

- Spreadsheet Models?

The role of DSS

- Support ill- structured or semi-structured decisions
- Have analytical and/or modelling capacity
- Used by more senior managerial levels
- Are concerned with predicting the future
- Are effectiveness oriented?

- **Expert systems**

- **Office automation systems**

The **office automation systems**, also called OAS, consist of applications designed to help the daily work of the administration of an organization, part of this type of software are the word processors, the spreadsheets, the editors of presentations, customer email, etc.. When several of these applications are grouped into a single software package for easy distribution and installation, the set is known by the name of office suite.

Perhaps the most popular software package that can fit the definition of OAS (and to the office suite) is Microsoft Office in all its versions. This software, part of the company Microsoft, officially operates under the operating systems Microsoft Windows and Apple Mac OS, although it does in Linux when using emulators.

There are other office suites available for any user to be distributed freely, some of which are:

Today, with the emergence of the philosophy of Web 2.0 office suite are proliferating **online**, which are nothing more than applications that perform the same functions as the OAS classic desktop, but available for use in any portal Internet. These suites have the advantage that a user can work with your own documents from any computer connected to the Internet, also in these systems is usually very easy to share documents, facilitating collaborative work.

- **Others**

2. Executive Information Systems

What is an EIS?

- Active model that end-users can interact with.
- Errors can be detected earlier.
- Can increase creativity as it allows for quicker user feedback.
- Accelerates several phases of the life cycle.

Disadvantages and Pitfalls:

- Encourages “code, implement, and repair” life cycle that cause maintenance nightmares.
- Still need systems analysis phases, but so easy to skip.
- Cannot completely substitute a prototype for a paper specification (like architect without a blueprint).
- Numerous design issues are not addressed by prototyping.
- Often leads to premature commitment to a design.
- Scope and complexity of the system can expand out of control.
- Can reduce creativity in designs.
- Often suffer from slower performance because of language considerations (rapidly becoming a non-issue).

○ **Object-oriented Analysis**

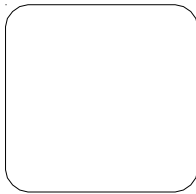
Object-oriented analysis mainly uses USE cases and CASE diagrams. Use cases are a different way to model the business functionality of a business process that facilitates the development of information systems to support that process. Although common in object-oriented systems analysis and design, use case modeling can also be used with more traditional methods for business process.

USE Case: A USE Case shows the behavior or functionality of a system. It consists of a set of possible sequences of interactions between a system and a user in a particular environment, possible sequences that are related to a particular goal. A use case

Data flow diagrams are used to represent the system being analysed. The diagrams/symbols used for basic elements are:

Process

This is any activity that alters data in any given way



External Entity (source/sink)



This is used to represent external entities or things which exist outside the system and which send or receive messages from the system. This may be users or other systems and they represent the source and destination(Sink) of the information flow that is being modelled.

Data Store.



This corresponds to master file of data whether they are manual, computerized or a database or any unit of stored data.

Data Flow

Shows movement of data between components of other systems.