



"الريادة والأبداع في الأعمال"
"Entrepreneurship and
Innovation in Business"

جامعة الزيتونة الأردنية
Al-Zaytoonah University of Jordan
كلية الأعمال
Faculty of Business



"عراقة وجودة"
"Tradition and Quality"

	Detailed Course Description - Course Plan Development and Updating Procedures/ Management Information System Department	QF05/0408-3.0E
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Faculty	Business	Department	Management Information System
Course number	0506443	Course title	Decision Support Systems
Number of credit hours	3	Pre-requisite/co-requisite	Quantitative methods in management

This course Introduces the concept decision support systems (DSS) and their use in supporting the decision making process in different organizations. It includes DSS components, DSS technology levels, DSS analysis and design, and managerial cognitive styles. Also, this course shows DSS relationship to other computer-based information systems, demonstrates their development approaches, and show students how to utilize DSS capacities to support different types of decisions.

Course goals and learning outcomes	
Goal 1	To underscore today's turbulent business environment and the need for computerized support of managerial decision making
Learning outcomes	1.1 ability to identify the complex business environment 1.2 understanding the role of computerized DSS 1.3 identify the importance of computerized systems
Goal 2	To present and describe the conceptual foundations of the DSS/BI methodologies
Learning outcomes	2.1 identify the framework of decision support system 2.2 identify the concept of business intelligence
Goal 3	To discuss and develop skills in the analysis, design and implementation of computerized Decision Support Systems.
Learning outcomes	3.1 ability to analyze problems and DSS phases 3.2 ability to use excel and ERP to unfold the complexity of system 3.3
Goal 4	Apply the concepts of decision making and modeling as a problem solving approach
Learning outcomes	4.1 ability to analyze problems through DSS phases 4.2 ability to use excel and ERP to unfold the complexity of system 4.3
Goal 5	Identify decision support models, methods, and technologies
Learning outcomes	5.1 identify different types of static and dynamics models 5.2 distinguish between varying types of models 5.3 use the technology and software to construct simple models
Goal 6	Describe decision support system architecture
Learning outcomes	6.1 identify the component of a DSS application and its importance 6.2 construct a DSS application with its database and models and interface 6.3
Goal 7	Apply intelligent systems and methodologies to decision making
Learning outcomes	7.1 identify of different types of business intelligence 7.2 ability to analyze data more effectively using Excel and ERP



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	7.3
Goal 8	Design and develop decision support systems for specific applications
Learning outcomes	8.1 identify the component of a DSS application and its importance 8.2 construct a DSS application with its database and models and interface
Goal 9	Apply business analytics and business intelligence to decision making
Learning outcomes	9.1 identify of different types of business intelligence and DSS types 9.2 ability to solve problems through the use of sophisticated intelligent systems
Textbook	• Turban, A ronson, and Liang (2013). Decision Support Systems and Intelligent systems, NJ: Person prentice Hall.
Supplementary references	

Course timeline				
Week	Number of hours	Course topics	Pages (textbook)	Notes
1 2 3		1. Management support system : An overview: -Managers and Decision –Making - Computerized decision support. -A framework for Decision support. -The concept of DSS. -Group support systems. -Enterprise Information systems. -Knowledge Management systems.	5-8 10-11 11-15 15 18 18 22	
4 5		2.Decision-Making Systems, Modeling and support: - Systems - System effectiveness and efficiency - Models - Phases of the Decision-Making process - How decisions are supported	41 45 47-49 49-71 72	
6 7		3.Decision Support Systems -What is a DSS? -Characteristics and capabilities of DSS. -Components of DSS. -DSS classifications.	103 106 109-124 127-133	



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8 9		4.Modeling and Analysis: -MSS Modeling. - Model Categories -Static and Dynamic Models. -Certainty, uncertainty, and risk. -MSS Modeling with spreadsheets	146 150 151 152 158	
10 11		5.Group support systems: -Collaboration support. -Group support systems. -Group support systems Technologies	369 374 379	
12-16		6. Application and Case Studies Using -Microsoft Excel: Static and Dynamic Modeling PMT, FV, PV, NPER, Rate, Goal Seeking, What If Scenarios, Pivot Table, Statistical Functions -ERP systems and DSS	Excel and ERP software	

Theoretical course evaluation methods and weight	Participation = 10% First exam 20% Second exam 20% Final exam 50%	Practical (clinical) course evaluation methods	Semester students' work = 50% (Reports, research, quizzes, etc.) Final exam = 50%
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Approved by head of department		Date of approval	
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Extra information (to be updated every semester by corresponding faculty member)

Name of teacher	Raed Al-Qirem	Office Number	264
Phone number (extension)	130	Email	dr-raed@zuj.edu.jo
Office hours	Sunday to Thursday 12-2		