

INFORMATION CHARACTERISTICS VERSUS DECISION TYPES

Characteristics	Decision Type		
	Operational control	Managerial control	Strategic planning
Time frame	Historical	→	Predictive
Expectation	Anticipated	→	Surprise
Source	Largely internal	→	Largely external
Scope	Detailed	→	Summary
Frequency	Real time	→	Periodic
Organization	Highly structured	→	Loosely structured
Precision	Highly precise	→	Not overly precise