers develop short- and medium-range plans, schedules, and budgets and specify the policies, procedures, and business objectives for their sub-units of the company? *

Operational

Front line

Tactical

Strategic

What category of software technology enables analysts, managers and executives to gain insight into data through fast, consistent, interactive access to a wide variety of possible views of information that has been transformed from raw data to reflect the real dimensionality of the enterprise as understood by the user. *

On-line Analytical Processing (OLAP) software

Data Warehouse software

On-line Transaction Processing (OLTP) software

BI methodologies and tools were developed mostly in the academic world. *

False

True

MSS = combined term *

DSS/DM

DSS/BI

DSS/DB

DSS/DW

BPM which also referred to as *

CRM

CPM

HRM

PCM

Solving a model is same as solving the problem the model represents. *

False

True

..... is probably the most common descriptive modeling method. *

simulation

optimization

suboptimization

good enough

According to your textbook, the Decision support systems use all of the following EXCEPT: *

A decision maker's own insights and judgments

Online Transaction processing

An interactive, computer-based modeling process to support the making of semi-structured Business decision

Analytical models

Specialized databases

Which of the following involves analyzing complex relationships among thousands or even millions of data items stored in data marts, data warehouses, and other multidimensional databases to discover patterns, trends, and exception conditions? *

OLTP

OLALA

OISE

OLAP

Budget analysis is an example of decisions. *

Semi-programmed

Semistructured

Unstructured

Structured

..... is not a style of BI. *

DM

Slice-and-dice

DW

ad-hoc queries

A/An model may be three-dimensional. *

iconic

mathematical

mental

analog

Automated decision systems (ADS) are systems mainly used with problems. *

Semi-programmed

Unstructured

Structured

Semistructured

Scenarios are especially helpful in simulations and what-if-analysis *

True

False

OLAP is useful to support the design phase. *

True

False

The growth of corporate intranets, extranets, as well as the web, has accelerated the development and use of “executive class” information delivery and decision support software tools by lower levels of management and by individuals and teams of business professionals. This dramatic expansion has opened the door to the use of which of the following tool? *

Business intelligence (BI)

Busyness Intelligent (BI)

Business Knowledge (BK)

Business Ideas (BI)

In which of the following types of analysis, the goal is to find the optimum value for one or more target variables, given certain constraints? *

what-if analysis

Optimization

Goal-seeking analysis

Sensitivity analysis

Originally, the included only historical data that were organized and summarized, so end users could easily view or manipulate data and information. *

BI

DW

DSS

DB

A/An model is the least abstract type of model. *

iconic

mathematical

mental

analog

Another name of goal seeking analysis is: *

How to

Why not

What's up

How can

ERPs are used to support the all the DSS phases. *

False

True

The assignment of authority to solve a problem is in phase. *

Implementation

Choice

Design

Intelligence

Lecture 3 Concept overview:

- 1- DSS configurations exist based on management decision situation only.
a)true b>false

Answer: b

- 2- Which of the following is an optional component of the DSS components?
a)Data
b)UI
c)Knowledge
d)model

Answer: c

- 3- Each DSS component has several variations that's usually deployed...
a)offline
b)firebase
c)both a& b
d)online

Answer: d

- 4- DSS rule and abilities are meant to replace decision makers judgments.
a)true b>false

Answer: b

- 5- DSS helps in decisions that requires judgement or at decisions that have no ability to be completely supported by algorithms.
a)true b>false

Answer: a

- 6- DSS applications focus on reporting and identifying problems by scanning data stored in data warehouse.
a)true b>false

Answer: b

7- mainly built for the purpose of supporting the solution of specific problem.

- a)BI system
- b)DSS
- c)TPS
- d)CRM

Answer: b

8- mainly built for the purpose of monitoring situations and identify problems using analytic methods.

- a)BI system
- b)DSS
- c)TPS
- d)CRM

Answer: a

9- DSS supports interdependent decisions only.

- a>true b>false

Answer: b

10- Which of the following shows how we forecast opportunities and business issues?

- a)Predictive analytics
- b)Business analytics
- c)Web analytics
- d)none of them

Answer: a

11- Business analytics aim to enhance organization's performance through using

- a)data
- b)models
- c)business objectives
- d)a&b

Answer: d

12- Classification classified DSSs according to orientation, category and type of operation.

- a)Gory and Scott-morten

- b)Holsapple and Whinston
- c)Alter
- d)None of them

Answer: c

13- According to Holsapple & Whinston classification, A DSS that include most knowledge-driven DSS, data mining and ES applications is called....

- a)Solver-oriented DSS
- b)Database-oriented DSS
- c)Compound DSS
- d)Rule-oriented DSS

Answer: d

14- Ad-hoc analysis involving multiple databases and small models is the type of operation that's done by....

- a)data analysis systems
- b)File drawer systems
- c)Accounting models
- d)Analysis information systems

Answers: d

15- Which component of the DSS that includes the database and can be connected to a data warehouse?

- a)model management subsystem
- b)data management subsystem
- c)UI subsystem
- d)Knowledgebase management subsystem

Answer: b

16- Data management via Web servers is considered one of the DSS impact on web.

- a>true b>false

Answer: b

17- The extraction process in the data management subsystem comes only from the internal data sources.

- a>true b>false

Answer: b

18- Internal data come mainly from the organization's TPS to the data management subsystem.

a>true b>false

Answer: a

19- Data for DSS can be

- a)entered directly into models
- b)extracted directly from larger databases
- c)include multimedia objects
- d)All of the mentioned

Answer: d

20- A database mechanism that accepts requests for data and manipulates data.

- a)query facility
- b)data directory
- c)model directory
- d)none of them

Answer: a

21- Which of the following is considered a DBMS issue?

- a)data quality
- b)data integration
- c)scalability
- d)All of the mentioned

Answer: d

22- 54% of the managers are not satisfied about the data they get from systems.

a>true b>false

Answer: b

23- Data quality is a system problem only.

a>true b>false

Answers: b

24- For better data quality what need to focus on all data components which are definition, content and presentation.

a>true b>false

Answer: a

25- Which of the following is not considered a key ingredients of data quality management?

- a)Measure real costs of poor quality data
- b)Educate managers about impacts of poor data quality
- c)measuring accuracy of data not just validity
- d)none of them

Answer: d

26- Model management subsystem do which of the following functions?

- a)Model creation, generation of new routines, validate data , model updating
- b) Model creation, generation of new routines, validate data , model data manipulation
- c) Model creation, extract internal data, validate data , model updating
- d) Model creation, generation of new routines, model data manipulation , model updating

Answer: d

27- A model category used by mid-level management.

- a)operational models
- b)tactical models
- c)strategic models
- d)analytical models

Answer: b

28- The process of controlling the actual running of the model.

- a)model execution
- b)model compiling
- c)model integration
- d)model directory

Answer: a

29- The model command processor takes modeling instructions from user UI and route them to the MBMS.

a>true b>false

Answer: a

30- The incorporation of intelligence and expertise is represented in the knowledge management system.

a)true b>false

Answer: a

31- The users of DSS doesn't really differ much from each other.

a)true b>false

Answer: b

32- DSS hardware can be acquired from a single vendor only.

a)true b>false

Answer: b

Lecture 4 Modeling analysis

1- Which of the following represents an analysis backward solution approach?

- a)sensitive analysis
- b)what-if analysis
- c)goal seeking analysis
- d)Multiple goals analysis

Answer: c

2- A model category represented by linear and network models techniques.

- a)optimization via algorithm
- b)optimization via analytic formula
- c)simulation
- d)predictive models

Answer: a

- 3- In optimization via analytic formula , we try to find best solution
- a)from few alternative
 - b)from large number of alternatives
 - c)good enough solution with rules
 - d)in one step

Answer: d

- 4- Forecasting, model management and variable identification are considered as current modeling issues.
- a>true b>false

Answer: a

- 5- Dynamic analysis is tie independent.
- a>true b>false

Answer: b

- 6- Taking a decision whether to make a new product or buy goes below...
- a)static analysis
 - b)dynamic analysis
 - c)hybrid analysis
 - d)All of the mentioned

Answer: a

- 7- Knowledge-based modeling is not a major modeling issue.
- a>true b>false

Answer: b

- 8- When the decision maker doesn't know any of the probabilities of the different outcomes of each course of action the probably he is in....
- a)Certainty
 - b)risk
 - c)uncertainty
 - d)high risk

Answer: c

- 9- Knowledge keep increasing going from certainty to uncertainty.
a)true b>false

Answer: b

- 10- Stochastic decision making situation is also called...
a)decision making under uncertainty situation
b)decision making under risk situation
c)probabilistic decision making situation
d)b&c

Answer: d

- 11- There's only one type of sensitivity analysis the autonomic sensitivity analysis.
a)true b>false

Answer: b

- 12- What will be the revenue increase percentage if we increased digital marketing budget by 10%?
Is an example of.....
a)sensitive analysis
b)what-if analysis
c)goal seeking analysis
d)Multiple goals analysis

Answer: b

- 13- Database is just like a container which stores data in a ____ manner.
a)Organized
b)Systematic
c)Ordered
d)All of the mentioned above

Answer: d

Resources:

<https://www.includehelp.com/MIS/mcq-decision-support-system-in-mis.aspx>

<http://abdurashed.blogspot.com/2011/12/chapter-10-decision-support-systems-mcq.html>

lectures