

Software for management and decision support in small and medium enterprise - the standardization of its functionality and user interface design concepts

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Abstract: The main topic of this article concerns suggestions of suitable software functions for support of controls and decision-making in a company. The leading idea is that every part of business demands similar operations in the domains of managerial decisions and business management. In cases where a firm desires a new information system, it is not always necessary to create it again from the beginning. Similarly, as a standard package of office software (word processor, spreadsheet, e-mail client, presentation ...) is installed in the majority of computers, every manager of a smaller or middle-sized company could have a standardized managerial information system with a certain package of functions and method of controlling it. It is definitely possible to individually complement it by special programme units, but the basic skeleton will probably be the same. This article describes research in which i have tried to define such a system and consequently implemented it in several firms to test it in real conditions. i explain the concept of the communication system between user and IT developer, which i call "itinerary map" – chapter 3.1. Suggestions of standard function, including user interface for their usage, follows in chapter 4. a designed prototype is being tested in different companies. i would like to obtain feedback on the possibility of standardizing this software type from these experiences.

Keywords: software to support management and decision making, management information system, business intelligence, itinerary map, user interface

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