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**COURSE:BSC IT**

**UNIT: MIS**

**CAT 1**

1.

A)Decision support system

A decision support system is a computer program application used to improve a company's decision-making capabilities. It analyzes large amounts of data and presents an organization with the best possible options available.

Advantages

1. Cost reduction-it saves on labor cost for making decision.
2. Time saving-less time is taken to make large decision.
3. Improved interpersonal communication- DSS can improve communication and collaboration among decision makers.
4. Increase decision maker satisfaction - DSS may reduce frustrations of decision makers, create perceptions that better information is being used and/or creates perceptions that the individual is a "better" decision maker
5. Increase organizational control-Data-driven DSS often make business transaction data available for performance monitoring and ad hoc querying. Such systems can enhance management understanding of business operations and managers perceive that this is useful.

B)enterprise resource planning

Enterprise resource planning (ERP) refers to a type of software that organizations use to manage day-to-day business activities such as accounting, procurement, project management, risk management and compliance, and supply chain operations.

Advantages

1. a better view of your business process- By centralizing business data–sales, inventory, resource allocation, and others–you can improve the “big picture” of your business to determine where bottlenecks or other problems may lie. You can uncover what conditions might be leading to customer dissatisfaction.
2. Improved cooperation-By centralizing how data is collected and shared between departments, you can reduce wasteful, repetitive procedures and ensure that everybody is working with the same up-to-date information.
3. Enhanced inventory control- useful when it comes to keeping track of inventory, orders, supply chains, and services. Every item and resource can be followed from start to finish. This controls situations in which orders get lost or shipped incorrectly, or when manufacturing gets held up from lack of supply or people-power.
4. Greater customer service-With an effective enterprise resource planning program in place, customers should be able to place orders more easily and even track the order’s progress themselves. They will know who to contact and how, should issues arise or they wish to amend their order.
5. Stronger security compliance-Some businesses turn issues such as security and regulatory compliance into a “fix it when it becomes a problem” sort of scenario. This can end up being expensive and can lead to unwanted downtime. It would be better, perhaps, to have these issues addressed and handled at the very start. That’s something an ERP system can do.

C) Management information system

A management information system (MIS) is a computer system consisting of hardware and software that serves as the backbone of an organization's operations. An MIS gathers data from multiple online systems, analyzes the information, and reports data to aid in management decision-making.

Advantages

1. it allows real time performance report-By receiving performance reports in real-time, the organisation can become more dynamic in its operations.
2. It generates analytical reports- With these reports, the organisation's management can monitor its performance and identify new business opportunities. They can formulate plans to improve the organisation's processes and increase its production efficiency.
3. It aids projections and perfomances-Organisations regularly set business goals and make business and financial forecasts, but they need to monitor their effectiveness. For that, they must compare them with actual performances. An MIS facilitates performance reviews and accurate comparisons with the projections. That can enable the management to make better business decisions.
4. It aids work allocation-With an MIS information system, the organisation's management can make better decisions concerning the allocation of staff and resources. They can review the performance reports of individual employees and departments and identify the best performers.
5. Improves internal communication-It can facilitate communication between different employees and departments of the organisation. They can share relevant and timely business information, particularly about interdepartmental work. That can prevent work delays or misuse of resources due to any misunderstanding or lack of discussion.

D)knowledge management system

A knowledge management system is any kind of IT system that stores and retrieves knowledge to improve understanding, collaboration, and process alignment.

advantages

1. Improved agility as you have the information to make faster decisions.
2. With best practices and lessons learned organized in the system, you can solve problems more quickly.
3. The resources in your knowledge management system can support your employees' growth and development.
4. Specialists can share their expertise with multiple employees with one entry in a wiki.
5. Better communication..
6. It's easier to find, use and reuse relevant information

2.

operational efficiencies.

cost reductions- less cost is incuued

supply of information to decision-makers.

better customer service.

continuous availability of the systems.

growth in communication capabilities and methods.