8:30 – 10:00, Session 1: Learning and Remembering in Service Systems
Dynamic Capacity Allocation to Customers who Remember Past Service
Dan Adelman (University of Chicago) and Adam Mersereau (University of North Carolina)
Discussant: Vishal Gaur (Cornell)

Optimal Hiring and Retention Policies for Heterogeneous Workers that Learn
Alessandro Arlotto (University of Pennsylvania), Stephen Chick (INSEAD) and Noah Gans (University of Pennsylvania).
Discussant: Ramandeep Randhawa (Southern California)

10:00 – 10:30, Coffee Break

10:30 – 12:00, Session 2: Pricing and Strategic Delays
Dynamic Pricing with an Unknown Linear Demand Model: Asymptotically optimal semi-myopic policies
N. Bora Keskin (Stanford), J. Michael Harrison (Stanford) and Assaf Zeevi (Columbia).
Discussant: Noah Gans (Wharton)

Philipp Afeche and Michael Pavlin (U of Toronto).
Discussant: Yong-Pin Zhou (U of Washington)

12:00 – 1:30, Lunch

1:30 – 3:00, Session 3: Behavior in Service Systems
Bounded Rationality in Service Systems
Tingling Huang, Gad Allon and Achal Bassamboo (Northwestern University).
Discussant: Senthil Veeraraghavan

Measuring the Effect of Queues on Customer Purchases
Marcelo Olivares (Columbia), Yina Lu (Columbia), Andres Musalem (Duke) and Ariel Schilkrut (Scopix Solutions).
Discussant: Serguei Netessine (INSEAD)

3:00 – 3:30, Coffee Break

3:30 – 5:00, Session 4: Resource constraints and Interruptions in Diagnostic Services
Optimal Workflow Decisions for Investigators in Systems with Interruptions
Greg Dobson, Tolga Tezcan, Vera Tilson (University of Rochester).
Discussant: Omar Besbes (Columbia University).

Decentralization of Resource-Constrained Health Care networks: Access vs. Accuracy Tradeoff and Network Externality
Sarang Deo (Northwestern University) and Milind Sohoni (Indian School of Business).
Discussant: Morris Cohen (U of Pennsylvania).