

Management Support Systems

Overview Of Management Information Systems

Course Code: CIS414

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Introduction

- ▶ Management support systems focus on managerial uses of information resources. These systems provide information to manage for **planning** and **decision making**. The information provided by these systems is based on both the internal and external data using various **data analysis tools**.
- ▶ They also offer a choice to the user to select out of these tools for the purpose of data analysis. These systems serve the information needs of managers at middle and top levels in the managerial hierarchy.

- ▶ **There are three types of management support systems, namely:**
 - ▶ a) Decision Support Systems,
 - ▶ b) Executive Information (support) Systems and
 - ▶ c) Expert Systems.

Types of Decisions in an Organization

▶ Structured decisions

- ▶ Can be automated because a well-defined standard operating procedure exists for these types of decisions
 - ▶ Known as programmable tasks

▶ Semistructured decisions

- Include a structured aspect that benefits from information retrieval, analytical models, and information systems technology

Types of Decisions in an Organization

▶ Unstructured decisions

- One-time decisions with no standard operating procedure
- Decision maker's institution plays a important role as information technology offers less support for the decisions
- Challenges in semistructured and unstructured decisions
 - ▶ Involve multiple criteria
 - ▶ Users have to choose between conflicting objectives

Types of Information System

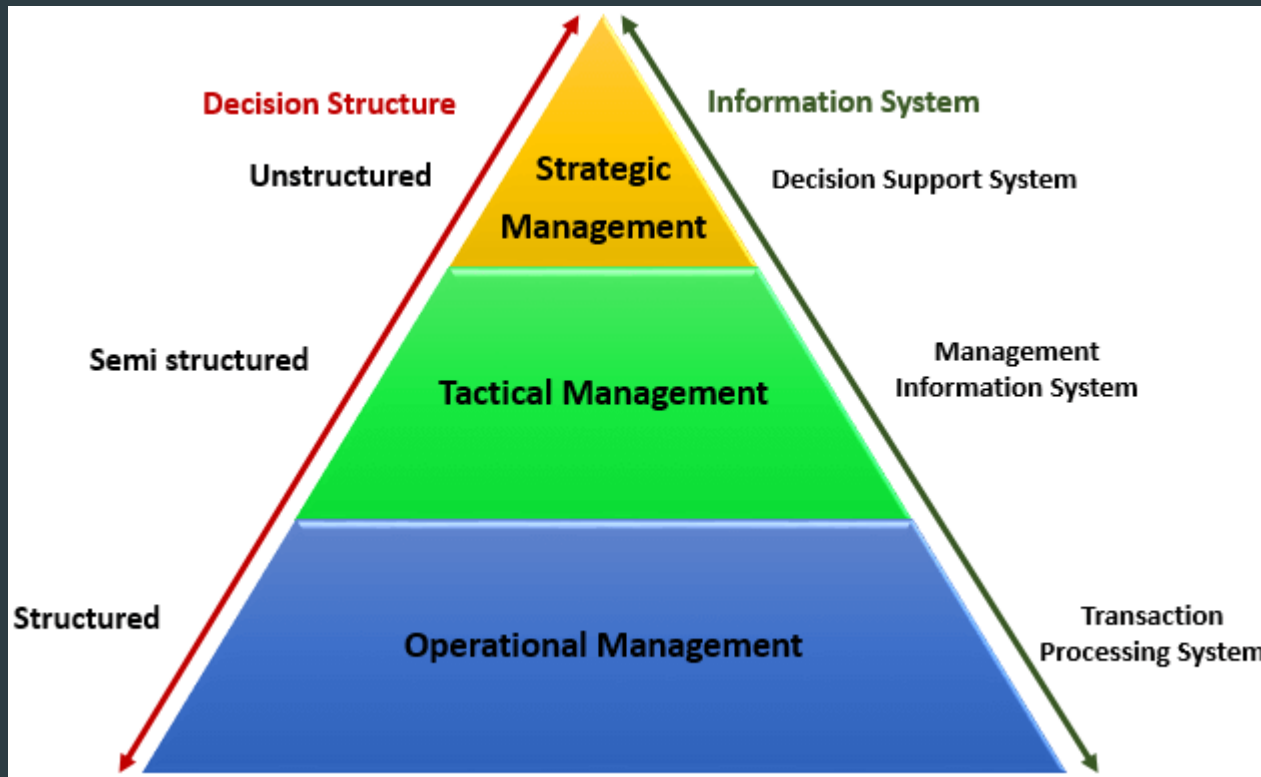
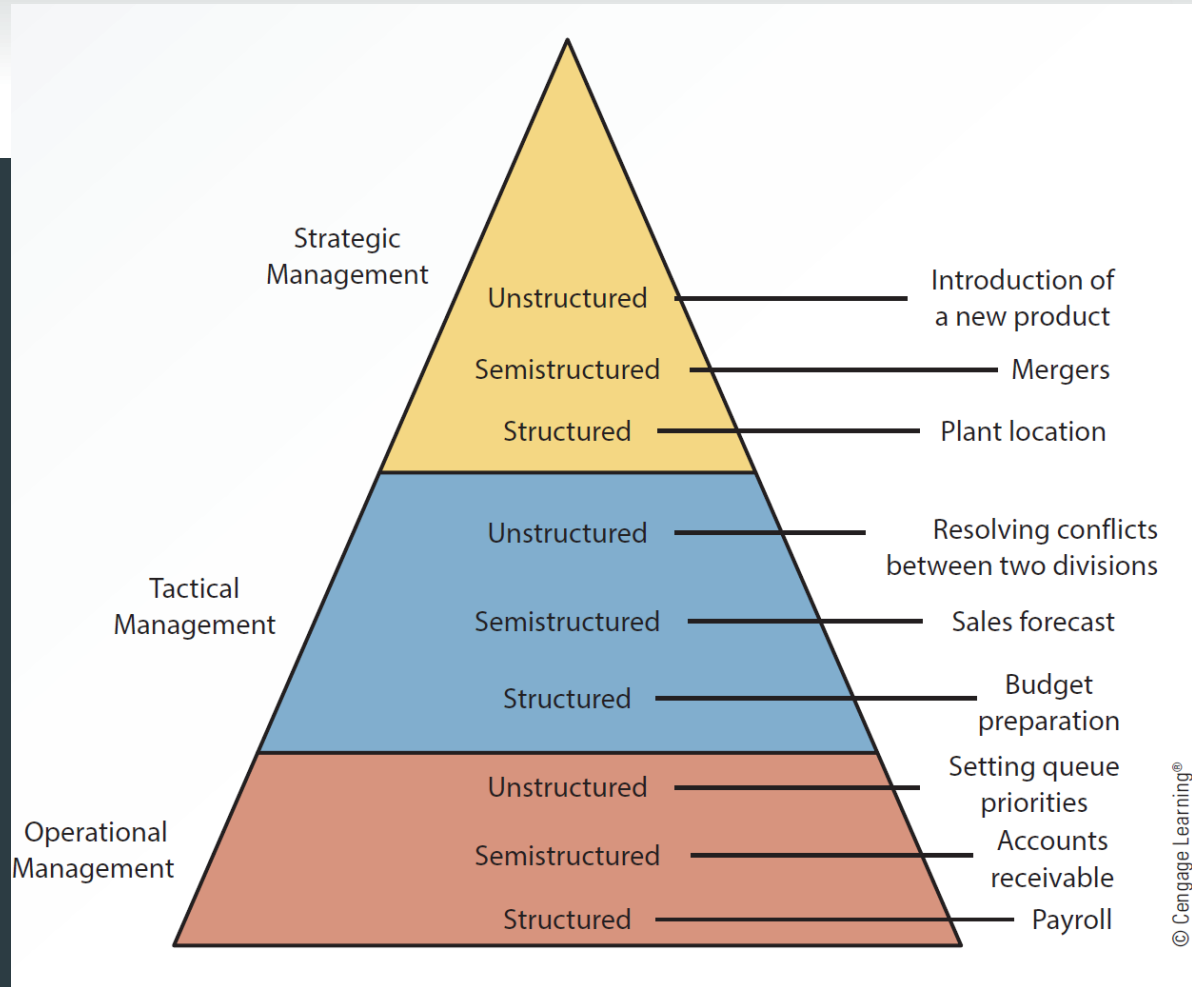


Exhibit 12.1

Organizational Levels and Types of Decisions



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