

School of humanities and informatics

WRITTEN EXAMINATION

Course: Decision support - A user centred perspective
Sub-course:
Course code: IS513G **Credits:** 2.5
Date: Dec 6th, 2011 **Examination time:** 09.00-16.00

Examination responsible: Joeri van Laere, joeri.van.laere@his.se

Teachers concerned: Mattias Strand, Joeri van Laere

Aid at the exam/appendices: Course material, see www.his.se/is513g
If you have any questions during the exam, please contact the teacher by mail via joeri.van.laere@his.se

Other: Extensive answers are expected for all questions. Use the Harvard reference system. Make proper references to all information sources that you use. Send your answers at the latest 6 Dec 2011 at 16:00 to joeri.van.laere@his.se and joeri.van.laere.his@analys.arkund.se

Instructions

- Always start a new question on a new sheet of paper
- Take a new sheet of paper for each of teacher

Write only on one side of the paper
Don't use a red pen
Write your name and personal ID No. on all pages you hand in
Use page numbering
Mark answered questions with a cross on the cover sheet

Grade points
64-80 points: pass with distinction (VG)
48-63 points: Pass (G)
0-47 points: Fail (U)

Examination result should be made public within 18 working days

Good luck!

Question 1

20 points

DSS basics

Imagine that you are going to introduce the concept of decision support system (DSS) for persons in a certain domain (e.g. health care, municipality administration, school, shipping, retail trade) who have no knowledge of it in advance.

- a) With the support of course literature, describe and explain what (1) a DSS is, and likewise, what (2) is NOT a DSS (10 points)
- b) Describe how your DSS support human decision making in that domain. Refer both to human decision making theories/processes and DSS examples to illustrate your answer (10 points)

Question 2

20 points

DSS and Human Decision Making

You have received the task to provide the underlying principles (underlying structure) for a decision support based on naturalistic decision making.

- a) Describe the underlying principles of the theory (5 points)
- b) Motivate why a decision support based on naturalistic decision making is beneficial (5 points)
- c) Provide examples of decision support from course literature to illustrate how the theory shape (impact) your decision support (10 points)

Question 3

20 points

Group Decision Making

- a) What is the difference between a sequential and a non-sequential model of group development? Give one example of a sequential model and one example of a non-sequential model. Motivate your answers. (4 points)

Chidambaram and Bostrom discuss 8 propositions in their second article how GSS can support group development. They argue that more research is needed on each of these to find out whether they are true or not.

- b) Argue which 2 of these propositions you feel are most plausible (you believe they are true). Motivate your answer. (8 points)
- c) Argue which 2 of these propositions you feel are most questionable (your belief they are not true). Motivate your answer. (8 points)

Question 4

20 points

Business Intelligence Systems

- a) What are the two main benefits of a datawarehouse? Motivate your answer. (4 points)
- b) What are the two main implementation challenges for a datawarehouse? Motivate your answer. (4 points)
- c) Sammon, D. & Finnegan, P. (2000) discuss 10 organizational prerequisites for datawarehouse implementation. Watson, H-J., Fuller, C., & Ariyachandra, T (2004) discuss 4 lessons learned at Blue Cross and Blue Shield. Compare these 10 prerequisites and 4 lessons learned. What are the similarities? What are the differences? Motivate your answers. (8 points)
- d) Give 2 reasons why these studies find similar or different results? Motivate your answers. (4 points)