

FIRST ANNOUNCEMENT AND CALL FOR PAPERS

E U R O XX, E U R O 2004

20th European Conference on Operational Research

Island of Rhodes, Greece, July 4-7, 2004

"OR and the Management of Electronic Services"

<http://www.Euro-rhodes2004.org>

Hosted by: The Hellenic Operational Research Society (HELORS)

WELCOME

The Association of European Operational Research Societies (EURO) and the Hellenic Operational Research Society (HELORS) are pleased and honored to invite you to Rhodes to attend and enjoy "EURO 2004".

The Island of Rhodes, the largest of the Dodecanese complex, is also known as the isle of Sun. The famous poet Pindar mentions in one of his Odes that it was born out of the union of Helios, the sun god, and the nymph Rhoda. The capital of this island, also called Rhodes, consists actually in three cities on one site - modern, ancient and medieval. Its history goes back to 700B.C. and along the centuries the city has been gifted with a lot of monuments and sites worthy to visit.

The fact that the 20th Conference of EURO has chosen as main topic "OR and the management of electronic services", a modern and very important topic for all researchers and interested companies, may represent an additional reason for you to join us on the beautiful Island of Rhodes.

The conference is taking place in a five stars environment, which is only 50 meters from the sea. It is a great opportunity to combine your participation to the conference with holidays in Rhodes.

Therefore, we are expecting you and your whole family, and mostly of all, don't forget to mark your calendars: July 4-7, 2004, Rhodes, Greece.

Professor Yannis Siskos
President of HELORS
Chairman of the Organizing Committee

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THEME OF THE CONFERENCE

OR AND THE MANAGEMENT OF ELECTRONIC SERVICES

One of the most important concerns of the European Union is the provision and continuous improvement of goods and services within the Europe of today and tomorrow. Among the technologies used for this purpose, the Internet has become a powerful vehicle of services rather than just a repository of information. Many organizations are struggling to put their core business competences on the Internet as a collection of e-services, while customers may retrieve these services from the web and fuse them into combinations of new value-adding e-services in different ways.

The theme of the conference deals with the contribution of operational research philosophies, methods and techniques to the design, performance and delivery of e-services. We particularly elicit papers targeted towards the academic and practical aspects of e-Commerce, e-Business and e-Government. Some examples of topics that fit the conference targets include but are not limited to:

- design and delivery of electronic services in fields such as production, education, entertainment, politics, travel and leisure;
- transaction of consumer-to-consumer services, such as electronic auctions and their effects on the global economy;
- coordination of business-to-business services (such as Internet-based EDI and supply-chain management);
- designing effective e-service sites, making delivery choices (e.g., "pull" versus "push" technologies) and evaluating their performance;
- transformation of traditional commercial services such as banking and retailing via e-Commerce;
- charging for and pricing of electronic services (with digital cash, electronic coupons etc.);
- management of services within and across organizations (virtual teams and outsourcing);
- role and impact of service providers (including ASPs and ISPs);
- delivery of public services to citizens via electronic means (e-stamps, electronic filing of tax returns etc.);
- electronic participation of constituents in policy making and public service (including on-line voting, electronic volunteerism and digital democracy);
- development and management of the infrastructure and technologies needed to deliver electronic services;
- regulation of, and security for e-Services; and the impact of electronic services on individuals, organizations and society.

TUTORIAL SESSIONS

In addition to the traditional opening plenary session, prominent researchers and practitioners will be invited to present a series of semi-plenary lectures mainly devoted to research and state-of-the-art reviews. Particular attention will be given to new topics in OR. Also the EURO working groups will be involved in these sessions.

ORGANIZED SESSIONS

Parallel streams of the conference will include organized sessions of 3-4 papers each. Suggestions for topics of invited sessions and proposals of sessions are welcome.

Please contact the Chairman of the Programme Committee:

Raymond Bisdorff
University of Luxembourg
Faculty of Law, Economics and Finance
162a, avenue de la Faiencerie
L-1511 LUXEMBOURG
email: raymond.bisdorff@cu.lu

DISCUSSION PRESENTATION SESSIONS

Discussion presentations based on posters will be scheduled in a wonderful exhibition hall named ATHENA. Each presentation will be scheduled in such a session (presentation of 30 minutes) and informally exhibited during all the day. At the end of the day all the posters are changed.

Contributions that are suitable for a discussion presentation sessions:

- authors willing to present a poster,
- authors wishing to present more than one paper,
- contributions selected by the Programme Committee,
- European Working Group promotional presentations.

CONTRIBUTED PAPERS

All members of the international OR community are cordially encouraged to present papers describing their current research and applications. These contributed papers will be organized in parallel sessions following the topics list. Please note: At most one contributed paper can be accepted from the same lead author.

EURO GOLD MEDAL

This OR honor will be awarded at the opening plenary session and the laureate(s) will give a speech. (<http://www.euro-online.org/display.php?page=gold>)

EURO EXCELLENCE IN PRACTICE AWARD (EPA 2004)

EURO Excellence in Practice Award 2004 is awarded for an outstanding application of Operational Research in practice. The prize will be awarded at the banquet on Tuesday evening, July 6. (http://www.euro-online.org/display.php?page=bap_prize)

EURO MANAGEMENT SCIENCE STRATEGIC INNOVATION PRIZE (MSSIP 2004)

EURO is offering the Management Science Strategic Innovation Prize to foster specific areas of application of Operational Research in management. The prize is intended to award outstanding contributions in theory or in practice to a well-chosen scientific area encouraging innovative researchers and possibly entire research groups to focus their work on a domain of particular strategic interest. The prize will be awarded at the banquet on Tuesday evening, July 6. (<http://www.euro-online.org/display.php?page=mssip>)

BEST DISCUSSION PRESENTATION AWARD

All accepted discussion presentations may be candidates for the Best Discussion Presentation Award (DIPLOMA + 1000 Euros). To be eligible for this award, the authors of accepted discussion presentations are asked to submit via the conference web site a two pages (A4) abstract of their presentation and a digital picture of the poster. A EURO jury will evaluate the posters before the Conference and on site.

The evaluation criteria are the following:

- a) scientific quality,
- b) contribution to theory/practice of OR,
- c) originality,
- d) presentation quality.

The award will be handled out during the Closing Session of the Conference.

Deadline for submission for Discussion Presentation Award: June 1, 2004.

ABSTRACT SUBMISSION

All organized and contributed communications, as well as the discussion presentation have to be registered on-line via the Conference web site: <http://www.euro-rhodes2004.org> (service starting from October 2003 on) for registering their contribution.

General Deadline for submission: March 1, 2004.

Notification of acceptance will be given before March 30, 2004.

TYPING INSTRUCTIONS

Abstract must be written in English.

Do not include any mathematical notation.

All the text must fit into the space provided in the electronic submission form

REGISTRATION

Deadline for early registration: April 15, 2004

Pre-registration:

Please use the web page of the Conference or the enclosed Reply Card for pre-registration in order that we could send you the Second Announcement and Preliminary Programme with Registration Instructions.

REGISTRATION FEES

Early fees before April 15, 2004:

Participants	310 euro	
Students	120 euro	
Accompanying Persons		90 euro
Banquet (Greek Night)	50 euro	

Late fees after April 15, 2004:

Participants	400 euro	
Students	200 euro	
Accompanying Persons		100 euro
Banquet (Greek Night)	50 euro	

The registration fees include:

For **Participants and Students:**

- Participation in all scientific sessions
- Access to the poster area, and the technical exhibition during the EURO Congress
- Congress Bag containing the Final Programme, the Abstract Book, a badge
- Participation in the Welcome Reception, on Monday July 4, 2004
- Coffee breaks
- Lunches

For **Accompanying Persons:**

- Welcome Reception, on Monday July 4, 2004
- Sightseeing Tour of the city of Rhodes
- Lunches

ACCOMMODATION

Block reservations have been made for the participants at special rates in different hotel categories.

EURO SPONSORSHIP FOR LOW CURRENCY COUNTRIES

Limited support will be available for authors from Low Currency Countries. Authors wishing to apply for such support are requested to indicate this on the abstract submission form.

SECOND ANNOUNCEMENT AND PRELIMINARY PROGRAMME

The Second Announcement and Preliminary Programme will be distributed by April 15, 2004. Further information on registration payments, hotels and optional tours will be included.

On-line Registration Form for Conference participation, hotel and optional tour reservation forms will be available from November 2003 on.

TOPICS KEYWORDS

Please choose three from the topics keywords below and indicate them when submitting your contributions:

- 1 Airline Applications
- 2 Analytic Hierarchy Process
- 3 Artificial Intelligence, ES and Neural Networks
- 4 Auctions / Competitive Bidding
- 5 Bayesian Statistics
- 6 Bioinformatics
- 7 Capacity Planning
- 8 Combinatorial Optimization
- 9 Complex Societal Problems
- 10 Complexity and Approximation
- 11 Critical Decision Making
- 12 Cross-Entropy
- 13 Cutting and Packing
- 14 Cyber Cities & Communities
- 15 Data Envelopment Analysis
- 16 Data Mining and Data Base Modeling
- 17 Decision Support Systems
- 18 Decision Theory and Analysis
- 19 Digital Libraries
- 20 Disaster and Crisis Management
- 21 Distributed Artificial Intelligence and Multi-Agent Systems
- 22 Economic Modeling
- 23 Education and Distance Learning
- 24 Energy Policy and Planning
- 25 Engineering Management
- 26 Enterprise Resource Planning Systems
- 27 Entrepreneurship
- 28 Environmental Management
- 29 Facilities Planning and Design
- 30 Finance and Banking
- 31 Financial Engineering
- 32 Financial Modelling
- 33 Flexible Manufacturing Systems
- 34 Forecasting
- 35 Forestry Management
- 36 Fuzzy Sets and Systems
- 37 Game Theory
- 38 Global Operations
- 39 Global Optimization

40	Graphs and Networks
41	Group Decision Making and Negotiation
42	Health Care
43	Human Centred Processes
44	Human Resources Management
45	Information Retrieval - filtering
46	Innovation
47	International Business
48	Knowledge Engineering and Management
49	Large Scale Optimization
50	Location
51	Management Information Systems
52	Marketing
53	Mathematical Programming
54	Medical Applications
55	Metaheuristics
56	Military Operations Research
57	Mobile e-services
58	Multi-Criteria Decision Aids
59	Multimedia
60	Multi-Objective Decision Making
61	Natural Resources
62	Network Design
63	On line Market Research
64	OR and the Internet
65	OR Applications in South Pacific
66	OR for Electronic Services
67	OR in Development
68	OR in Sports
69	OR/MS and the Public Sector
70	Parallel Algorithms and Implementation
71	Portals and Vortals
72	Production and Inventory Systems
73	Programming, Dynamic
74	Programming, Integer
75	Programming, Linear
76	Programming, Nonlinear
77	Project Management and Scheduling
78	Quality Management
79	Queuing Systems
80	Regional Development
81	Reliability
82	Research and Development
83	Revenue Management and Pricing
84	Reverse Logistics / Remanufacturing
85	Risk Analysis and Management
86	Robust Optimization
87	Routing
88	Scheduling
89	Search Algorithms
90	Search Engines
91	Service Operations
92	Simulation
93	Software for OR/MS Analysis
94	Stochastic Models
95	Strategic Planning and Management
96	Supply Chain Management
97	Sustainable Development
98	System Dynamics and Theory
99	Technology Management

- 100 Telecommunications
- 101 Teleworking
- 102 Timetabling
- 103 Transportation and Logistics
- 104 Utility Systems
- 105 Virtual enterprises
- 106 Warehouse Design, Planning, and Control
- 107 Web-based information systems
- 108 Work Flow Management Systems
- 109 EWG MCAD Multi-Criteria Aid for Decision
- 110 EWG EUROFUSE Fuzzy Sets
- 111 EWG ORAHS OR Applied to Health Services
- 112 EWG EUROBANKING special interest group in banking
- 113 EWG LA Locational Analysis
- 114 EWG ESIGMA Special interest group on Multicriteria Analysis
- 115 EWG Project Management and Scheduling
- 116 EWG Financial Modelling
- 117 EWG ECCO European Chapter on Combinatorial Optimization
- 118 EWG Decision Support Systems
- 119 EWG Transportation
- 120 EWG Group Decision and Negotiation Support
- 121 EWG MODEST Modelling of Economies and Societies in Transition
- 122 EWG WATT Working Group on Automated Time Tabling
- 123 EWG Environmental Planning
- 124 EWG PAREO Parallel Processing in Operations Research
- 125 EWG DEAPM Data Envelopment Analysis and Performance Measurement
- 126 EWG DDM Distributed Decision Making
- 127 EWG Methodology for Complex Societal Problems
- 128 EWG EUROPT Continuous Optimization Working Group
- 129 EWG HCP Human Centered Processes
- 130 EWG E-Cube European Working Group on Experimental Economics
- 131 EWG EU/ME European chapter on Metaheuristics
- 132 EWG PROMETHEUS Euro working group on ethics

VENUE OF THE CONFERENCE

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 Triton Ave., Ixia, P.O. Box 121,
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 Web Site: <http://www.rodos-palace.gr>

LANGUAGE

The official Congress language will be English. No simultaneous translation will be provided.

IMPORTANT DATES

On-line submission for abstracts starting:	November, 2003
Early registration starting:	November, 2003
Deadline for abstract submission:	March 1, 2004
Notification of acceptance:	March 30, 2004
Deadline for early registration:	April 15, 2004
Second Announcement and Preliminary Programme:	April 15, 2004
Deadline for discussion presentation award submission:	June 1, 2004
Final programme:	July 4, 2004
Conference:	July 4-7, 2004

REPLY CARD

EURO XX,

20th European Conference on Operational Research

Island of Rhodes, Greece, July 4-7, 2004

Email: congress@triaenatours.gr

Please print or use block letters

Family name:

First name, Initials:

Affiliation:

Address:

Zip code:

City:

Country:

Phone:

Fax:

E-mail:

(yes/no) I want to receive a hard copy of the Second Announcement and Preliminary Programme.

(yes/no) I intend to present a paper and will submit an abstract by March 15, 2004.

Date: