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Engineering and Management of IT-based Service Systems: An Intelligent Decision-Making Support Systems Approach (Intelligent Systems Reference Library)

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Intelligent Decision-Making Support Systems (i-DMSS) are specialized IT-based systems that support some or several phases of the individual, team, organizational or inter-organizational decision making process by deploying some or several intelligent mechanisms.

This book pursues the following academic aims: (i) generate a compendium of quality theoretical and applied contributions in Intelligent Decision-Making Support Systems (i-DMSS) for engineering and management IT-based service systems (ITSS); (ii) diffuse scarce knowledge about foundations, architectures and effective and efficient methods and strategies for successfully planning, designing, building, operating, and evaluating i-DMSS for ITSS, and (iii) create an awareness of, and a bridge between ITSS and i-DMSS academicians and practitioners in the current complex and dynamic engineering and management ITSS organizational.

The book presents a collection of 11 chapters referring to relevant topics for both IT service systems and i-DMSS including: problems of selection of IT service providers, optimization of supply chain systems, IT governance decisions, clinical decision support, dynamic user-interface adaptation, re-engineering of processes, and generic decision problems. Advanced IT technologies used in some chapters are: fuzzy multi-criteria mechanisms, semantic processing, data mining processing, and rough sets. Other chapters report traditional DSS mechanisms but used or suggested to be used in innovative mode for IT service engineering and management tasks.

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