

# Appendix I

## Decision Support Readiness Audit

The following questions can help assess a company's readiness and sophistication in developing, evaluating and using Decision Support Systems (DSS). The questions should be answered "Yes" or "No," but each response should be evaluated individually to identify deficiencies or opportunities to improve a company's capabilities. Where each "Yes" answer counts for one point, a score greater than 32 indicates a very positive company environment for developing innovative DSS.

1. Does your firm actively manage decision-relevant information?

Yes

No

2. Has your firm implemented any computerized systems to support decision making?

Yes

No

3. Does your firm have any Strategic Information Systems?

Yes

No

4. Is Information System and Information Technology (IS/IT) planning and strategy focused on strategic questions?

Yes

No

5. Are business processes designed to support use of Information Technology? **Yes** **No**
6. Has your company's corporate culture had a positive impact on the IS/IT strategy your firm is implementing? **Yes** **No**
7. Has your firm examined its business processes from both a customer service and an information technology perspective? **Yes** **No**
8. Has a problem with a specific decision or decision process led managers to consider developing or improving a DSS? **Yes** **No**
9. Have the key decision processes in the company been identified? **Yes** **No**
10. Is your company using rapid prototyping to develop small-scale DSS? **Yes** **No**
11. Does your company use a structured systems development process for all large-scale projects? **Yes** **No**
12. Are DSS software development products used in your company? **Yes** **No**
13. Does your company have user interface guidelines for DSS? **Yes** **No**
14. Does your company involve potential users in the design and development of new DSS applications? **Yes** **No**

15. Are users satisfied with the user interfaces of current DSS?      Yes      No
16. Will your firm's IS/IT architecture and organization of IT resources support additional decision support capabilities?      Yes      No
17. Does your company have a network and high-speed Internet access?      Yes      No
18. Does your company have a DSS security policy?      Yes      No
19. Does your company use groupware or Group DSS?      Yes      No
20. Does your company have an intranet based on Web technologies?      Yes      No
21. Does your company have a computer-supported meeting room or a video conferencing facility?      Yes      No
22. Are any computerized tools used to support team projects?      Yes      No
23. Is one major relational database product used in your company?      Yes      No
24. Does your company have a data warehouse or a data mart?      Yes      No

25. Does your company have any data-driven DSS?      Yes      No
26. Does your company have any document-driven DSS?      Yes      No
27. Are users satisfied with the quality of data captured and stored at your company?      Yes      No
28. Does your company have an Executive Information System (EIS)?      Yes      No
29. Are any model-driven DSS used in your company?      Yes      No
30. Do decision-makers develop and maintain some model-driven DSS?      Yes      No
31. Has your company implemented any knowledge-driven DSS?      Yes      No
32. Does your company use data mining for analysis of business data?      Yes      No
33. Does the MIS group have any knowledge-driven DSS or data mining development projects underway?      Yes      No
34. Has your firm deployed any Web-based DSS?      Yes      No

- 35.** Does the MIS group support Web technologies and Web applications development?      **Yes**      **No**
- 36.** Does your firm have any plans for Web-based DSS?      **Yes**      **No**
- 37.** Does your company create budgets for major DSS projects?      **Yes**      **No**
- 38.** Are managers involved in evaluating proposed DSS projects?      **Yes**      **No**
- 39.** Are cultural and international issues considered in evaluating DSS projects?      **Yes**      **No**
- 40.** Is a DSS project evaluation checklist used?      **Yes**      **No**