

Seminar in Service Engineering

Spring 2006

Focus: **Tele-Services** (Phone, Internet, ...) and
Healthcare (Hospitals, HMO's, ...)

Instructor: Avishai Mandelbaum (avim@tx.technion.ac.il)

Times: **First meeting on Tuesday, March 21st, at 14:30-16:30,**
in Room – to be announced.

Registration:

Undergraduate students should sign up to "Advanced Topics for Honor Students" 094194;
Graduate students should sign up to "Advanced Topics in Operations Research" 097330.

Grades:

The **final grade** will be based on a **lecture** on a paper(s) that students will choose or be assigned, plus (if appropriate) a **problem** associated with the paper(s).

Prerequisites:

Any undergraduate course in Stochastic Processes that covers Markov Jump Processes (for example, IE&M 094314).

Goal:

Learn together about the theory behind Service Engineering, as it is applied mainly in tele-services and healthcare.

I shall start the semester with some introductory lectures.

Then students will lecture on their work, which will be carried out either individually or in groups (depending on the number of participants).
Emphasis will be given to modeling (OR), inference (Statistics) and information systems (MIS).

Interested students are encouraged to talk to me prior to the start of the semester – please write an email and we'll set up a time to meet.

In particular, if the time of the course is inconvenient, please let me know.