CALIFORNIA STATE UNIVERSITY, SACRAMENTO
College of Business Administration

MIS 180 - Advanced Management Support Systems

Final Exam Essay Questions

Two of the following four essay questions will appear on your midterm exam. The questions have been written for you to reflect upon our discussions and readings in hopes you might see the big picture, and become a more knowledgeable person. Please form your answers in the context of the textbook readings, and class lectures and discussion, and limit each response to one page.

Note. Pontificating will be a detriment to your grade.

1. Based on our class discussions and your textbook, present and discuss three fundamental differences between MSS (DSS, GSS, GIS, EIS/ESS) and expert systems.

2. Based on our class discussions and your textbook, present a business problem that would be appropriate for an application of an expert system or case based reasoning system (one of these but not both). Discuss the characteristics of the problem including the major decisions that would be made, the appropriateness of using an expert system or case based reasoning system (for the problem), and three major problems it would overcome in contrast to not using technologically-base solution.

3. Based on our class discussions and your textbook, discuss three major benefits of knowledge elicitation and decision trees.

4. Based on our class discussions and your textbook, describe two different ways in which knowledge can be derived for an expert system. Present the advantages and disadvantages of each.

General Rule: At the most, a textbook answer is considered only an average answer (i.e., 15 out of 20 points or 75 percent of 20). Remember, the exam’s emphasis is on conceptual understanding and not rote memory. Thus, bullet points and lists are not deemed appropriate for responses. Your responses should reflect integrative thought expressed in written English.

Other points to be aware of:

- Greater points are awarded when integrative thought is evident in your answers. Providing detail works to your advantage. Points will be reduced for false, irrelevant or unsubstantiated statements. Essentially, you need to express your understanding of the material. Even though you may possess a good understanding of the material, it can only be judged in your responses.
• Bullet points and lists are not considered appropriate responses.

• Points cannot be awarded to answers that are illegible. Please take the time to write legibly with a good writing utensil (i.e., pencil, pen, etc.).

• Although studying together is encouraged, your answers should reflect your understanding of the subject matter. Identically or near identically worded or phrased answers appearing on two or more exams will be graded at the most as textbook answers, regardless of their quality. This also applies to the examples you cite.

• A shotgunned answer (i.e., an answer does not directly address the question and dwells upon material irrelevant to the question) will be a detriment to your grade.

• Portions of your answer written beyond the one-page limit will not be graded. Therefore, organize your thoughts and be concise.

**Please Note**. As I have told students during past semesters, I can help you with the interpretation of a question, but I **cannot** tell you whether any pre-written answer is correct or incorrect. Doing so would provide you with an unfair advantage over others. Prepare your answers as you would for any other class exam. (The difference is that you know the questions in advance.)