

Decision Support System

A decision support system (DSS) enables users to get answers to such unexpected and generally nonrecurring kinds of problems. Its also a flexible tool for analyzing data for decision-making purposes.

Example: Microsoft Access, often used to provide an easy front-end interface for performing SQL decision support queries

Part of a DSS

- **User**

A decision-maker, like yourself .And it help the end-user of a DSS to navigate through system

- **System software**

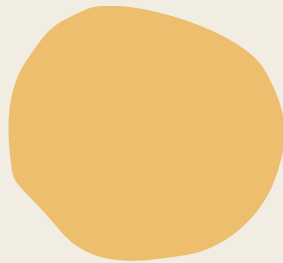
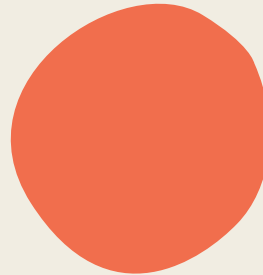
eg: Operating system. Easy to learn and use.

- **Data**

-Internal data. Information collected in a transaction process system.

-External data. Newspapers and online database

- **Decision models**



DSS Decision Models

- **Strategic models**

Assists top level management in long-range planning.

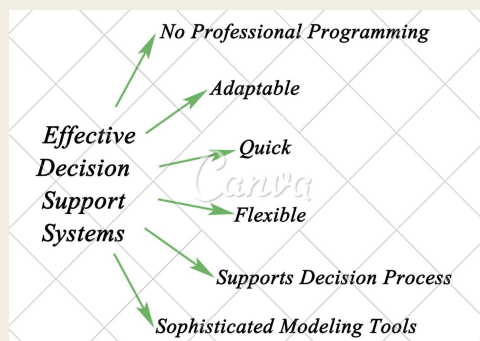
- **Tactical models**

*Assists middle-management control the work .

*Financial and sales promotion planning .

- **Operational models**

Assists lower-level managers accomplish the daily activities and objectives .



Advantages of a Decision Support System

- Provides more evidence in support of a decision
- Help automate managerial process
- Encourages learning or training
- increases the speed and efficiency of decision-making activities.
- improves interpersonal communication within the organization.
- Increase the control, competitive and capability of futuristic decision-making of the organization.

TYPES OF DECISION SUPPORT SYSTEMS

- **Communication-driven**

-Allows companies to support tasks that require more than one person to work on the task
eg: Includes integrated tools are Microsoft SharePoint Workspace and Google Docs.

- **Model-driven**

- Allows access to and the management of financial, organizational, and statistical models.
eg: Dicoress – an open-source model-driven DSS.

- **Knowledge-driven**

-Provides factual and specialized solutions to situations using stored facts, procedures, rules, or interactive decision-making structures like flowcharts.

- **Document-driven**

-Manages unstructured information in different electronic formats.

- **Data-driven**

-Helps companies to store and analyze internal and external data.

INFORMATION SOURCE

DECISION SUPPORT SYSTEMS - APPLICATIONS AND ADVANTAGES
(DECISION-MAKING-CONFIDENCE.COM)

DECISION SUPPORT SYSTEM (DSS) - OVERVIEW, COMPONENTS, TYPES
(CORPORATEFINANCEINSTITUTE.COM)