



DECISION SUPPORT FUNCTION MODEL 1

MISSION

The mission of the Decision Support is to enhance institutional efficiency and effectiveness through providing decision makers with relevant, accurate and clearly presented information and decision options for optimizing organizational performance.

The values and operating principles of a Decision Support Function in carrying out its mission include:

- Integrity, Honesty and Truth in Reporting
- Customer Service
- Strong Work Ethic
- Collaboration
- Creativity and Innovation
- Enthusiasm & Optimism

VISION

The Decision Support Function provides exceptional customer service to ad hoc and unit users. It enables users at all levels of the organization to access data and use information to make effective and timely decisions. It increases the predictability of decision outcomes through evidence-based studies and reports based on accurate data and reliable forecasting, modeling and prediction. It facilitates meeting compliance requirements with minimal use of resources, and fosters a culture of trust in the use of data and information technology.

GOALS

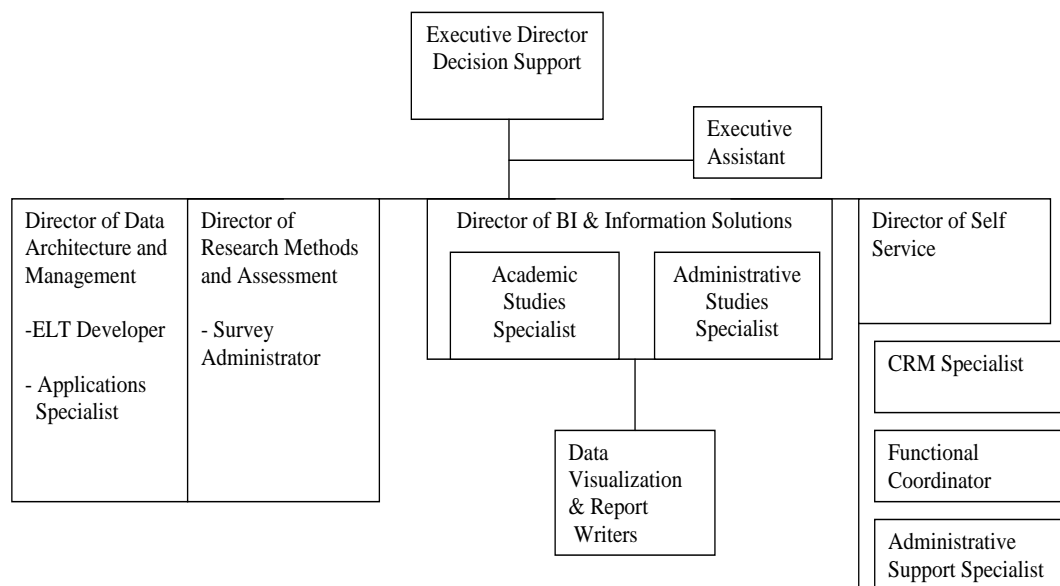
1. Improve individual and organizational productivity through helping leaders at all levels make effective and timely decisions.
2. Deliver accurate and timely information and reporting to the institution and its external stakeholders
3. Assist leadership and staff in performing their roles through providing accurate information and data, conducting effective assessment, modeling, and visualization of information for decision making.



COMPETENCIES

- Strategic and systems thinking
- Data architecture and data base management
- Data collection and assessment methods
- Customer relations and service
- Knowledge and experience using modeling methods and tools
- Planning and problem solving methods and skills
- Analytical expertise
- Report writing and presentation skills
- Information and knowledge management

POSITONS AND ORGANIZATION



MEASURES

- Number of ad hoc users
- Number of unit accounts
- Degree of Customer Satisfaction
- Number of queries
- Number of academic and administrative reports
- Cost of service
- Earned value