

Ans. There are six steps in Rational decision model.

- 1) Define the problem :- This step is relatively easy for violet, as upper management has already identified the issue.
- 2) Identify the decision criteria :- This step deals with choosing variables that will determine the decision outcome.
- 3) Allocate weights to the criteria
- 4) Develop the alternatives
- 5) Evaluate the alternatives
- 6) Select the best alternative.

A decision support system (DSS) is a computerized program used to support determinations, judgements, and course of action in an organization or a business. A DSS sifts through and analyzes massive amounts of data, compiling comprehensive information that can be used to solve problems and in decision-making.