

## CALL FOR PAPERS

# 2007 IEEE/INFORMS International Conference on Service Operations and Logistics, and Informatics (SOLI 2007) – Special Session on Services Workforce Management

Aug. 27-29, 2007, Philadelphia, USA

<http://www.ieeesoli.org> or <http://www.ssglobal.org/2007>

Sponsored by IEEE/ITSS. Technical sponsorship by the Chinese Academy of Sciences and INFORMS (pending).

### **Session Chair**

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**Special Session Scope and Themes:** Services and service operations play an increasingly important role in today's world economy. A major aspect of providing services is the requirement for significant workforces with specialized skills. Moreover, the efficient and effective provision of these services poses a unique set of challenges connected with managing and maintaining these workforces, which requires expertise from a variety of disciplines, including mathematics, operations research, statistics, artificial intelligence, computer science, management, and psychology. This special session aims to bring together researchers, practitioners, and industry representatives from these varied disciplines to discuss the current state of the art, identify issues, describe challenges, and examine future directions. Session participants will also share their products, R&D findings, and experiences in the areas of service workforce management, including operational workforce management, strategic workforce management, service workforce training, people management, and workforce hiring and retention.

**Paper Submission / Areas of Interest:** Topics include, but are not limited to:

- ◆ **Operational Workforce Management** – Operational demand prediction • Operational capacity planning • Workforce management • Managing a heterogeneous skill set
- ◆ **Strategic Workforce Management** – Long-term workforce demand prediction • Long-term capacity planning • Building and maintaining a workforce in the long term
- ◆ **Workforce Training and Knowledge Management** – Rapid training of a new workforce • Keeping the workforce updated • Cross training • Gaining and maintaining workforce on-hands experience
- ◆ **People Management** – Workforce hiring • Workforce retention • Maintaining employee satisfaction
- ◆ **Case Studies** – Case studies that illustrate issues and solutions in service workforce management

**Submissions:** Submissions are welcome in one of two tracks: A full paper track and an abstract track. Accepted submissions in the full paper track will be published in the conference proceedings. Authors of accepted submissions in the abstract track will be given the opportunity to present their work to session participants.

**Full Paper Submissions:** Manuscripts in English must be electronically submitted to the conference website: <http://www.ieeesoli.org>. They should be at most six pages in the IEEE two-column conference paper format, including figures, tables, and references. A LaTeX-style file and a Microsoft Word template are available from the IEEE web site (<http://www.ieee.org/pubs/transactions/stylesheets.xml>). The submissions, however, must be in PDF format.

### **Important Dates - Full Paper Track:**

May 10, 2007 Deadline for submission of full papers  
June 10, 2007 Full paper acceptance/rejection notification  
June 30, 2007 Final camera-ready papers due

**Abstract Submissions:** Abstracts in English must be electronically submitted to the conference website: <http://www.ieeesoli.org>. They should be approximately 500 characters in length and describe the work to be presented.

### **Important Dates - Abstract Track:**

May 10, 2007 Deadline for submission of abstracts  
June 10, 2007 Abstract acceptance/rejection notification