

Decision Support System Definition

A Decision Support System is an interactive computer-based system or subsystem that helps people use computer communications, data, documents, knowledge and models to identify and solve problems, complete decision process tasks, and make decisions.

“DSS comprise a class of information system that draws on transaction processing systems and interacts with the other parts of the overall information system to support the decision-making activities of managers and other knowledge workers in organizations” (Sprague and Carlson, 1982, p. 9).

DSS are ancillary or auxiliary systems; they are not intended to replace skilled decision-makers.