

**MANAGEMENT SUPPORT SYSTEMS**

**1. Decision Making Styles:**

Managerial Decision Making: Decision making process – problem solving techniques – how Decision are being supported – Decision styles – group Decision making – features of various CBIS.

**2. Decision Support System – Introduction:**

Decision Support System: An overview: Relevance scope of DSS – Characteristic and capabilities of DSS – components of DSS – classification of DSS.

**3. DBMS & MBMS**

Database Management System: sources of data – data file Environment database Environment – data models – relevance of relational database design in DSS.

Model Base Management System: Types of models – function, time, certainty, uncertainty, risk,, structure – OR models – Dichotomous model of mind – Simon’s model in information system design.

**4. DGMS & DSS Applications**

Dialog Generation Management System: User interface – graphics – menus – Forms – DSS tools – DSS generators – specific DSS. Constructing a DSS: Steps in designing a DSS – identification

**5. EXECUTIVE INFORMATION SYSTEMS & EXPERT SYSTEMS:**

Executive information system: Executive Information needs – characteristics and capabilities of EIS – EIS model – EIS implementation decisions. Expert Systems – Definitions – Concepts – Components of an ES – Examples – Developing Expert Systems – Introduction to AI Techniques – Case Studies on Business Applications of Expert Systems.

**Text Books:**

1. Truban, E.”Decision Support & Expert Systems – Managerial Perspective” – Macmillan, New Yourk, 1988.

**Reference:**

1. Peter & Keen, G.W, “Decision System an Organizational Perspective”. Addison Wisley.
2. Theierauff, R.J., “Decision Support System for Planning”, PHI New Delhi, 1982.