

## PROGRAM SCHEDULE

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**July 1, 16:00 hours to 20:00 hours**  
**REGISTRATION: Room 250 B**  
**WELCOME PARTY: Rooms 306 and 307 (cafeteria)**

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16:00 – 18:15    Registration  
18:30 – 20:00    Welcome Party

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**July 2, 9:00 hours to 18:00 hours**  
**OPENING CEREMONY AND PLENARY SESSION: Aula “Rey Pastor”**  
**TECHNICAL SESSIONS: Rooms 250 A, 250 C**

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9:00 – 10:00    Registration  
10:10 – 10:30    Opening Ceremony  
**Plenary Talks**    Chair: R. Righter  
10:30 – 11:30    Title: **Palm Probabilities for Markov Processes and Queues**  
                          Author: *R. Serfozo* (Georgia Institute of Technology, USA)  
11:30 – 12:00    *Coffee Break*  
12:00 – 13:00    Title: **Gelenbe Networks - Queueing Networks with Control Functions**  
                          Author: *E. Gelenbe* (University of Central Florida, USA)  
13:00 – 15:00    *Lunch Time*, Registration  
**Session Tu-A1**    Chair: J. Loris-Teghem  
15:00 – 15:45    Invited Talk: Characterizing Losses During Busy Periods in Finite Buffer Systems  
                          *R. Righter, E. Pekoz and C. Xia*  
15:45 – 16:10    Contributed Talk: Asymptotic Analysis of the  $GI/M/1/n$  Loss System as  $n$   
                          Increases to Infinity  
                          *V. Abramov*  
16:10 – 16:35    Contributed Talk: Blocking Probabilities in Mobile Communications Networks  
                          with Time-Varying Rates and Redialing Subscribers  
                          *R. Boucherie and N. Abdalla*



- W. Grassmann and S. Drekic
- 11:45 – 12:10    Contributed Talk: Computation of Autocorrelations of Interdeparture Times by Numerical Transform Inversion
- H. Blanc*
- 12:10 – 12:35    Contributed Talk: Using the Transform Approximation Method to Analyze Queues with Heavy-Tailed Service
- J. Shortle and M. Fisher
- 12:35 – 13:00    Contributed Talk:  $M/PH/1/r$  FCFS Queue with Exceptional First Service and Bernoulli Feedback Policy
- P. Moreno and I. Atencia
- 13:00 – 13:25    Contributed Talk: Performance Evaluation of Group Security
- H. Toyozumi and M. Takaya
- Session W-C1**    Chair: G. Bolch
- 11:00 – 11:45    Invited Talk: Call Centers: Queueing Theory, Science and Practice
- A. Mandelbaum*
- 11:45 – 12:10    Contributed Talk: Performance Analysis of a Call Center with Voice Response Units
- R. Srinivasan and J. Talim
- 12:10 – 12:35    Contributed Talk: Markovian Queues with Correlated Arrival Processes
- J. Hunter*
- 12:35 – 13:00    Contributed Talk: Waiting-Time Distributions in Polling Systems with Simultaneous Batch Arrivals
- R. Van der Mei*
- 13:00 – 13:25    Contributed Talk: Queueing Systems with Long-Range Dependent Input Process and Subexponential Service Times
- C. Xia and Z. Liu
- 13:25 – 15:15    *Lunch Time*
- Session W-A2**    Chair: J. Shortle
- 15:15 – 16:00    Invited Talk: Boundary Crossing for the Difference of Two Ordinary or Compound Poisson Processes
- W. Stadje, D. Perry and S. Zacks
- 16:00 – 16:25    Contributed Talk: Algorithmic Computations for the Transient and the Stationary Distributions of Queueing Systems with Catastrophes
- A. Economou and D. Fakinos
- 16:25 – 16:50    Contributed Talk: A Tandem Network with Blocking and a Markovian Arrival Process of Disasters

- A. Gómez-Corral*
- 16:50 – 17:15      Contributed Talk: On Ergodic Distribution of the Oscillating Queueing System  
*A. Chydzinski and M. Bratychuk*
- Session W-C2**      Chair: J. Resing
- 15:15 – 16:00      Invited Talk: Averaging in Markov Models with Fast Markov Switches and Applications to Queueing Models  
*V. Anisimov*
- 16:00 – 16:25      Contributed Talk: Generalized Truncated Methods for the Main Multiserver Retrial Queue  
*J. Artalejo*
- 16:25 – 16:50      Contributed Talk: A Retrial Queueing System with a Variable Number of Active Servers  
*R. Nobel*
- 16:50 – 17:15      Contributed Talk: An  $M/G/1$  Retrial Queueing System with Two-Phase Service and Preemptive Resume  
*A. Vijayakumar, B. Krishnakumar and D. Arivudainambi*
- 17:15 – 17:45      *Coffee Break*

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**July 4, 9:30 hours to 17:45 hours**  
**PLENARY SESSION: Aula “Rey Pastor”**  
**TECHNICAL SESSIONS: Rooms 250 A, 250 C**

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- 9:30 – 10:30      **Plenary Talk**      Chair: O. Kella
- Title: **Stochastic Fluid Networks: A Review and a New Approach Based on a Markov Additive Process**  
 Author: *M. Miyazawa* (Science University of Tokyo, Japan)
- 10:30 – 11:00      *Coffee Break*
- Session Th-A1**      Chair: O. Berman
- 11:00 – 11:45      Invited Talk: Stochastic Recursive Equations with Applications to Queues with Dependent Vacations  
*E. Altman*
- 11:45 – 12:10      Contributed Talk: On the Waiting Time Process in the  $GI/M/S$  Queue with Station Vacations  
*J. Loris-Teghem*
- 12:10 – 12:35      Contributed Talk: On the Finite-Buffer Bulk-Service Queue with Single Vacation

- U. Gupta and K. Sikdar*
- 12:35 – 13:00    Contributed Talk: Fairness in Queueing Systems  
*B. Avi-Itzhak and H. Levy*
- 13:00 – 13:25    Contributed Talk: Insensitivity of a Front-End Web System  
*T. Sogo, G. Yamazaki and A. Hashimoto*
- Session Th-C1**    Chair: A. Economou
- 11:00 – 11:45    Invited Talk: Optimal Hysteretic Control for the *BMAP/G/1* System with Single and Group Service Models  
*A. Dudin and S. Chakravarthy*
- 11:45 – 12:10    Contributed Talk: A Regularly Preemptive Model and its Approximations  
*F. Machihara and Y. Aono*
- 12:10 – 12:35    Contributed Talk: Markov Modulated Chains  
*C. Nunes and A. Pacheco*
- 12:35 – 13:00    Contributed Talk: An EM Algorithm for Batch Markovian Arrival Processes and its Comparison to a Simpler Estimation Procedure  
*L. Breuer*
- 13:00 – 13:25    Contributed Talk: Queueing at the Waiting List for Renal Transplants in Comunitat Valenciana (Spain)  
*C. Armero, D. Conesa, J. Pérez-Panadés, J. Abellán, M. García-Blasco, M. Martínez-Beneito, H. Vanaclocha and O. Zurriaga*
- 13:25 – 15:15    *Lunch Time*
- Session Th-A2**<sup>1</sup>    Chair: B. Avi-Itzhak
- 15:15 – 16:00    Invited Talk: An Overview of Global Stability and Efficiency Results for Multi-class Queueing Networks  
*J. Hasenbein, O. Jennings and J. Dai*
- 16:00 – 16:25    Contributed Talk: The Stability of Kelly Networks with Setups  
*O. Jennings and J. Dai*
- 16:25 – 16:50    Contributed Talk: A Fluid Model Approach to Scheduling Systems with Flexible Servers  
*D. Down, S. Andradottir and H. Ayhan*
- 16:50 – 17:15    Contributed Talk: Weak Regeneration in Modeling and Simulation of Queueing Networks  
*E. Morozov*
- Session Th-C2**    Chair: A. Vijayakumar

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<sup>1</sup>This is a special session organized by J. Hasenbein on the topic “Analysis and Control of Multiclass Queueing Networks”.

15:15 – 16:00	Invited Talk: Asymptotics of Queues with Heterogeneous Weibullian Inputs <i>R. Mazumdar and N. Likhanov</i>
16:00 – 16:25	Contributed Talk: Recurrent Equations in Retrial Queues <i>M. Vázquez and M. Morán</i>
16:25 – 16:50	Contributed Talk: On $M(X)/G/1$ Retrial Queue with Multiple Vacations and Starting Failures <i>B. Krishnakumar and S. Madheswari</i>
16:50 – 17:15	Contributed Talk: A Study of Vacation Queue with Batch Arrivals and General Retrials <i>A. Aissani</i>
17:15 – 17:45	<i>Coffee Break</i>
21:00 – 23:00	<i>Conference Dinner</i>

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**July 5, 9:30 hours to 17:45 hours**  
**PLENARY SESSION: Aula “Rey Pastor”**  
**TECHNICAL SESSIONS: Rooms 250 A, 250 C**

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9:30 – 10:30	<b>Plenary Talk</b> Chair: D. Down  Title: <b>Multi-Class Queueing Systems: Exact and Asymptotic Analysis</b> Author: <i>O. Bozma</i> (Eindhoven University of Technology, The Netherlands)
10:30 – 11:00	<i>Coffee Break</i>
<b>Session F-A1</b>	Chair: R. Nobel
11:00 – 11:45	Invited Talk: Optimality of D-policies for an $M/G/1$ Queue with Removable Server <i>E. Feinberg and O. Kella</i>
11:45 – 12:10	Contributed Talk: Exponential Penalty Function Control with Queues <i>J. Cosyn and K. Sigman</i>
12:10 – 12:35	Contributed Talk: A New Approach to Location of Mobile Servers under Congestion <i>O. Berman and D. Krass</i>
12:35 – 13:00	Contributed Talk: Queues with Workload-Dependent Service and Arrival Rates <i>R. Bekker, S. Borst and O. Bozma</i>
13:00 – 13:25	Contributed Talk: Monotonicity and Threshold Properties in Workload with Controlled Service Times

*G. Brouns and J. Van der Wal*

**Session F-C1** Chair: D. Baum

11:00 – 11:45 Invited Talk: Markov Processes on a Semi-Infinite Strip and the Geometric Tail Algorithm

*H. Tijms and D. Van Vuuren*

11:45 – 12:10 Contributed Talk: Transient and Asymptotic Behaviour of a Cyclic Queue with General Time Distributions

*N. Antunes and A. Pacheco*

12:10 – 12:35 Contributed Talk: Randomly Interrupted  $GI/G/1$  Queues, Service Strategies and Stability Issues

*D. Fiems, B. Steyaert and H. Bruneel*

12:35 – 13:00 Contributed Talk: Approximate Analysis of Discrete Time Queueing Systems with Early Arrival Scheme

*S. Rabia and A. Aboul-Hassan*

13:00 – 13:25 Contributed Talk: Performance Evaluation of an SW Communication Protocol (Send and Wait)

*L. Bouallouche and D. Aissani*

13:25 – 15:15 *Lunch Time*

**Session F-A2** Chair: R. Boucherie

15:15 – 16:00 Invited Talk: On a Sojourn between Classical and Retrial Queues

*A. Krishnamoorthy and V. Joshua*

16:00 – 16:25 Contributed Talk: A Product Theorem for Markov Chains

*D. Baum, G. Tsitsiashvili, M. Osipova and N. Koliev*

16:25 – 16:50 Contributed Talk: Simple Product-Form Bounds for Queueing Networks with Finite Clusters

*E. Van der Sluis and N. Van Dijk*

16:50 – 17:15 Contributed Talk: Dependence Ordering of Point Processes with Applications in Queueing Theory

*R. Kulik and R. Szekli*

**Session F-C2** Chair: E. Morozov

15:15 – 16:00 Invited Talk: Diffusion Approximations for Queues with Markovian Bases

*T. Kimura*

16:00 – 16:25 Contributed Talk: Stability of a Fluid Queue and Applications

*L. Rabehasaina and B. Sericola*

- 16:25 – 16:50    Contributed Talk: Queues with Equal Heavy Sojourn Time and Service Requirement Distributions  
*R. Núñez-Queija*
- 16:50 – 17:15    Contributed Talk: The Discriminatory Processor Sharing Queue with Heavy Tails  
*D. Van Ooteghem, S. Borst and O. Bozma*
- 17:15 – 17:45    *Coffee Break*