Daffodil International University
Faculty of Business & Entrepreneurship
Department of Business Administration
Program: BBA

Semester: Summer, 2025
Time: 90 minutes
Course Code: MIS 406
Section: 62-A

Exam: Mid Term
Full Marks: 25
Title: Decision Support Systems
Course Teacher: FK

*[Answer **ALL** the following questions. Figures in the brackets indicate marks assigned to each question. Any kind of unfair means is strictly prohibited. Read the question attentively, then answer to the point; **relevant examples** will carry greater marks]*

Question No. 1 [CLO 1, Level 2]

[Marks: 6]

A logistics company, TransMove Ltd., is facing issues with its vehicle maintenance scheduling. They know from past data when most breakdowns occur and have formulas for estimating maintenance costs. However, a new branch in a rural area is experiencing unpredictable breakdowns due to unfamiliar road conditions and weather patterns. **Explain** which decisions in this scenario are structured, semi-structured, and unstructured. Which type of DSS would be most appropriate for each, and why?

Question No. 2 [CLO 1, Level 2]

[Marks: 6]

A regional bank once used executive dashboards available only to top management. Now, they want all staff—from branch managers to customer service reps—to have access to performance dashboards and customer insights via mobile apps. **Interpret** how this transition reflects the evolution of DSS into Business Intelligence. How BI tools will support different levels of decision-making?

Question No. 3 [CLO 2, Level 3]

[Marks: 13]

A commercial bank in Chattogram notices a steady decline in loan repayments from small business clients. The operations manager, Asif, starts collecting historical loan data, customer profiles, and repayment records. He then explores different credit scoring models and risk assessment tools to design a system that can predict potential loan defaulters. After comparing models, he recommends one with the best accuracy and helps implement it into the bank's loan processing system. How can Asif's approach be **Applied** to the phases of Simon's decision-making model?