Technical Background

**Decision Support System**

Decision Support Systems (DSS) are interactive computerized systems that are used to help and support the Decision-Making Process from within an Organization or Business by gathering data and presenting it from a wide range of sources. Decision Support Systems take various types of information and use various analytical models in order to determine the optimal decision for a specific event. A decision Support System is only meant to support the Decision Maker (Human) and not to make the decision itself. The Decision Maker should use this and other sources of information in order to help and guide him/her solve problems or make important decisions.

There are different types of Decision Support Systems and each one are meant to be used for a different purpose. They are as followed:

• Communication-driven DSS - This is used for team collaboration and communication, typically through a web service. ex. Chats and Online meeting software

• Data-Driven DSS - This utilizes Database and Data Warehouses in order to obtain the optimal solution to given problems, ex. computer based databases that have query capabilities

• Document-Driven DSS - This searches related documents or web pages by using specific keywords or search parameters.

• Knowledge Driven DSS - This is used to support not only the business utilizing it but also all entities that interact with the business, for example the customers; moreover it is used to give advice or selection of necessary products or services.

• Model-Driven DSS - This is used to perform optimal decisons by analyzing them and choosing between several options. This also used my entities of the business when making decisions depending on how it is setup.