A Study and Investigation of the Processes that Firms Should Follow in Oder to Build a Successful Decision Support System (DSS)

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ABSTRACT

The goal of all decision support systems is to address the correct problem by tracking the correct technical solution. This is very difficult to do. Serious implementation errors that occur all too frequently include implementing the correct technical solution to address the wrong business problem or implementing the wrong technical solution to address the right business problem. Still worse, some projects implement the wrong technical solution to address the wrong business problem. DSS projects differ significantly from regular IT projects. Most importantly, DSS projects are tightly integrated with business requirements. The goal of any successful DSS project is to implement the correct architecture to address the correct business problems. So what's the best way to successfully undertake DSS projects? This is what this investigation is all about.

This thesis focuses on two objectives. The first objective is to find the best way for the firms to follow if they want to build a successful DSS. Based on other researchers and case studies selected, the process of building a successful DSS will be identified. The second objective is to help the firms to minimize the risks that may involve while building DSS into the organization.