PROGRAMME CHANGES
(as at 3 September)

Community OR

This stream has been extensively rescheduled and a replacement timetable is shown below.

<table>
<thead>
<tr>
<th>Start time</th>
<th>Wednesday</th>
<th>Thursday</th>
</tr>
</thead>
</table>
| 09:00      | **Tutorial: COR Interventions**  
*Martha Vahl, Gerard de Zeeuw* | [Conference not in session] |
| 09:30      | [Stream not in session] | |
| 10:00      | **Why communities must be able to fail**  
*Jan Gerrit Schuurman, Rebecca Herron* | **Challenging Inequality?**  
*Jennifer Jackson, Rebecca Herron* |
| 10:30      | Coffee | **Trying to work as a local voluntary sector analyst**  
*Andrew Dobson* |
| 11:00      | **Modelling Dynamic Preferences**  
*Sumitra Sribhashyam, Gilberto Montibeller* | Coffee |
| 11:30      | **Knowledgeland and the knowledgegap**  
*Chris Sigaloff* | **Groups diversity and problem solving**  
*Ricardo Barros, Luis Pinzón* |
| 12:00      | **Impact Evaluation of WRAP**  
*Martha Vahl* | **Entrepreneurship Modelling and Rural Development**  
*Eliseo Vilalta-Perdomo, Cynthia Montaudón-Tomas* |
| 12:30      | Lunch | Lunch |
| 13:00      | | |
Health

Timetable change

Geoff Royston “OR, MS and Global Health” (keynote paper) is now scheduled at 11:30 – 12:30 on Tuesday in Windsor 0.05.

Cancelled paper

Lei Chen “Cost Efficiency and Scale Economies in General Dental Practices in the US” (originally scheduled at 09:30 on Thursday in Windsor 0.05) will not now be given.

Additional paper

Jiun-Yu Yu “Business Model for Innovative Tele-Health Service” is now scheduled at 09:30 – 10:00 on Thursday in Windsor 0.05

Abstract A leading teaching and research hospital is developing an innovative tele-health service program operating 24 hours a day for its cardiovascular patients. Participating patients have to measure six vital signs, including EKG, then upload these readings via 3G network onto Tele-health Center twice a day. Case managers in the Center not only evaluate these readings to actively provide timely advice to patients but also serve as counselors answering questions that patients may have.

The introductory of this program is extremely challenging because neither the external environment nor the internal business model is adequately mature. To successfully promote this innovative tele-health service to its potential customers, cardiovascular patients who will benefit from this service, and to significantly improve the service quality of current practice, a simple and feasible business model has to be developed.

This paper aims to propose such a business model for the Tele-health Center, based on the framework that investigates and integrates the following five aspects: value proposition, interfaces, service platform, organizational structure, and revenue-cost model. The process of value creation for cardiovascular patients using this tele-health service is identified, and the service process and interfaces with patients are studied. The information and communication technology required to facilitate this innovative tele-health service is discussed, and the preliminary financial analysis is implemented.

Based on the proposed business model, a set of balanced scorecard (BSC) key performance indicators (KPIs) is also developed so that the performance and progress of this innovative tele-health service can be measured and evaluated at the operational level.

Information Systems & Knowledge Management

Timetable changes

Jose-Rodrigo Cordoba-Pachon, Alan Pilkington, Edward Bernroider “IS as an Evolving Discipline” (keynote paper) is now scheduled at 11:30 – 12:30 on Tuesday in Windsor 1.02

David Gripton, Frances O'Brien, Graham Sharp “Marketing OR” is now scheduled at 13:30 – 14:00 on Tuesday in Windsor 1.02

Jose-Rodrigo Cordoba-Pachon, John Ahwere-Bafo, Lizzie Coles-Kemp “Reconceptualising e-government” is now scheduled at 14:00 – 14:30 on Tuesday in Windsor 1.02

Alberto Paucar-Caceres “Discourses in Information Systems: survey of a sample of IS journals” is now scheduled at 14:30 – 15:00 on Tuesday in Windsor 1.02
MCDA

Timetable changes

Elena Beaucamp-Akatova and Richard Curran “System Risk Management” is now scheduled at 12:00 – 12:30 on Wednesday in Arts Lecture Theatre 1.

Karim Lidouh, Alessio Ishizaka and Philippe Nemery “Location Selection for a Casino in Greater London” is now scheduled at 11:30 – 12:00 on Thursday in Arts Lecture Theatre 1.

Metaheuristics

Timetable changes

Xiang Song “Comparison between phi function and nofit polygon” is now scheduled at 12:00 – 12:30 on Wednesday in Arts Lecture Theatre 2.

Additional Information

There is now no Metaheuristics talk or any other stream scheduled at 09:00 – 09:30 on Wednesday in Arts S21.

Optimisation

Cancelled papers

Alexander Strekalovsky “New approach to nonconvex optimization” (originally scheduled at 14:30 on Tuesday in Arts Lecture Theatre 2) will not now be given.

Faiz Hamid and Yogesh Agarwal “A Polyhedral Approach for Solving Two-Facility Network Design Problem” (originally scheduled at 10:00 on Wednesday in Arts Lecture Theatre 2) will not now be given.

Queue Modelling

Revised author details and title

Palvannan, R.K.*, Teow Kioh Liang*, Clarice Woon**, Ho Chai Hsia** “Queueing analysis and simulation modeling support Lean initiatives in hospitals” [*National Healthcare Group, Singapore, **Tan Tock Seng Hospital, Singapore]. Remains scheduled at 12:00 – 12:30 on Tuesday in Windsor 1.05.
Risk, Reliability and Maintenance

Timetable changes

Grzegorz Ginda and Mirosław Dytczak “Cause-effect analysis of a tank roof” is now scheduled at 09:00 – 09:30 on Wednesday in Arts G24.

Sharafali Moosa and Hakan Tarakci “Production deadline and maintenance outsourcing” is now scheduled at 09:30 – 10:00 on Wednesday in Arts G24.

Security and Defence

Additional paper

Stephen Ashford “Using OR to understand how to influence target audiences, reflections on developments in Government over the last 10 years” (keynote paper) is now scheduled at 11:00 – 12:00 on Wednesday in Windsor 1.05.

Abstract In the context of Defence and Security the UK government has always had an interest in influencing others; whether overseas regimes or criminals here at home. OR has been increasingly used over the last 10 years to understand, monitor and build decision support structures for policy and operations aimed at influencing these difficult and often remote and hard to reach groups.

In this presentation I will present some of the methods, insights and impacts OR has had across Defence and Security in setting and driving policy and operations. I will also try to draw out some of the consistent themes which have emerged within crime, defence and taxation. Finally, I will outline the increasingly common view being formed of how individuals and groups make decisions and change their minds as well as introducing some other international examples using this type of insight to change behaviours.

Timetable changes

Patrick Driscoll “Why quit when I’m happy: Preference and Attrition” is now scheduled at 12:00 – 12:30 on Wednesday in Windsor 1.05.

Maria Scaparra “Optimization models for protection” is now scheduled at 12:00 – 12:30 on Thursday in Windsor 1.05.

Additional Information

There is now no Security and Defence or any other stream talk scheduled at 12:30 – 13:00 on Thursday in Windsor 1.05.