Chapter 12 Questions

2. A decision support system (DSS) is an interactive information system consisting of hardware, software, data, and models designed to assist decision makers in an organization.

3. The model base component includes mathematical and statistical models that, along with the database, enable a DSS to analyze information.

4. You can quantify the benefit of saving time by measuring the 2 hours a manager wasted looking for information that a DSS could have made available immediately.

8. Identify what’s going on in order to help define the problem, collect data and information, and define alternatives to solve the problem.