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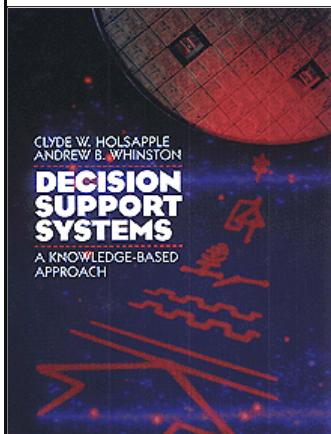
Site search:

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SEARCH

HELP

Instructional Materials



Decision Support Systems A Knowledge-Based Approach

[Course Outline Masters](#) (PowerPoint)[Detailed Course Notes](#) (Word, PDF)[Instructional Sites](#) (DSS applications, demos, cases, exercises, resources)[Vendors of DSS-Related Software](#) (exercises, examples)[DSS Videos](#)[Instructor's Manual](#)[Corrections](#)

Instructional Sites

These instructional sites and materials are organized into the four major categories of [Decision Support](#), [Expert Systems & Artificial Intelligence](#), [Knowledge Management](#), and [Other](#).

Decision Support

- [An Exercise in Analyzing Investment DSSs](#)
- [An Exercise in Analyzing Online DSSs](#)
- [A Capstone Exercise](#)

Calculators

- [Calculator.com](#) (online & links)

- [Finance Calc](#) (online)
- [jCalc98](#) (online)
- [Managerial Technology](#)
- [Martindale](#) (links)
- [Math.com](#) (online)
- [Penn Library](#) (links)
- [TCalc](#) (online)

Data Mart Construction

- [Demarest white paper](#)
- [Hyperion white paper](#)

Data Mart Resources

- [Decision Support](#) (basics, example)
- [Dyche](#) (introduction)

[Data Management Resources](#) (Computerworld, advices, viewpoints, news)

Data Warehouse Resources

- [Burluson](#) (white paper)
- [Hofer](#) (concepts article)
- [OR Society](#) (introduction)
- [EIS](#) (white papers)
- [Teradata University Network](#) (instructional site)

Decision Support Systems Resources

- [Codework](#) (links)
- [Computer Information Center](#) (technical, vendor links)
- [Decision Net](#) (library of DSSs, executable over the WWW)
- [DSS Related Sites](#) (links to DSS, ES/AI, KM, other sites)
- [Gordon](#) (articles, systems, links for ecosystem DSSs)
- [ISWorld](#) (teaching resources)
- [Lacy](#) (group, DSS links)
- [Power](#) (channels, library, news)
- [SolEuNet](#) (overview, links)

Decision Support System Overviews

- [CIO](#)
- [Dowling](#)
- [Foulds and Thachenkary](#)
- [Oguz](#)
- [Power](#)
- [Redlands](#)

DSS Cases

- [Airlines](#)
- [Aspen](#)

- [Automotive](#)
- [Design-a-Trial](#)
- [EPA](#) (watershed cases)
- [Manufacturing](#)
- [Medical](#)
- [Planning](#) (library)
- [USMC](#)
- [WorkWORLD](#)

DSS for Career Decisions

- [AARP](#) (self assessment, guidance, work options)
- [America's Employers](#) (alternatives, search, context)
- [America's Job Bank](#) (alternatives, tips, context)
- [Career Builder](#) (search for alternatives, resource center)
- [Careers Online](#) (advice, alternatives)
- [CareerSite](#) (virtual resources, online job search facilities)
- [Employment Support Institute](#) (guidelines, policies, options for persons with disabilities)
- [Hot Jobs](#) (alternatives, screening agent)
- [JobStar](#) (career guides, salary surveys)
- [Monster](#) (search for alternatives)
- [NationJob](#) (search for alternatives, scout agent)

DSS for Education Decisions

- [Campus Tour](#) (virtual college tours, maps, videos)
- [College Answer](#) (advice, calculators, checklists)
- [College Board](#) (testing, selection, financing guidance)
- [College View](#) (college searches, guidance)
- [CollegeNet](#) (college & scholarship searches, alternatives)
- [FinAid](#) (calculators, information, searches, links)
- [Gradschools.com](#) (graduate school searches)
- [Mapping Your Future](#) (planning, selection, financing guidance)
- [Bschool.com](#) (business school ratings)
- [Official MBA Guide](#) (screen and rank MBA programs)
- [Peterson's](#) (college, executive education, private school, alternatives, guidance)
- [Princeton Review](#) (business school advice, testing)
- [School Match](#) (elementary/secondary school search, school match)
- [Sallie Mae](#) (advice)

DSS for Personal Financial Decisions

- [Bank Rate Monitor](#) (news, tips)
- [Forbes](#) (advice, news, tools)
- [Forex](#) (online calculators, advice for foreign exchange decisions)
- [GetSmart](#) (home loan, debt consolidation, credit card finders)
- [Kiplinger](#) (calculators, advice)
- [Prudential Financial](#) (advice, strategies, calculators)
- [Smart Money Tax Planner](#) (worksheets, advice)
- [Smart Money Debt Manager](#) (worksheets, advice)
- [Smart Money Estate Planner](#) (worksheets, advice)

DSS for Health Decisions

- [AMA](#) (doctor finder, reference library)
- [Betty Crocker](#) (meal planning, alternatives)
- [Dentistinfo](#) (FAQs, advice, dentist search)
- [DXplain](#) (medical diagnosis, demo)
- [Health Central](#) (assessment tools)
- [Health Web](#) (links for health information needs)
- [Healthfinder](#) (links for health information needs, online checkups)
- [Hill Health](#) (decision guides)
- [Mayo](#) (news, diagnosis / treatment advice, quizzes)
- [Medscape](#) (news, specialty centers)
- [Prevention Magazine](#) (planners, calculators, advice, tips)
- [USDA](#) (online linear optimization solver for diet problems)

DSS for Information Technology Decisions

- [CIO](#) (advice, guidelines, viewpoints)
- [Computerworld](#) (topical news, analysis, surveys)
- [Dev X](#) (application development know-how, tips, forums)
- [Forbes](#) (library)
- [itmWeb](#) (news, views, tools)
- [Meta Group](#) (news, views, benchmarks)
- [WinPlanet](#) (tips, guidance, reports on trouble shooting)

DSS for Insurance Decisions

- [AccuQuote](#) (needs calculator, quotes, advice)
- [Insure.com](#) (alternatives, ratings, guidance)
- [Insweb](#) (calculators, quotes by insurance type)
- [QuickQuote](#) (quotes, comparisons, estimators)
- [Smart Money](#) (worksheets, advice)

DSS for Investment Decisions

- [Barchart.com](#) (market activity, signals)
- [Big Charts](#) (charts, quotes, research)
- [CBS MarketWatch](#) (news, education)
- [ClearStation](#) (recommendations, news, graphs)
- [DailyStocks.com](#) (quotes, news, charts, analysis)
- [Equity Trader](#) (graphs, performance evaluation, prospects)
- [Fortune](#) (news, charts, analysis, screens)
- [Global View](#) (foreign exchange analysis, rates, opinions)
- [Harris Direct](#) (demos, research, news, quotes)
- [IClub Central](#) (tutorials, studies, links)
- [InvestorTech](#) (charts, technical analysis, picks)
- [Kiplinger](#) (advice, news, tools)
- [MarketTrak](#) (neural net and genetic algorithm forecasts, performance, comparison)
- [Money Central](#) (news, quotes, charts, research)
- [Mutual Fund](#) (news, education, planning, profiles)
- [NEOS](#) (online demo of portfolio optimizer)

- [PortfolioGrader](#) (stock ratings, portfolio evaluation)
- [Short Term Stock Selector](#) (neural network, quotes, charts, profiles, news, predictions)
- [StockSelector](#) (comparisons, screens, calculators, tips, analyses)
- [Yahoo Finance](#) (quote server, related news, portfolio tracker)

DSS for Legal Decisions

- [FindLaw](#) (legal news, information, cases)
- [LawGuru](#) (Q&A, information, searches)
- [Nolo](#) (Nolo legal encyclopedia, research, principles, search)
- [USALAW](#) (information, opinions)
- [USA Legal Info Center](#) (lawyer opinions, cases, information)

DSS for Life Decisions

- [BabyCenter](#) (guidance, alternatives, calculations, news)
- [CareGuide](#) (search for care providers, referrals, advice)
- [Life Matters](#) (parenting advice)
- [Met Life](#) (family, money, business, home advice)
- [Mind Tools](#) (techniques, life planning guide, online IQ test)
- [Smart Money](#) (eldercare worksheets, advice)

DSS for Natural Resource Decisions

- [Arizona](#) (online DSS for cow culling)
- [Burpee](#)(online planner, plant alternatives, tips, advice, ideas)
- [IIASA Water Resources](#) (description of river basin management DSS, download)
- [Integrated Plant Protection Center](#) (online DSS for pest management)
- [North Carolina Naturally](#) (online GIS DSS)
- [NC State Water Quality Group](#)(description, online execution)
- [Oregon](#) (advice, news)
- [University of Wisconsin](#) (links to DSSs)
- [Wyoming](#) (refuge analysis demo)

DSS for Purchasing Decisions

- [Bottom Dollar](#) (least price alternatives)
- [Coolshopping](#) (shopping screens)
- [Froogle](#) (alternative and bargain finder)
- [mySimon](#) (shopping agent)
- [NetMarket](#) (alternative and bargain finder)
- [Price Scan](#) (comparison, evaluation)

DSS for Real Estate Decisions

- [ASHI](#) (house inspection advice, guides)
- [CyberHomes](#) (search for home alternatives)
- [DoItYourself.com](#) (methods, advice)
- [Home Depot](#) (guidance)
- [HomePath](#) (financing comparisons, guidance, calculators)
- [Homestore.com](#) (alternatives, guidance)

- [HSH Associates](#) (statistics, trends, rates, forecasts, calculators)
- [Lowes](#) (guidance)
- [MSN House and Home](#) (guidance, home finding, mortgage alternatives)
- [Owners.com](#) (alternatives, calculators)
- [Realtor.Com](#) (home finder, realtor finder, news, mortgage rates, advice)
- [Smart Money](#) (worksheets, advice)
- [Yahoo](#) (listings, calculators, home values)

DSS for Relocation Decisions

- [Home Fair](#) (calculators, information, links)
- [Money](#) (best places to live, cost of living comparisons)
- [Monster Moving](#) (best places, tips, salary calculator, links to cost calculators)
- [Relocation Central](#) (guidance, search, directory)
- [RPS](#) (tips, checklist)

DSS for Retirement Decisions

- [Diversified Investment Advisors](#) (calculators, library)
- [Lumina Retirement Planner](#) (Analytica decision engine)
- [Met Life](#) (advice, tools)
- [Smart Money](#) (worksheets, advice)

[DSS for Senior Management](#) (Resources & Results presentations, examples, survey)

DSS for Shipping Decisions

- [DHL](#) (tracker, location)
- [FedEx](#) (calculator, tracker)
- [Menlo](#) (guidelines, tips, tracking, charts)
- [UPS](#) (calculators, tracker)
- [USPS](#) (calculators)

DSS for Travel and Entertainment Decisions

- [ActiveDiner](#) (guidance)
- [American Express](#) (destination profiles, guidance, directions, fare alert, travel package alternatives)
- [Bed&Breakfast.com](#) (alternatives, ratings)
- [B&B Network](#) (accommodation alternatives)
- [Business Travelogue](#) (etiquette, protocols)
- [Cheaptickets](#) (deals)
- [City Search](#) (profiles of selected cities)
- [CNN Travel](#) (currency calculators, advice)
- [Fodors](#) (guides, reviews)
- [Gayot](#) (restaurant guidance)
- [Mapblast](#) (directions, maps)
- [Mapquest](#) (directions, tips, planning)
- [Maps On Us](#) (directions, maps, yellow pages)
- [Orbitz](#) (flights, hotels, cars, cruises)
- [Rail Europe](#) (travel alternatives)
- [Restaurant Row](#) (searches, reviews)

- [Smarter Travel](#) (alternatives, guidance, alerts)
- [Travelocity](#) (fares, destinations, interests, viewpoints)
- [Travelweb](#) (searches, deals, information)
- [Travelzoo](http://www.travelzoo.com) (deals)
- [Triple One](#) (accommodation alternatives, tips, maps)
- [US State Department](#) (guidance on travel abroad)
- [Villas](#) (accommodation alternatives)
- [Yahoo](#) (weather forecasts)
- [Zagat](#) (restaurant guide)
- [Itravel](#) (alternatives, guidelines, tips)

DSS for Vehicle Decisions

- [AutoSite](#) (fact sheets, comparisons, calculators, tips, advice)
- [Autoweb](#) (search, buying guide, auto talk)
- [autobytel](#) (research, pricing, models, financing)
- [CarPrices.com](#) (prices, services, tips, quotes)
- [Edmunds](#) (advice, prices, reviews)
- [GetSmart](#) (auto loan finder)
- [Kelly Blue Book](#) (research, pricing, models, financing)
- [MSN.autos](#) (searches, pricing, descriptions)
- [Online Auto](#) (searches, quotes)

[Engineering DSS](#) (executable design team decision support system)

Geographic/Spatial DSS

- [Caliper](#) (demo CD)
- [Densham](#) (papers, download of locational analysis DSS)
- [ERSI](#) (ArcWeb applications)
- [Keyhole](#) (worldwide map)
- [Leeds](#) (online demo for radioactive waste disposal)
- [SUNY-Buffalo](#) (tutorial, course, materials)
- [Tactician](#) (online demo)

Multi-participant Decision Support Software

- [BSCW](#) (software for cooperative work)
- [Inspire](#) (negotiation support system)
- [Interneg](#) (negotiation course, online system)
- [Negotiation Support Systems](#) (INSS protocols, demonstration, cases)
- [NetMeeting](#) (GSS description, download)
- [Yahoo Groups](#) (online group discussion)

Online Analytic Processing Demos

- [AlphaBlox](#) (analytical demo)
- [Arbor](#) (beverage company application)
- [Cognos](#) (BI demos)
- [Data Beacon](#) (olympics, sales, mutual funds, newspaper readership demos)
- [Hyperion](#) (customer profitability demo)
- [MicroStrategy](#) (retail, marketing, banking OLAP applications)

- [SAS Tools](#) (demos and downloads)
- [Stats Supermarket](#) (fantasy baseball assistant)

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Expert Systems & Artificial Intelligence

- [An Exercise in Visiting an Online Expert System](#)
- [Agent Research](#) (Simon Fraser information service agents)
- [AI Resources](#) (AAAI papers, cases, educational materials)
- [AI Resources](#) (Kurzweil articles, news, links)
- [AI Resources](#) (SRI research, events, links)
- [AI Demos](#) (University of Arizona online demos)
- [AIQ Trading Expert](#) (tour of intelligent trading software)
- [ALICE](#) (online chat robot)
- [Bayesian Network](#) (Hugin demo download)
- [Belief Networks](#) (Washington descriptions, FAQs, software)
- [BotSpot](#) (intelligent agent overviews, links to bot sites, FAQs)
- [Case-Based Reasoning](#) (Aha resources)
- [Case-Based Reasoning](#) (Auckland library, news, features)
- [Case-Based Reasoning System](#) (Simon Fraser University)
- [Computational Intelligence](#) (Poole et al, course materials)
- [CORVID](#) (download of Exsys software and documentation)
- [ELIZA](#) (online introduction)
- [Expert System Applications](#) (descriptions based on M.4)
- [Expert System Applications](#) (OSHA downloads)
- [Expert System Case Study](#) (GoFigure)
- [Expert System for Agricultural Decisions](#) (online execution, multiple systems)
- [Expert System for Automobile Diagnosis](#) (online execution)
- [Expert System for Bank Loan Analysis](#) (online execution)
- [Expert System for Camcorder Advice](#) (online execution)
- [Expert System for Confined Spaces Advice](#) (online system)
- [Expert System for Data Analysis Technique Choice](#) (online execution)
- [Expert System for Depression Diagnosis Assistance](#) (MatheMEDics online execution)
- [Expert System for Disciplinary Action Advice](#) (online execution)
- [Expert System for DOL Poster Advice](#) (online system)
- [Expert System for Drug-Free Workplace Advice](#) (online system)
- [Expert System for Employment Law Advice](#) (online execution)
- [Expert System for Employment Law Assistance](#) (Elaws set of online systems)
- [Expert System for Employment / Reemployment Advice](#) (USERRA online execution)
- [Expert System for Environmental Audit Advice](#) (online execution)
- [Expert System for Environmental Compliance Self-Appraisal](#) (online execution)
- [Expert System for Environmental Monitoring/Measurement Method Selection](#) (online execution)
- [Expert System for Fair Labor Standards Advice](#) (online system)
- [Expert System for Fair Labor Standards Act Advice](#) (online execution, multiple systems)

- [Expert System for Family and Medical Leave Advice](#) (online system)
- [Expert System for Family and Medical Leave Act Advice](#) (online execution)
- [Expert System for Fire Safety Advice](#) (online system)
- [Expert System for Fire Suppression and Fire Protection Advice](#) (online system)
- [Expert System for Gas Cleaning](#) (online execution)
- [Expert System for Hot Tub Troubleshooting](#) (online execution)
- [Expert System for International Assignment Evaluation](#) (online execution)
- [Expert System for Interpretation of Myocardial SPECT Imagery](#) (PERFEX description, demo)
- [Expert System for Legal Structure Choice](#) (online execution)
- [Expert System for Marketing Strategy Choice](#) (online execution)
- [Expert System for Motor Vehicle Waste Disposal Well Advice](#) (online execution)
- [Expert System for OFCCP Compliance Assistance Advice](#) (online system)
- [Expert System for Paper Making Diagnosis](#) (online execution, multiple systems)
- [Expert System for Pest Advice](#) (online execution)
- [Expert System for Petroleum Advice](#) (online execution)
- [Expert System for Producer Gas Cleaning Advice](#) (online execution)
- [Expert System for Restaurant Advice](#) (online demo)
- [Expert System for Restaurant Selection](#) (online execution)
- [Expert System for Small Business Retirement Savings Advice](#) (online system)
- [Expert System for Stock Advice](#) (online execution)
- [Expert System for Training Plan Advice](#) (online system)
- [Expert System for Veteran Preference Advice](#) (online system)
- [Expert System for Weather Station Product Selection](#) (online execution)
- [Expert System for Whale Identification](#) (AII online execution)
- [Expert System Tools Directory](#) (CMU also expert system references)
- [GoFigure](#) (Liebowitz & Yaverbaum online ES case)
- [Induction](#) (URI data mining introduction)
- [Intelligent Agents](#) (IBM projects)
- [Intelligent Systems and their Societies](#) (Fritz e-book)
- [JESS](#) (Java expert system shell)
- [Machine Learning](#) (Aha categorized links)
- [Natural Language Processor](#) (ELF online demo with Northwind database)
- [Natural Language Processor](#) (Ask Jeeves online Q/A)
- [Neural Network](#) (STSS stock selection neural net)
- [Neural Network Market Forecasting](#) (MarketTrak online system, explanations)
- [Related Sites](#) (expert systems & artificial intelligence)
- [Speech Recognition](#) (SpeechBot audio search using speech recognition)

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Knowledge Management Topics and Techniques

[KMCI](#) (Knowledge Management Consortium International)

[Creative Think](#) (Von Oech)

Data Mining

- [Information Discovery](#) (characterization as decision support process)
- [Thearling](#) (online papers, tutorial)
- [Database Buyer's Guide](#) (DBMS Magazine query, reporting, analysis tools)

HTML

- [NCSA](#) (online tutorial)
- [Webmonkey](#) (teaching tool)

[Innovation Toolbox](#) (brainstorming support)

[Knowledge Management at Microsoft](#) (Davenport case study)

[Knowledge Management Overview](#) (Barclay & Murray)

[Knowledge Management Overview](#) (Gotcha)

[Knowledge Management Overview](#) (Warwick)

Knowledge Management Utilities

- [KeeBoo](#) (personalized book shelf)
- [Snippets](#) (automatic alerts)

[Online Database-World's Largest](#) (Microsoft TerraServer)

- Performance Support Systems
- [EPSS Infosite](#) (views, trends, tools, examples, research, development)
- [University of Georgia](#) (overview, links to online examples)

[Procedural Knowledge Compilation](#) (Learn2 categorical ability utility)

Programming

- [C, C++](#) (Mathtools links)
- [Java](#) (Mathtools links)
- [Visual Basic](#) (Mathtools links)

[Related Sites](#) (knowledge management)

[Semantic Web](#) (SIGSEMIS interviews, articles)

Spreadsheets

- [Analytics](#) (USF algorithms)
- [Applications](#) (Mathtools links)
- [Excel](#) (OzGrid add-ins, templates)
- [Mathematics & Statistics](#) (Neuwirth concepts, papers, projects)
- [VBA](#) (Mathtools links)

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Other

[Animation](#) (Natural Motion demos)

[Collaboration Technology Syllabi](#) (Dennis)

[Common Body of Knowledge in MIS](#) (comments, links)

[Computer-Mediated Communications Resources](#) (December resources for instructors & students)

[The Computer History Museum](#) (online archives, exhibits)

[Education Index](#) (annotated guide to education-related sites)

[Educator's Reference Desk \(education information\)](#)(Syracuse education information)

[Enterprise Systems Primer](#) (Dalal - supports Internet Explorer only)

[Global Informing Sciences Education](#) (IS education: course material, syllabi, conferences)

[Harvard Course Materials](#) (catalog, outlines, teaching materials)

[Help](#) (CNET answers to tech questions)

[IDPM](#) (links to online demos)

[InfoWeb Student Online Companion](#) (updates on rapidly changing technology)

[Internet Stock Exchange](#) (Illinois simulations, challenges)

[Knowledge Management Instruction](#) (Wei courses, books, articles)

[Knowledge Solutions for the Smart Economy](#) (SmartEcon online resources)

[Lectures Online](#) (online instructional materials in business and computer science)

[MIT OpenCourseWare](#) (online instructional materials)

[.NET applications and benefits](#) (Microsoft)

[Online Information Systems Demonstrations](#) (MIS, DSS, ES, GIS, EIS, EC)

[Related Sites](#) (miscellaneous)

[StudyWorks! Online](#) (math instruction)

[Syllabi for Organizational Learning and Knowledge Management](#) (Gray Links)

[Technology Reports](#) (US Dept. of Commerce)

[TechWeb](#) (Webcast programs)

[Top 10 Technologies](#) (AICPA list with links)

Videos

- [Conference on Cooperative Information Systems \(2001\) presentations](#)
- [Knowledge Management Panel](#) (ICIS 2001)
- [.NET and Web services tutorials](#) (Kurbel)
- [Internet 2 in Israel](#)
- [Operations Topics](#)
- [SAS technology applications](#)

[World Lecture Hall](#) (using the Web for course work)

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Corrections

Corrections or comments may be directed to [Clyde W. Holsapple](#)

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Examples of Vendors of DSS-Related Software

- [A Vendor Exercise](#)
- [Acquired Intelligence, Inc.](#) (expert system development tools)
- [ActiveRadar](#) (ebusiness intelligence)
- [Alacrity](#) (business intelligence, balanced scorecard software)
- [AskMe](#) (employee knowledge network software)
- [ATLAS.ti](#) (knowledge workbench)
- [Autonomy](#) (knowledge management software)
- [Baan](#) (ERP software)
- [BackWeb Technologies](#) (tools for intranet/extranet knowledge distribution systems)
- [Banxia Software](#) (multi-participant, qualitative decision support)
- [BMC Software](#) (enterprise systems)
- [Business Objects](#) (enterprise decision support tools)
- [Cognos](#) (analytical software for business intelligence)
- [Computer Science Innovations](#) (predictive modeling software)
- [Comshare](#) (decision support systems, performance management)
- [Converva](#) (knowledge access software)
- [Data Beacon](#) (data analysis software)
- [Data Mining Vendors](#) (links)
- [Decision Coaches](#) (decision analysis software)
- [DecisionCraft Analytics](#) (mathematical modeling, decision support)
- [Decision Support Associates, Inc](#) (business simulation systems)
- [Decision Support Inc.](#) (access and reporting software)
- [DoctuSAI](#) (software for decision support)

- [Entrieva](#) (KM portal software)
- [EXSYS](#) (expert systems development software)
- [EZ-Xpert](#) (expert system code generation)
- [Fuzzy Systems Engineering](#) (fuzzy logic products)
- [GEAC](#) (decision support systems, tools, consulting; EIS software)
- [Grandite](#) (model management solutions)
- [Higher Level Systems](#) (knowledge management software)
- [Host Analytics](#) (financial decision support software)
- [Hummingbird](#) (BI & knowledge management software)
- [Hyperion](#) (knowledge management, DSS software)
- [Hyperknowledge](#) (knowledge management software)
- [Information Builders](#) (knowledge management tools)
- [InterNetivity](#) (tools for online analytical decision support)
- [InstantOLAP](#) (virtual warehouses and OLAP systems)
- [Inxight Software](#) (KM portal software)
- [John Galt](#) (forecasting, demand planning software)
- [Livelihood Discovery Server](#) (knowledge management software)
- [Logical Decisions](#) (decision analysis software)
- [Lotus](#) (groupware, knowledge management software)
- [Lumina Decision Systems](#) (decision support modeling tool, consulting)
- [Manugistics](#) (supply chain software)
- [MasterMind](#) (document management software)
- [Manifold Net](#) (database, GIS, 3D analysis software)
- [Microsoft](#) (knowledge management tools)
- [Microstrategy](#) (online analytical processing tools)
- [Novell](#) (groupware)
- [OpenText](#) (knowledge management software)
- [OutlookSoft](#) (enterprise performance management software)
- [Partek](#) (analysis, inference, modeling)
- [Pilot Software](#) (decision support analysis software)
- [Rocket Software](#) (business intelligence)
- [SAP](#) (enterprise software)
- [SAS](#) (tools for analysis, reporting, presentation, visualization)
- [Service Ware](#) (knowledge management for customer support)
- [Siebel](#) (business analytics)
- [Spescom Software](#) (enterprise document management software)
- [SPSS](#) (analytical, CRM software)
- [TEC](#) (Which & Why decision valuation software, demo download)
- [Teknowledge](#) (expert system development tools)
- [Teradata](#) (warehousing, supply chain, analytics)
- [Topiary](#) (self-service automation, online demo)
- [Valdero](#) (supply chain software)
- [Vanguard](#) (decision support analysis and modeling software)
- [Vendor Links](#) (Infogoal data warehouse & data mart links)
- [Ventana Corp](#) (group decision support software)
- [Vignette](#) (knowledge management system with collaboration, analysis, search features)
- [Verity](#) (knowledge selection software)
- [Webex](#) (communication support demo)
- [Xpert Universe](#) (expertise location software)

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Detailed Course Notes

These notes are for public use for both students and instructors. While it is the author's intention to provide quality supplemental instructional material, these notes may contain information that is inaccurate or outdated.

The notes for chapters 12-15 have been adapted from the book *Business Expert Systems*. They are generally more detailed than the actual chapters in this text. Additionally, they may not follow the exact sequence of topics in the chapters in the text.

These files may be downloaded as a MS WORD file or as a PDF file. They can be viewed on screen if you have Adobe Acrobat Reader © installed. To get Adobe Acrobat free click

here 

Note: These notes are not comprehensive for each of the chapters covered. They contain information on selected topics of importance in each chapter. The notes generally contain questions followed by their answers. These notes are only intended to supplement the chapter material.

Chapter 1 - Managing to Excel [MS Word](#) [PDF](#)

Chapter 2 - Decisions, Decisions, Decisions [MS Word](#) [PDF](#)

Chapter 3 - Decision Makers and Processes [MS Word](#) [PDF](#)

Chapter 4 - Knowledge Matters [MS Word](#) [PDF](#)

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Instructor's Manual

Decision Support Systems Instructor's Manual, 1996, ISBN 0-314-06972-0 (currently out of print).

Prepared by: John H. Benamati, Clyde W. Holsapple, Grover S. Kearns

Course Technology, Cambridge, MA

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Videos

Decision Support Systems Case Demonstration Video (1:12:00 trt)

by C. Holsapple, W. Luo, and K. Sims from Course Technology, 1996, ISBN 0-314-20433-4 (currently out of print).

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