ABSTRACT

Advances in the mobile communication technology has expanded the ways of linking interdependent or individual decision making units together in an organization, and providing them with tools to facilitate decision support and problem solving. This paper explores how we align a mobile system with collaborative decision support as a critical enhancement of collaboration. The designer of a mobile collaborative system should consider making the communication patterns and information access in more flexible and interactive ways, thus creating practical system architecture for decision support and problem solving within the resource constraints. The effectiveness of a system depends upon a number of factors such as the task characteristics, the decision maker characteristics, the nature of the system, and application environment. This study develops a design framework of a general collaborative decision support system in a mobile environment and demonstrate its prototype implementation.

KEYWORDS: Collaborative decision-making, decision support, system design, task characteristics, mobile system, system implementation, prototype