



Business Intelligence Concepts, Tools, and Applications

Week 1: Decision Making and Decision Support
Systems

Lesson 3: Decision Support Systems



Decision Support Systems

Learning Objectives

- Define a decision support system (DSS) and list its main components
- Summarize DSS types and classifications, and explain how DSS have changed over time.

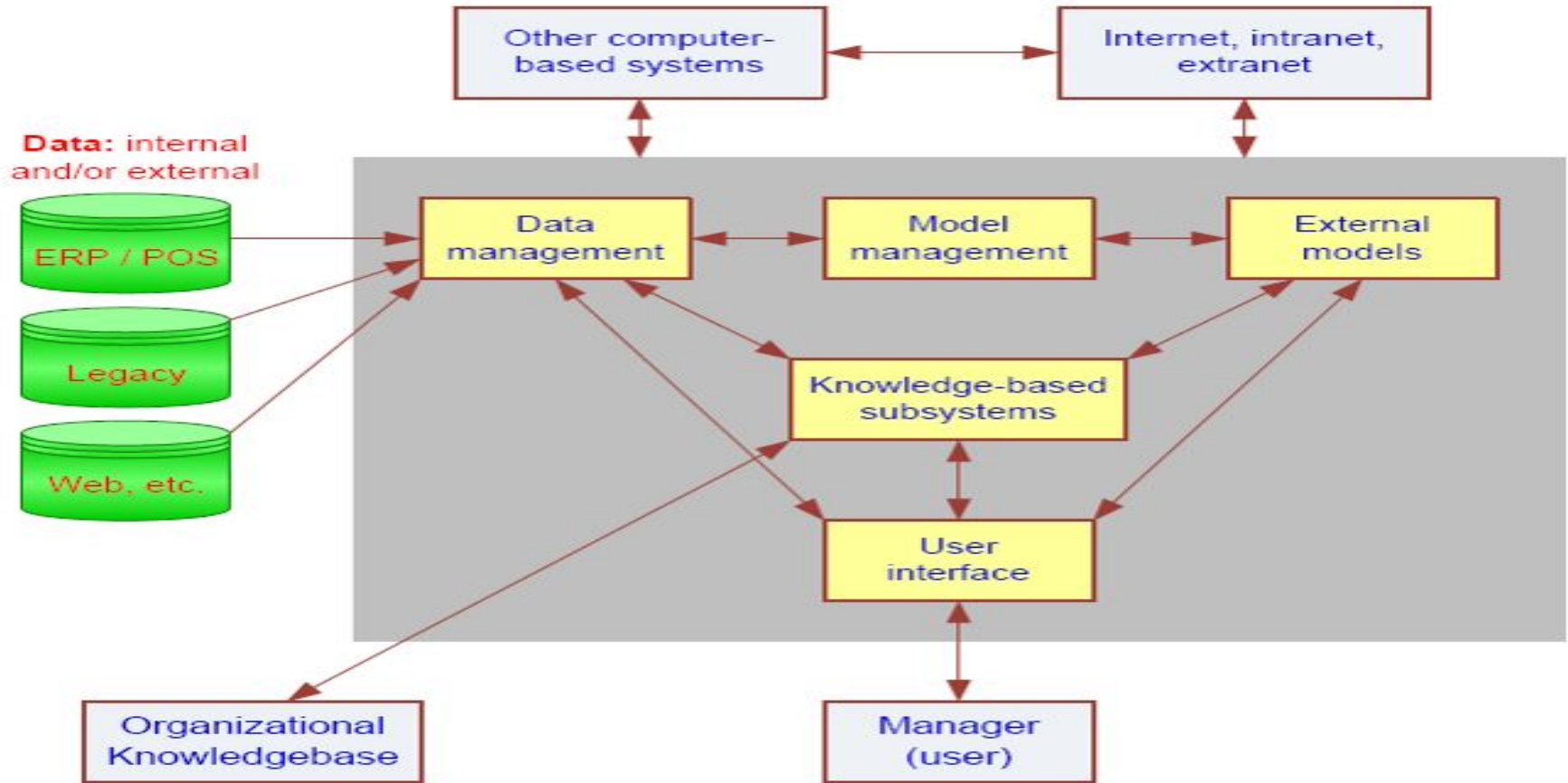


Decision Support Systems (DSS)

- DSS describes any computerized system that supports decision making in an organization.
- DSS is to support managerial decisions in semi-structured and unstructured decision situations that middle-level managers typically face;
 - attempt to combine the use of models or analytical techniques with traditional data access and retrieval functions;
 - focus on features which make them easy to use in an interactive mode;
 - emphasize flexibility and adaptability to accommodate changes in the environment and decision-making approach of the user.

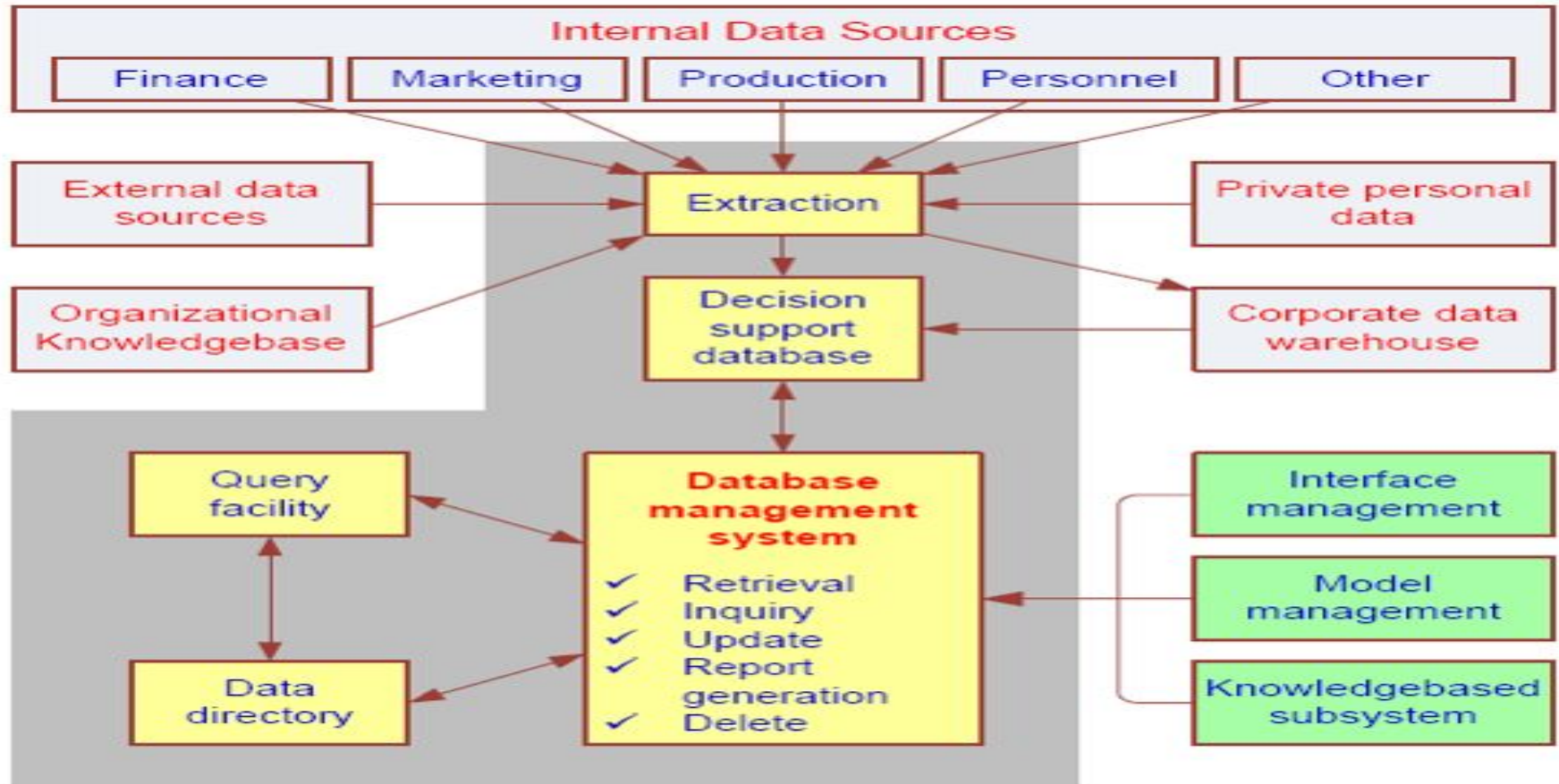


Components of DSS



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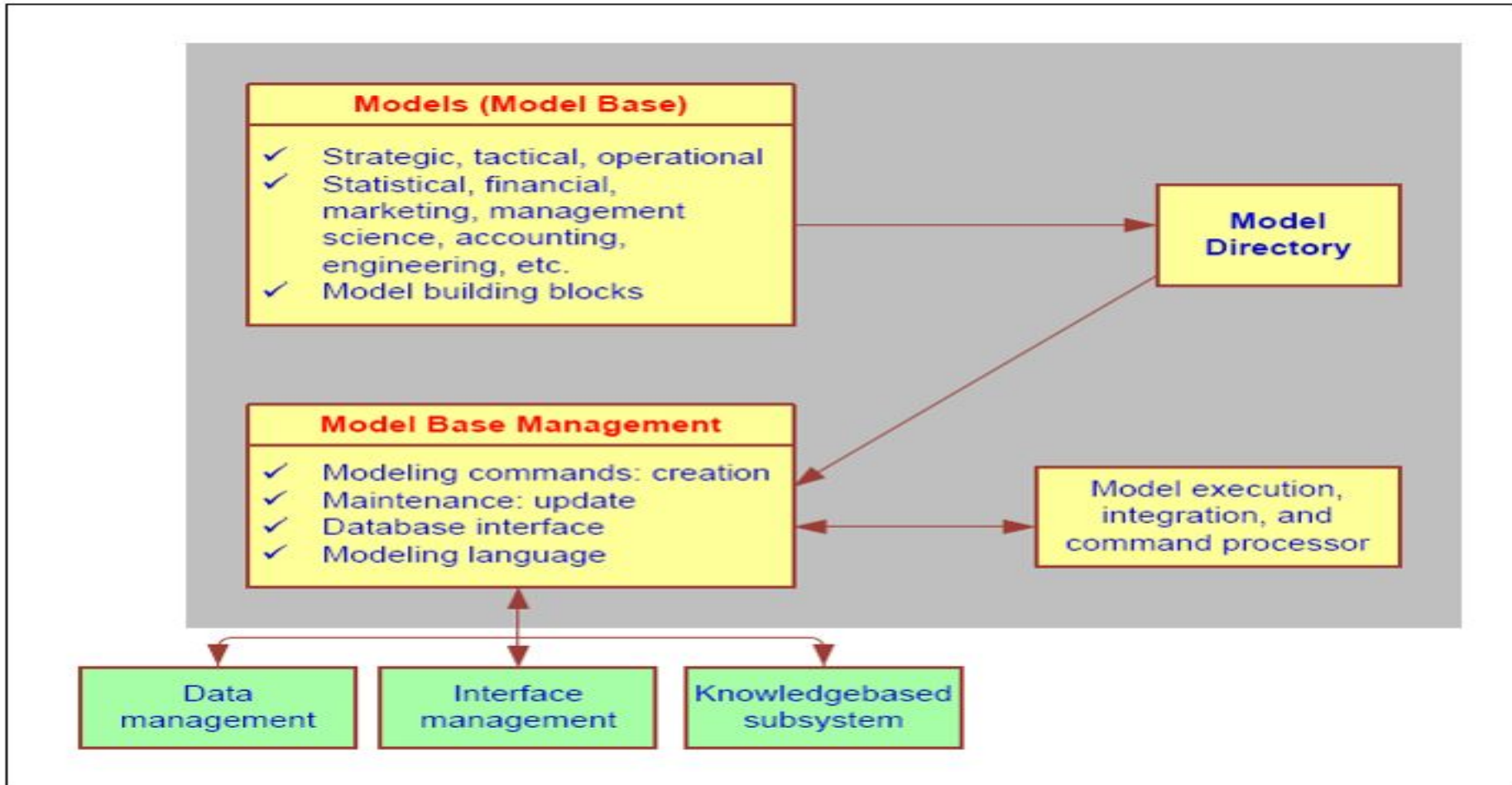
Data Management Subsystem



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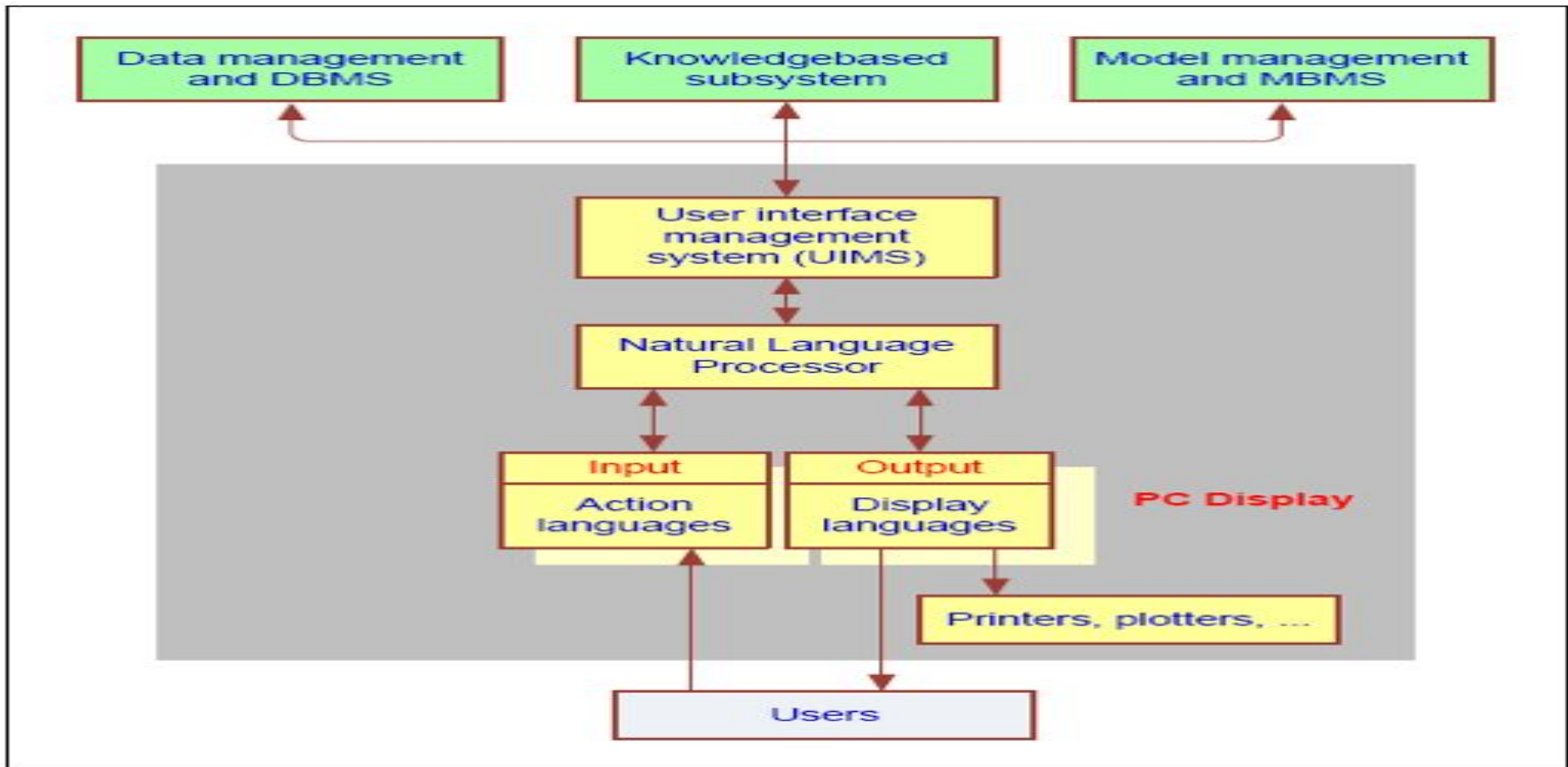
Model Management Subsystem



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User Interface Subsystem



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DSS Classifications

- Data-driven
- Document-driven
- Knowledge-driven
- Model-driven
- Communications driven

Source: Dan Power is the founder of DSS Resources (www.DSSResources.com),

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Evolution of DSS Applications

- Executive Information Systems (EIS)
- Group Support Systems (GSS)
- Geographic Information Systems (GIS)
- Expert Systems (ES)
- Knowledge Management Systems (KMS)
- Enterprise Resource Planning Systems (ERP), Customer Relationship Management Systems (CRM), Supply Chain Management Systems (SCM)

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