

# Call for Papers

**ACM Transactions on Modeling and Computer Simulation**

SPECIAL ISSUE ON

**Simulation in Complex Service Systems**

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In connection with the [2011 INFORMS Simulation Society Research Workshop](#), we solicit articles for a special issue of **ACM TOMACS** on *Simulation in Complex Service Systems*.

We seek high-quality original papers that present research results, based on presentations made at the workshop, as well as state-of-the-art surveys primarily from the invited plenary speakers. Submitted papers must not have been previously published or currently under consideration for publication elsewhere.

Primary areas of application are (among others) the modeling and simulation of health-care systems (hospitals, medical treatments, ...), emergency systems (ambulances, police, firemen, forest fires, ...), telephone call centers, logistic and delivery systems, transportation systems (public transport, road traffic, ...), telecommunication networks, revenue management systems, reliability of complex systems, and smart energy grids.

Important issues of interest include: building appropriate and reasonably realistic stochastic models for these systems, more particularly modeling the important dependencies between input random variables and processes, constructing effective tools to optimize or improve decision-making via simulation, improving the efficiency of simulations for those large systems, building effective and flexible software tools to simulate these large complex systems and to optimize (or improve) their management policies, and transferring ideas and methods across application areas.

Submission deadline: extended to **October 31, 2011**.

The special issue should appear in late 2012 or early 2013. For the editorial policy, instructions to authors, and further details, please consult the [ACM TOMACS Web page](#).

The submission process is electronic only. When submitting your paper, select the appropriate special issue, on *Simulation in Complex Service Systems*, and make sure that you carefully follow the instructions.