### Chapter 12
Supporting Information-Centric Decision Making

**Technologies used to support decision making**
- Decision support systems (DSS) – Computer-based systems that help decision maker solve poorly structured problems through direct interaction with data and analysis model.
- Data Mining - Discovering previously unknown patterns or correlations in data through an automated process.
- Executive Information Systems – used by executives to support executive decisions.
  - Highly summarized
  - Include information from the external environment and internal environment
  - Usually graphically interfaced

**Management Information Systems**
- Provide scheduled reports
- Ad-hoc (on-demand) reports
- Database queries for specific data

**DSS Components**
- Dialog component – links the user to the system
- Data component – (Data) may be input or linked from an external source. Usually summarized. May be in a data warehouse or data mart.
- Model component – describes reality in terms of the existing data, then applies the outcome to another situation to find a solution. (i.e. predicting future sales based on market forces and past sales.)

**Why do EIS projects sometimes fail?**
- Lack of Executive Support
- Undefined System Objectives
- Poorly defined requirements
- Poorly planned evolution