Chapter 2

**Decision Making, Systems, Modeling, and Support**

1. \_\_\_\_\_\_\_\_ is synonymous with the whole process of management.
2. The \_\_\_\_\_\_\_\_ phase in decision making involves scanning the environment and collecting information.
3. Problem \_\_\_\_\_\_\_\_ is the conceptualization of a problem in an attempt to place it in a definable category, possibly leading to a standard solution approach.
4. A \_\_\_\_\_\_\_\_ describes the alternatives a manager must choose among, e.g., like how many cars to deliver to a specific rental agency or how to advertise at specific times.
5. A \_\_\_\_\_\_\_\_ is a model that prescribes how a system should operate.
6. A \_\_\_\_\_\_\_\_ is extremely useful in DSS for investigating the consequences of various alternative courses of action under different configurations of inputs and processes.
7. \_\_\_\_\_\_\_\_ is the imitation of reality and has been applied to many areas of decision making.
8. A(n) \_\_\_\_\_\_\_\_ is a step-by-step search in which improvement is made at every step until the best solution is found.
9. \_\_\_\_\_\_\_\_ is the critical act of decision making when the actual decision and commitment to follow a certain course of action are made.
10. A data warehouse can support the intelligence phase by continuously monitoring both internal and external information, looking for early signs of problems and opportunities through a Web-based enterprise information portal called a(n) \_\_\_\_\_\_\_\_.