23. a) There will be various types of information technology used in the new system as many functions depending on technology has been implemented.

Hardware — computers.
- telephone
- modem
- Main computer server.

Software — Relational Database Management System.
- caller-ID software.
- Networking software to connect main database with other databases.
- Software which involves or contains Decision support systems to decide on the quickest route to deliver.

Communication Technologies —:
- Transmission medium, may be fast datalink like coaxial cable between the main database and the individual local database.
- Depending on the transmission medium the type of modem used

for sending the data.

- The caller ID system of which can determine the phone number of an incoming phone and then match it up with one already in it's database.

b) Two possible information systems which may be used for ~~system~~ organising and analysing the data in the system include a decision support system and a management information system.

DSS - decision support system, ~~this is primarily~~ Used to aid in organising and analysing the data and displaying it so that we can make our decisions ~~upon~~ upon the results from the analysis. It would use or rely on a Relational Database so that connections between the purchasing information can be collected and organized into a graph or chart showing the relationship between the sales of one product and another. The from a prior set rules it makes the decision on which one to clu.

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MIS - the management information system is the one that also organises and analyses the data showing links between certain sales and then graphing them and describing all possible links. This system does not make the decision but gives the manager or executive the information for them to decide which way to go and what each of the links might mean and is there a way to promote sales by using this data.

From these two possible solutions it would seem that the MIS is the most appropriate for analysing purchase trends as it doesn't make the decision and the user does not have to enter a set of options for the computer to decide. Instead it simply displays the information and the managers can see the purchasing trends and if they want to make a decision upon what information they recieve it is their choice. It would also be quite impossible to make a DSS
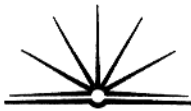
work in this current situation as the manager may not know what decisions they want to make so predefined values and possibilities can not be ~~too~~ inputted into the system.