

: *Why is decision support needed?*

by Dan Power

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Decision support is often needed, but we need to understand the reason, cause and motive for providing people with computerized decision support. Understanding the "why" of decision support can help us answer the questions of what decision support, when, how and for whom. Most of us acknowledge that we don't always make the best decision. We blame bad decisions on a lack of complete information, mistaken information, time pressure that limits information gathering and analysis, and other information related problems. So the broad question is can information technology and related decision support help increase the number of good decisions we make?

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