Intelligent Decision Support in Situations of Conflict

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Today, in a complex dynamic environment that is characterized by constant uncertainty and variability of the political, economic and social factors, the basis for successful functioning of business entities is the adoption of adequate managerial decisions. Modern systems of support of decision-making are systems most suited to solving problems of daily management activities, are a tool designed to assist decision makers. The interest in DSS as a promising direction of the use of computers as tools improve the efficiency of work in sphere of management of the economy is growing. With the help of systems of support of decision-making where the majority of powerful methods of mathematical modeling, control theory, information technologies, could be the selection of some solutions to unstructured and semi-structured tasks, including multi-criteria.

Therefore, the system of support of decision-making usually is the result of interdisciplinary research, including the theory of databases, artificial intelligence, interactive computer systems, simulation methods, and the like. In accordance with a specified goal in studying of the given discipline assumes the decision of following problems: the study of the methodological and organizational features of the managerial decision-making; practical skills development, creation and application of the DSS on the basis of new information technologies and computer engineering. The object of study is methodological and organizational basics for building decision support systems. The content of the discipline is revealed in the themes:
· organizational and technological basis of preparation and decision-making;
· evaluation and choice of methods for decision support;
· retrospective analysis of the evolution of information technologies and information systems;
· the development of methods of decision support and DSS and their application in Ukraine;
· basic components of systems of support of decision-making;
· classification of systems of support of decision-making;
· systems of decision support based on data warehouses
and OLAP technologies;
· methods of artificial intelligence in DSS;
· computer simulation decision support systems decisions;
· Executive information system;
· group support system decision-making;
· creation, implementation and evaluation of DSS

The relevance of the topic. Services are being widely disseminated on the Internet to help users make decisions in conflict situations, and some even have the ability to

select conflicting tasks depending on wishes, moods and the like. The development of a decision-making system in conflict situations is relevant, but we should not forget that there are already some similar systems. The purpose of the work is to develop a system that enables decision-making in conflict situations. Research methods: methods of system analysis, methods of cause and effect analysis, methods of direct structural analysis. Objects are all kinds of programming data; subjects - users of the system. The object of the study is the process of using the decision-making system in conflict situations by different users. The subject of the study is the models, methods and tools for developing a system for decision making in conflict situations.

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