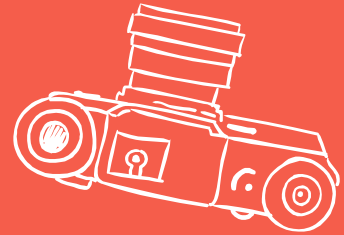


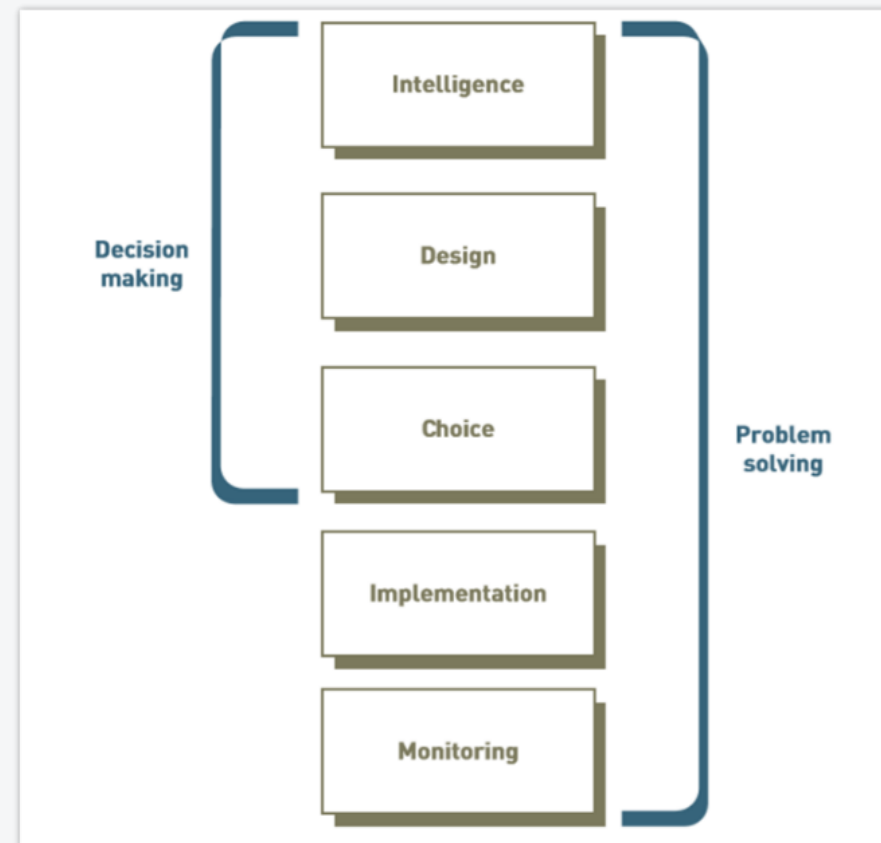
# Decision making



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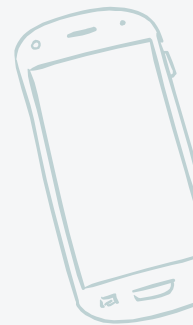
# Define Decision making

decision-making phase The first part of problem solving, including **three stages**: intelligence, design, and choice





## Discuss the stage of decision making

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- **intelligence stage** : The first stage of decision making, in which potential problems or opportunities are identified and defined.
  - **design stage** : The second stage of decision making, in which alternative solutions to the problem are developed.
  - **choice stage** : The third stage of decision making, which requires selecting a course of action.
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# Define MIS and discuss the input and the output

- ✗ **A management information system (MIS)** is an integrated collection of people, procedures, databases, and devices that provides managers and decision makers with information to help achieve organizational goals.
- **Inputs to a Management Information System:** data that enters an MIS originates from both internal and external sources
  - internal data sources for an MIS are the organization's various TPS and ERP systems and related database.
  - External sources of data can include customers, suppliers, competitors, and stockholders, whose data is not already captured by the TPS, as well as other sources.
- **Outputs of a Management Information System :** The output of most management information systems is a collection of reports that are distributed to managers.
  - **Scheduled Reports :** the report produced periodically, or on a schedule, such as daily, weekly, or monthly
  - **Key indicator report :** A summary of the previous day's critical activities; typically available at the beginning of each workday.
  - **Demand Reports :** A report developed to give certain information at someone's request.
  - **Exception Reports :** A report automatically produced when a situation is unusual or requires management action.
  - **Drill-Down Reports :** a report providing increasingly detailed data about a situation.



# Discuss the information system in functional areas

## ✗ financial MIS

An information system that provides financial information not only for executives but also for a broader set of people who need to make better decisions on a daily basis.

## ✗ marketing MIS

An information system that supports managerial activities in product development, distribution, pricing decisions, and promotional effectiveness.

## ✗ human resource MIS

An information system that is concerned with activities related to employees and potential employees of an organization, also called a personnel MIS.

## ✗ accounting MIS

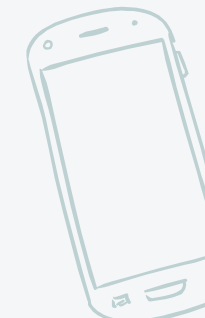
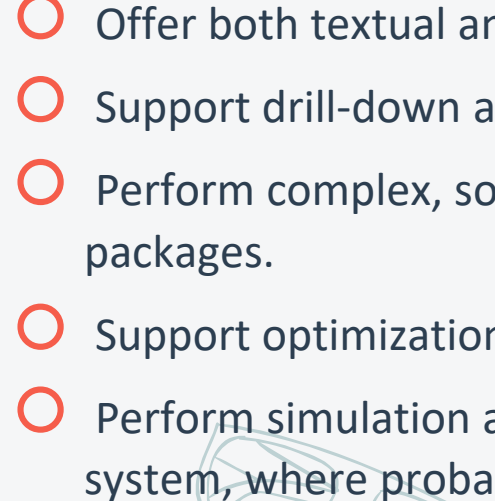
An information system that provides aggregate information on accounts payable, accounts receivable, payroll, and many other applications.

## ✗ geographic information system (GIS)

A computer system capable of assembling, storing, manipulating, and displaying geographic information, that is, data identified according to its location.






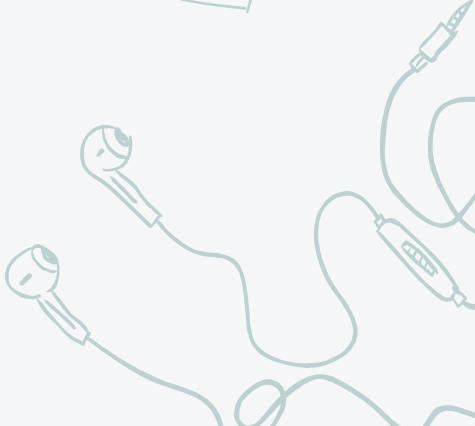


## Define DSS and identify the characteristics of DSS

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- ✗ **A DSS is an organized collection of people, procedures, software, databases, and devices used to help make decisions that solve problems. The focus of a DSS is on decision-making effectiveness when faced with unstructured or semi structured business problems.**
  - Provide rapid access to information.
  - Handle large amounts of data from different sources.
  - Provide report and presentation flexibility.
  - Offer both textual and graphical orientation.
  - Support drill-down analysis.
  - Perform complex, sophisticated analysis and comparisons using advanced software packages.
  - Support optimization, satisficing, and heuristic approaches.
  - Perform simulation analysis—the ability of the DSS to duplicate the features of a real system, where probability or uncertainty is involved.
- 



## Identify the component of the DSS

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- **The database** : The database management system allows managers and decision makers to perform qualitative analysis on the company's vast stores of data in databases.
  - **model base** : Part of a DSS that provides decision makers access to a variety of models and assists them in decision making.(The model base allows managers and decision makers to perform quantitative analysis on both internal and external data)
  - **The user interface or dialogue manager** : allows users to interact with the DSS to obtain information. It assists with all aspects of communications between the user and the hardware and software that constitute the DSS
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## Reference



✘ principles of information systems 13th

