

1.

- a) Decision Support Systems: A bank loan officer can use a DSS to ensure that loans be given to the appropriate people by searching through the loan history.
- b) Geographical Information Systems: If there was a big storm and the rivers were calculated to rise by a certain amount, a map could be overlaid to see which properties/areas would be affected and by how much.
- c) Executive Information Systems: Used by the board of directors of a large newspaper showing trends of copies sold and subscriptions. It could help them calculate numbers more efficiently.
- d) Group Support Systems: An established business (a music store for example) holds a GSS session with middle management to try and brainstorm ideas for 'keeping up with the times' with the widespread use of the internet.
- e) Expert Systems: Used by a forestry company to help with the optimal time to fell/prune trees. It could take many factors into accounts that it could measure to come to it's decision, such as sunlight and soil temp etc.

2.

The biggest advantage of using computers is the speed at which they can operate. They can also store a huge amount of data, much means that the current data can be compares against historical data to show trends etc. An Expert System allows an ordinary user to have access to the knowledge base of an expert. There may only be a handful of experts in that particular field, so having them on-site is probably impossible if not impractical.

For top management who don't want to get into the numbers, they can provide a user interface so they can see what is really going on with their business, and therefore change if needed.