

Management Support Systems

Overview Of Management Information Systems

Course Code: CIS414

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Roles in the DSS Environment

▶ User

- Crucial because they use the DSS
- Include department or organizational units in addition to people

▶ **Managerial designer**

- Defines the management issues in designing and using a DSS
- Issues are related to management's goals and needs

Roles in the DSS Environment

► Technical designer

- Focuses on how the DSS is implemented
- Addresses questions about data storage, file structure, user access, response time, and security measures

Roles in the DSS Environment

▶ Model builder

- Liaison between users and designers
- Responsible for supplying information on:
 - What the model does
 - What data inputs the model accepts
 - ▶ How the model's output should be interpreted
 - ▶ What assumptions go into creating and using the model

Benefits of a DSS Outlined by Peter G. Keen

Increase in the number of alternatives examined

Fast response to unexpected situations

Ability to make one-of-a-kind decisions

New insights and learning

Improved communication and control over operations

Benefits of a DSS Outlined by Peter G. Keen

Cost savings from making better decisions and analyze several scenarios in a short period

Better decisions

Effective teamwork

Time savings

Better use of data resources

Executive Information Systems (EISs)

- ▶ Branch of DSSs
- ▶ Interactive information systems that give executives easy access to internal and external data
- ▶ Include drill-down features and a digital dashboard for examining and analyzing information
- ▶ Designers should focus on simplicity when developing a user interface

Executive Information Systems (EISs)

- Adding features such as multimedia, virtual reality, and voice input and output increases ease of use
- ▶ Require access to both internal and external data
- ▶ Designed to provide information related to an organization's critical success factors
- ▶ Includes a digital dashboard

Digital Dashboard

- ▶ Integrates information from multiple sources and presents it in a unified, understandable format as charts and graphs
- ▶ Offers up-to-the minute snapshots of information
- ▶ Assists decision makers in identifying trends and potential problems
- ▶ Example of Web-based digital dashboard
 - Microsoft SharePoint

► Thanks to All