# IS 628: Computer-based Information Systems
# Reading Preparation Assignment
# Chapter 6
# Managerial Support Systems

Read Chapter 6 of the text, pp. 223 — 250.

Be prepared for class discussion based on the following questions:

1. Describe the three primary components that make up any decision support system (DSS) and how they interact.
2. Explain both data warehousing and data mining. How are they related?
3. In addition to data mining, which of the other application areas discussed in this chapter may be used in conjunction with data warehousing? Explain.
4. What are the distinguishing characteristics of an executive information system (EIS)? Why have these systems become a part of business intelligence in many companies?
5. What is knowledge management, and what is a knowledge management system? How does the concept of a community of practice relate to knowledge management?
6. Several examples of expert systems were mentioned in the chapter. Consider an industry or a company with which you have some familiarity, and identify at least one possible application of expert systems in the industry or company. Explain why you think this is a good prospect for an expert system application.
7. Two of the important topics in this chapter are decision support systems (DSSs) and expert systems. Based on your reading of this chapter, you have undoubtedly noticed that these two application areas have a great deal in common. What are the primary distinctions between DSSs and expert systems?
8. Several examples of geographic information systems were mentioned in the chapter. Consider an industry or company with which you have some familiarity, and identify at least one possible application of GISs in the industry or company. Explain why you think this is a good prospect for a GIS application.
9. According to the trade press, the success record of knowledge management systems has been spotty. Why do you think this is? What steps must organizations take to give their knowledge management efforts the best chances of succeeding?
10. Which of the application areas considered in this chapter is most useful to a small to midsized business? Defend your answer.