

- 1, speedy computations: enables decision makers to perform quick computation low cost and thousands of alternatives can be evaluated fast
- 2, improved communication and collaboration: groups in different location can use the web-based tool to communicate
- 3 increased productivity of group members: using web based tools saves money and time and since group members are in one place is no more needed
- 4 improved data management: data stored inside & outside of the organization
- 5 monitoring giant data warehouse, computers can deal with huge digital data of any type
- 6 quality support, quality of decisions can be improved since more data can be accessed more alternatives can be evaluated
- 7 quality support technology can support people by allowing them to make good decisions quickly
- 8 overcoming cognitive limits in process
- 9, using the web to web changes the decision makers are supported
- 10, anytime anywhere support using wireless technology

2. Business process: variations in the process rationale; sequence of steps, or methods used for performing particular steps.
- Participants: better training better skills higher level of commitment better real time or delayed feedback
  - Information: better information quality, information availability or information presentation
  - Technology: better data storage and retrieval models, algorithms statistical or graphical capabilities, or computer interactions
  - Product and services: Better ways to evaluate potential decisions
  - Customers: better ways to involve customers in decision process
  - Infrastructure: more effective use of shared infrastructure
  - Environment: better methods for incorporating concerns from surrounding environment
  - Strategy: A fundamentally different operational strategy for work system

### 3. Hybrid Support System

A support system that uses system tools and technologies of asset management in solving management or engineering problems and ~~asset~~ <sup>asset</sup> ~~uses~~ <sup>opportunities</sup> and strengths

- hard to select
- Justification and cost-benefit analysis are needed
- security and protection
- MSS
- DSS/BI

#### 4, Characteristics of decision making

##### Drawbacks

Decision makers are interested in evaluating what-if scenarios

Experimentation with the real system may result in failure  
Experimentation with real system is possible only for one set of conditions at a time and can be disastrous

Changes in the decision making environment may occur continuously leading to invalidating assumptions about the situation

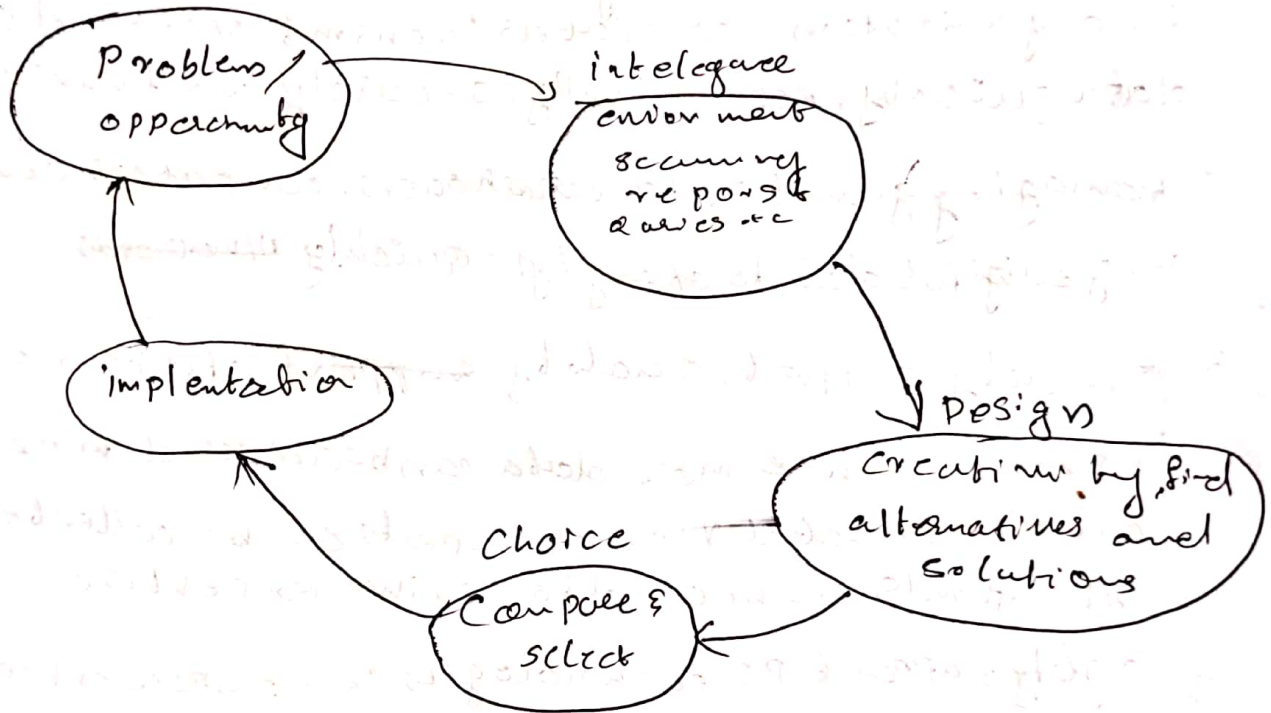
Changes in the decision making environment may affect decision quality by imposing time pressure on the decision maker

Collecting information and analysing a problem takes time and can be expensive it is difficult to determine when to stop and make a decision

There may not be sufficient information to inform or overload



5,



### ~~The Intelligence phase~~

The intelligence phase: involves searching for conditions that call for decisions

- Data are not available
- obtaining data may be expensive
- Data may not be accurate or precise enough
- Data estimation is often subjective
- Data may be insecure
- important data that influence the result may be qualitative

- in Port arrival over load

- but congestion may occur over an extended period

- in future data is not consistent

Design phase - This phase involves in ~~finding~~

finding or developing and analysing possible course of action

- understanding the problem

- testing solutions for feasibility

+ a model of decision making problem is constructed, tested and validated

choice: Solving a decision making model involves search

ing for an appropriate course of action

- analytical techniques

- algorithms

- Heuristics

- Blind searches

implementation: implementing all the decisions made

## 7, Inter personal roles

- ~~any~~ is a symbol, or figure head
- the role is necessary because of the position occupied it consists of such duties as signing certain documents required by law and officially receiving visitors
- a manager serves as a leader
- a manager serves as a liaison between outside contacts such as the community, suppliers and others and the organization
- ~~about not~~ ~~about~~

## Informational roles

- as monitors managers gather information in order to be well informed
- managers are disseminators of information following from both internal and external sources
- managers are spoke persons or representatives of the organization they speak for subordinates to superiors and represent upper management to subordinates

## Decisional roles

- managers as entrepreneurs are initiators, innovators, problem discoverers and designers of improvement projects that direct and control changes in the organization
- As disturbance handlers, managers react to situations that are unexpected customers
- a final decisional role is that of resource allocator