

# Management Support Systems

Overview Of Management Information Systems

Course Code: CIS414

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# Group Support Systems (GSSs)

- ▶ Assist decision makers working in groups
- ▶ Use computer and communication technologies to formulate, process, and implement a decision-making task
- ▶ Help overcome the limitations of group interactions
  - Reduce communication barriers
  - Introduce order and efficiency into situations that are inherently unsystematic and inefficient

# Group Support Systems (GSSs)

- ▶ Success depends on following factors
  - Matching the GSS's level and sophistication to the group's size and the scope of the task
  - Management support

# Group Support Systems (GSSs)

▶ Useful for:

- Committees
- Review panels
- Board meetings
- Task forces
- Decision-making sessions that require input from several decision makers

# Groupware

- ▶ Assist groups in communicating, collaborating, and coordinating their activities
- ▶ Collection of applications that supports decision makers by providing access to a shared environment and information

# Groupware

- ▶ Intended for teamwork than for decision support
- ▶ Software that helps a group of decision makers work with the same application
  - Regardless of their location

# Capabilities of Groupware (GSSs)

- ▶ Audio and video conferencing
- ▶ Automated appointment books
- ▶ Brainstorming
- ▶ Database access
- ▶ E-mail
- ▶ Online chat
- ▶ Scheduling
- ▶ To-do lists
- ▶ Workflow automation