

## ▼ Introduction to Operations Research Approaches to Service Sciences, Management and Engineering Minitrack

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In many countries of the whole world there is a transition from the classical production orientation into the direction of a service society. In the past, a substantial part of scientific research was (and still is) focused on supporting, optimizing and automizing manufacturing. Now, because economies are shifting, research needs to pay more attention to the design, management and engineering of services. IBM has created “Service Sciences, Management and Engineering “hoping” to bring together ongoing work in computer science, operations research, industrial engineering, business strategy, management sciences, social and cognitive sciences, and legal sciences to develop the skills required in a service-led economy”. This new HICSS minitrack focuses on the use of Operations Research Approaches in Service Sciences, Management and Engineering. In particular we will focus on modeling, problem solving using optimization, multi-criteria decision analysis, simulation and uncertainty-based approaches and designing service specific IT Systems. Topics of the minitrack are:

- Operations Research Approaches in Service Design, Engineering, Operations, Management and Service Information Technology

- Web Services for Modeling and Optimization-based Problem Solving
- Operations Research Approaches in:
  - Logistics Service Providing (e.g. postal logistics, contract logistics, freight transportation,
  - Multi modal transportation network planning, service network design),
  - Service industry resource planning and scheduling,
  - Traffic (e. g. air traffic forecasting, airline optimization)
  - Telecommunication,
  - Homeland Security and Emergency Response Services,
  - Health Care Management,
  - Retail, Revenue and Pricing Management and
  - Other service related branches.

One important goal of the minitrack is to bring researchers from universities and industry together with practitioners from the service industry. Therefore, both, methodological and real world application focused papers in the fields of supply chain coordination, supplier selection or investments in competitive markets have been accepted.