



**Call for papers -- Special Session on:
Operations Management in Service Systems
for CIE39**

July 6-8, 2009- Troyes, France – <http://www.utt.fr/cie39/>

Session chair

Dr. Oualid Jouini, Ecole Centrale Paris, France

Session description

Motivated by practical applications, the problems of operations management in service systems have recently attracted a lot of attention. The most popular applications are Health care systems and call centers. The aim of this special session is to present the most recent research findings related to these applications. Topics of interest include, but are not limited to, the following topics:

Topics

- ▶ **Statistical Data Analysis**
- ▶ **Real-Time Problems**
- ▶ **Shift-Scheduling and Skill-Based Routing**
- ▶ **Appointment Scheduling in Health Care**

Submission

Express your intention of submission and send your full paper or extended abstract of 2 to 3 pages to walid.jouini@ecp.fr (You should also send a copy to: cie39@utt.fr when submitting your paper).

January 15, 2009: deadline for paper submission

March 1, 2009: notification of acceptance/reject

April 30, 2009: deadline for final paper and registration.