



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF INFORMATICS AND INNOVATIVE SYSTEMS
DEPARTMENT OF INFORMATION SYSTEMS AND TECHNOLOGY
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHOLER IN SCIENCE
BUSINESS INFORMATION SYSTEMS (BIS)

2ND YEAR, 2ND SEMESTER 2024/2025 ACADEMIC YEAR

MAIN CAMPUS

COURSE CODE: ITB 2210

COURSE TITLE: DECISION SUPPORT SYSTEMS

EXAM VENUE: CL 2

STREAM:

DATE: 17/4/2025

EXAM SESSION: 15.00-17.00

TIME: 2 HOURS

INSTRUCTIONS

1. Answer QUESTION ONE (Compulsory) and ANY other two questions
2. Candidates are advised not to write on the question paper
3. Candidates must hand in their answer booklets to the invigilator while in the examination room
4. No mobile devices (e.g. laptops, phones. e.t.c.) are allowed into the Examination Room

QUESTION ONE (30 MARKS)

- a) Explain the term Decision Support System (2 marks)
- b) Differentiate between Structured Decision and Unstructured Decision (4 marks)
- c) Explain the following characteristics of DSS.
 - i. Computer Based (3 marks)
 - ii. Interactive (2 marks)
 - iii. Flexible (2 marks)
- d) State three concepts of a DSS (3 marks)
- e) Explain three benefits of DSS (6 marks)
- f) State two examples of Spreadsheet oriented DSS (2 marks)
- g) Explain three types of users in DSS (6 marks)

QUESTION TWO (20 MARKS)

- a) Explain two types of intermediaries support for the managers (4 marks)
- b) State and explain three components of DSS (6 marks)
- c) Define a system in Decision Support System (2 marks)
- d) Explain two types of a system (4 marks)
- e) State four factors influencing a rational of a choice in DSS (4 marks)

QUESTION THREE (20 MARKS)

- a) Explain five phases of decision making process in DSS (10 marks)
- b) Explain four major areas addresses by DSS architecture (8 marks)
- c) Explain the following terms
 - i. Data (1 mark)
 - ii. Model (1 mark)

QUESTION FOUR (20 MARKS)

- a) Define the following terms
 - i. Management (2 marks)
 - ii. Information (2 marks)
- b) Explain five objectives of MIS (10 marks)
- c) State six characteristics of MIS (6 marks)

QUESTION FIVE (20 MARKS)

- a) Define the term Experts System (2 marks)
- b) Explain three components of an Expert System (6 marks)
- c) State the applications of an Expert System (3 marks)
- d) Give the two advantages and two disadvantages of Expert System (4 marks)
- e) State five input and output devices used in data capture (5 marks)

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