PROGRAM
2nd Workshop on Information Intensive Services, May 19, 2008
Simon Graduate School of Business, University of Rochester
Center for Information Intensive Services
and
Brethen Institute, Whitman School of Management Syracuse University

Location: Gleason Hall Room 119

9:00-9:15 Welcome

9:15 - 10:25 Session 1

Talk 1: Capacity Estimation and Optimal Staffing for an email Contact Center
Sameer Hasija, (SUNY Binghamton), Edieal Pinker, (University of Rochester) and Robert Shumsky, (Dartmouth College).

Discussant: Fred F. Easton (Syracuse University)

Talk 2: Applying Technology Readiness Scale for Segmenting Service Customers: Implications for Service Design and Innovation
Rohit Verma (Cornell University), David Ding, Ashley Harris, Liana Victorino

Discussant: Sameer Hasija (SUNY Binghamton)

10:25 – 10:40 Coffee Break

10:40 - 12:30 Session 2

Talk 1: Ordering and Pricing a Fashion Product to Minimize Regret
Charles X. Wang (SUNY Buffalo), Scott Webster (Syracuse University), Sidong Zhang (Syracuse University)

Discussant: Dennis Yu (Clarkson)

Talk 2: Now Playing: DVD Allocation for A Multiple-Location Rental Firm
Opher Baron, Iman Hajizadeh, Joseph Milner, (University of Toronto)

Discussant: Charles Wang (SUNY Buffalo)

Talk 3: Stochastic Approximation for Capacity Allocation on a Single Flight Leg
Huseyin Topaloglu, (Cornell University), Sumit Kunnumkal (Indian School of Business)

Discussant: Joe Milner (University of Toronto)
12:30 - 1:30       Lunch - Schlegel Rotunda

1:30 - 3:20       Session 3

Talk 1: Capital Justification, Project Risk, and Managerial Incentives
Phillip J. Lederer and Michael Raith (University of Rochester)

Discussant: Ori Maron (University of Rochester)

Talk 2: Cross-training Productivity and Robustness in Labor Scheduling Environments
Fred F. Easton (Syracuse University)

Discussant: Greg Dobson (University of Rochester)

Talk 3: Using “Last-Minute” Sales for Vertical Differentiation on the Internet
Ori Marom and Abraham Seidmann (University of Rochester)

Discussant: Atanu Lahiri (University of Rochester)

3:20 - 3:40       Coffee Break

3:40 - 4:55       Session 4

Talk 1: Patient Flow Through An ICU
Gregory Dobson, Hsiao-Hui Lee, Edieal Pinker, University of Rochester

Discussant: Huseyin Topaloglu (Cornell)

Talk 2: Operational Performance of a US Emergency Department: Impact of Coordination Mechanisms and Physician Workstyles
Vera Tilson, David A. Tilson, Gregory Dobson (University of Rochester), Edward A. Michelson, Vicken Y. Totten (Case Western Reserve University)

Discussant: Gary Thompson (Cornell)

4:55- 5:05 Closing Remarks

5:30-8:00pm Dinner - Mario’s 2740 Monroe Ave.