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Business Information Systems

Types

Transaction processing systems

E-commerce systems

**Management information
systems**

Decision support systems

Expert systems

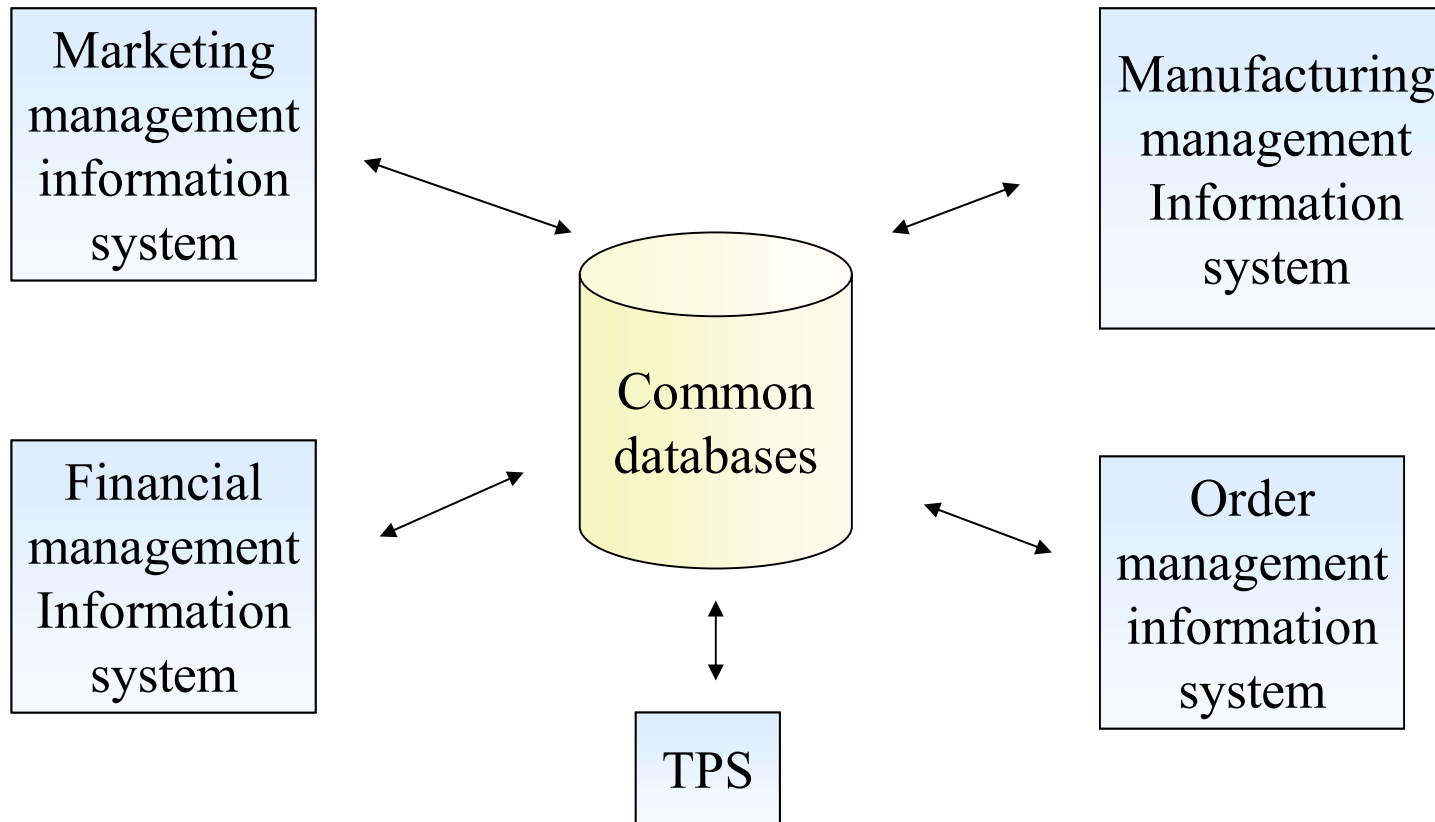


Management Information Systems

■ **An organized collection of people, procedures, software, databases, and devices used to provide routine information to managers and decision makers**



Schematic of MIS



MIS ‘Discussion’

Short for management information system or management information services, and pronounced as separate letters, MIS refers to a class of software that provides managers with tools for organizing and evaluating their department. Typically, MIS systems are written in COBOL and run on mainframes or minicomputers



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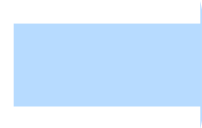
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Decision support systems

- **A DSS is...**

An organized collection of people, procedures, software, databases, and devices used to support problem-specific decision making

- **A DSS helps a manager “do the right thing”**



Business Information Systems

Types

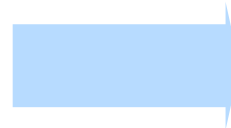
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Expert systems

**An expert system is
a computer application that performs a
task that would otherwise be
performed by a human expert.
It gives the computer the ability to
make suggestions and to act like an
expert in a particular field.**



Expert systems

Examples: diagnose human illnesses, make financial forecasts, schedule routes for delivery vehicles

Expert systems typically included in “artificial intelligence” (next slides)



Artificial Intelligence

The branch of computer science concerned with making computers behave like humans. The term was coined in 1956 at the Massachusetts Institute of Technology.



Artificial Intelligence

Artificial intelligence includes :

Games playing: programming computers to play games such as chess and checkers



Artificial Intelligence

Expert systems : programming computers to make decisions in real-life situations (for example, some expert systems help doctors diagnose diseases based on their given medical data)



Artificial Intelligence

**Natural language : programming
computers to understand natural
human languages**



Artificial Intelligence

Neural networks : Systems that simulate intelligence by attempting to reproduce the types of physical connections that occur in human brains.



Artificial Intelligence

Robotics : programming computers to see and hear and react to other sensory signal



Questions

Q1:_____means programming computers to make decisions in real-life situations.

- a) Natural language**
- b) Neural Networks**
- c) Expert Systems**
- d) CBIS**



Questions

Q2: _____ are written in COBOL and run on mainframes or minicomputers.

- a) DSS**
- b) TPS**
- c) MIS**
- d) CBIS**



Questions

Q3: _____ refers to a class of software that provides managers with tools for organizing and evaluating their department.

- a) TPS
- b) **MIS**
- c) DSS
- d) CBIS



Questions

Q4: _____ is an organized collection of people, procedures, software, databases, and devices used to provide routine information to managers and decision makers.

- a) TPS
- b) **MIS**
- c) DSS
- d) CBIS



Questions

Q5:_____is an organized collection of people, procedures, software, databases, and devices used to support problem-specific decision making.

- a) TPS
- b) MIS
- c) **DSS**
- d) CBIS



Questions

Q6: _____ means systems that simulate intelligence by attempting to reproduce the types of physical connections that occur in human brains.

- a) Natural language**
- b) Neural Networks**
- c) Expert Systems**
- d) CBIS**



Questions

Q7: _____ means programming computers to understand natural human languages .

- a) Natural language**
- b) Neural Networks**
- c) Expert Systems**
- d) CBIS**



Questions

Q8: _____ a computer application that performs a task that would otherwise be performed by a human expert.

- a) TPS**
- b) CBIS**
- c) MIS**
- d) Expert System**



Questions

Q9: Artificial intelligence includes _____.

- a) networks**
- b) TPS**
- c) MIS**
- d) Games playing**



Questions

Q10: _____programming computers to see and hear and react to other sensory signal .

a) TPS

b) robotics

c) Procedures

d) E-commerce

