1.	What is the purpose of a management information system?
2.	Describe the three common categories of MIS reports.
3.	Describe the four parts of a DSS.
4.	How is an ESS similar to and different from an MIS or DSS?
5.	Who are knowledge workers? What type of information system is designed to support then?
6.	What is the difference between an office automation system and a knowledge work system?
7.	Discuss the roles of the three kinds of management in a corporation.
8.	Describe the different reports and their roles in managerial decision making.

MATCHING

Match each numbered item with the most closely related lettered item. Write your answers in the spaces provided.

a. DSS
b. exception report
c. GDSS
d. general ledger
e. knowledge workers
f. MIS
g. periodic report
h. supervisor
i. tactical models
j. TPS

1. Manager responsible for administration and monitoring workers. _____
2. System that records day-to-day transactions. _____
3. Computer-based information system that produces standardized reports in summarized, structured form. _____
4. Activity that produces income statements and balance sheets based on all transactions of a company. _____
5. Report generated at regular intervals. _____
6. Report that calls attention to unusual events. _____
7. Flexible tool for analysis that helps managers make decisions about unstructured problems. _____
8. System used to support the collective work of a team addressing large problems. _____
9. Models that help middle managers control the work of the organization. _____
10. Individuals involved in the creation of information. _____