



**The Hashemite University**

**Faculty of Economics and Administrative Science/Department of Management**

**Semester term 2018/2019**

**Course Syllabus**

<b>Course title:</b> Decision Support Systems (DSS)	<b>Course code:</b> 1802032472
<b>Lecture time:</b> 11:00 – 12:00, <b>Office hours:</b> 12-1	<b>Credit hours:</b> 3
<b>Lecturer:</b> Dr. Mohammad Alhusban	<b>Office number:</b> 236

**Course Description:** This course examines a set of information systems which specifically support managerial decision makers: fundamental of the decision making processes, types of Decision Support Systems (data-based vs. model-based), data warehousing, data mining, and business intelligence. Over the semester, we will explore and discuss the development, implementation, and application of DSS systems, how these systems can be applied to current business problems, as well as how organization issues impact the implementation and usage of these systems. As an example of DSS applications, the course will provide an overview of BI technologies.

**Intended Learning Outcomes:**

**Successful completion of this course should lead to the following learning outcomes :**

**A- Knowledge and Understanding:**

- A1) Understand the importance of decision making process.
- A2) Understand the different methodologies to develop decision support systems.
- A3) Understand the importance of business intelligence (BI) and data mining
- A4) Understand the need for enterprise data to support decision making processes.
- A5) Understand the difference between data-based and model-based DSS

**B- Intellectual Skills:**

- B1) Be able to analyze different practical cases for different decision types.
- B2) Be able to use different BI/data mining techniques.
- B3) Be able to demonstrate the relation between DSS and other information systems.

**C- Subject Specific Skills:**

- C1) Use DSS software.
- C2) Analyze output of different BI/data mining methodologies.

**D- Transferable Skills:**

- D1) Work in a group in order to analyze cases and apply appropriate DSS and business intelligence.
- D2) Work in a group in order to design DSS model for some case studies.

**Course Syllabus:**

Week	Topic/Chapters	Notes
1, 2	Chapter 1: Decision Support Systems and Business Intelligence	
3, 4	Chapter 2: Decision Making, Systems, Modeling, and Support	
5, 6	Chapter 3: Decision Support Systems Concepts, Methodologies, and technologies: an overview Group Decision Support Systems: GDSS Meeting Technology; Components of a GDSS Meeting Environment; The GDSS Meeting Software; Anonymity in GDSS; Exploiting Anonymity for Personal Objectives – The SIDE Theory.	<b>First exam</b>
7, 8	Technologies: An Overview Chapter 4: Modeling and Analysis	
9,10	Part III: Business Intelligence Chapter 5: Data Mining for Business Intelligence	<b>Second exam</b>
11,12	Chapter 8: Data Warehousing	
13,14	Chapter 8: Data Warehousing BI technologies with examples	
16	<b>Final exam</b>	

### Grade distribution

First exam	Second exam	Class participation	Final exam	Total
25%	25%	10%	40%	100%

### Recommended Readings

A.1. Required Textbook				
E, Turban, R. E. Sharda, & D. Delen	9/E	(2011)	Decision Support and Business Intelligence Systems, Prentice Hall.	
A.2. Additional Texts/ Journals				
Business Intelligence and Analytics: Systems for Decision Support (10th Edition), R. E Sharda, D. Delen, & E, Turban				Prentice Hall.2014
Decision Support Systems and Electronic Commerce				
International <b>Journal of Decision Support System</b> Technology				
<a href="http://dssresources.com/researchers/journals.html">http://dssresources.com/researchers/journals.html</a>				<i>DSS Resources</i>
The Electronic Journal of Applied Statistical Analysis: Decision Support Systems and Services Evaluation				

**Absences for Exams and Mobiles:** Only medical treatment that required hospitalization OR death in family of first level are accepted. All mobile phones must be turned off before class and put in pocket or purse. No mobiles are allowed to be used in exams.