

***NRL* Introduces “What you should know about...” Feature
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In 2007 *NRL* is pleased to introduce a new cover story feature called “What you should know about...” which invites outstanding scholars and practitioners in a particular area to write brief expository pieces *for the rest of us*. These are not survey papers nor do they feature new research; instead they present what *everybody* who considers themselves literate in operations research and quantitative modeling should know. Initially *NRL* will publish two per year.

In the inaugural cover story, Ward Whitt of Columbia University describes “What you should know about queueing models to set staffing requirements in service systems.” Although knowledge of steady-state, Markovian models of stationary queueing systems is widespread and widely applied, analogous results for service systems with highly time-dependent load, such as call or contact centers, are not. Whitt’s article clearly summarizes a number of the most useful results.

Feedback on cover articles, and suggestions for future topics, should be addressed to nrl@iems.northwestern.edu.
