



## CRAWFORD UNIVERSITY, NIGERIA

### 2014/2015 RAIN SEMESTER EXAMINATION

Course Code: ICT 404      Course Title: BIS      Time Allowed: 3Hours

**Instruction:** Attempt Question 1 and any three other questions

**Q1** (a) Give tangible reasons for ES global usage in recent times

(b) Holistic Problem-Solving Technique for solving all kinds of Management/Business Problem is cascaded into two powerful (and *distinct* parts), Produce a well labeled diagram and write extensively on the components of each of these two parts; as well as *apply* the technique in solving incessant interpersonal conflicts, poor productivity , unnecessary confrontations and strikes in a named popular multinational organization.

**Q2** (a) Produce a diagrammatic representation of MIS and management levels

(b) What are ' Decision Support Packages'? Write briefly on 5 of these packages

**Q3** (a) Write extensively on Expert Systems

(b) Write short notes on 10 fields of endeavours where Expert Systems have been developed *and* produce a table showing the current percentages of ES applications in different areas

**Q4** (a) Write briefly on '*Transaction Processing Systems*' and the 3 categories it can be sub-divided

(b) (i) What are the major characteristics of TPS?

(ii) Produce a diagrammatic representation showing Transaction Processing as a base for MIS

**Q5** (a) In a 2-Columns tabular form, present the 7 categories of DSS and their operation types

(b) Present the followings diagrammatically:

(i) Expert System Architecture

(ii) Expert System Components

**Q6** (a) What do you understand by the term 'DSS'?

(b) According to experts' postulations, what are:

(i) 3 major characteristics of DSS      (ii) 6 major criteria that should be met whenever DSS is to be applied.