

Curriculum Vitae
Peter T. Ittig, Ph.D.

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EDUCATION:

Ph.D., Cornell University, Program in Public Systems Planning and Analysis, Ford Foundation Fellowship for Graduate Research Relevant to the Problems of our Society.

M.S., Purdue University, Engineering Sciences. Supported by N.S.F. Traineeship.

B.S. Cum Laude, State University of New York at Buffalo, Engineering Science. Tau Beta Pi Honor Society.

EMPLOYMENT:

University of Massachusetts Boston. Associate Professor, Department of Management Science and Information Systems, College of Management, 1981-2007. Teaching and Research interests: Operations Management in Services, Forecasting. Operations Management Area Coordinator, 1998-2002.

New York University. Associate Professor of Public Administration, Graduate School of Public Administration, 9/78-8/81. Teaching and Research: Operations Management in Health Institutions, Management Science. Quantitative Area Coordinator, 79-80.

State University of New York at Buffalo. Assistant Professor of Management Systems, School of Management, 9/72-8/78. Director, MBA Program in Health Care Systems Management, 9/73-8/75. AACSB Federal Faculty Fellow, 9/75-8/76. Teaching responsibilities in Operations Management, Management Science, Health Systems Analysis.

U.S. Public Health Service, Rockville, Maryland. Faculty Fellow/Program Analyst, Office of Planning, Evaluation and Legislation, Health Services Administration, 9/75-8/76. A program series on public policy formation was provided by the Brookings Institution. Responsible for studies of financing issues, regulation issues and information systems.

Research Analysis Corporation (a federal contract research center), McLean, Virginia, 2/67-1/70. Systems Analyst. Performed operations research studies for Defense and State Departments. Participated in large arms control study in England during 1968. Top Secret Clearance.

SERVICE

Member, Westwood Finance and Warrant Commission, Westwood, MA. 2019 -2022.

Member of the Investment Advisory Committee of the Decision Sciences Institute.
Appointed by President and Board of Directors of DSI. 2002 - 2012.

Feature Editor, *Decision Line*, a publication of the [Decision Sciences Institute](#), 2002-2009.

Track Chairman for Services Management, Decision Sciences Institute 2004 Annual Meeting.

PUBLICATIONS

Articles in Refereed Journals

1. “[Comparison of Efficient Seasonal Indexes](#)”, *Journal of Applied Mathematics and Decision Sciences*, Vol. 8, No. 2, 2004, p. 87 – 105. Refereed Journal.
2. “[The Real Cost of Making Customers Wait](#)”, *International Journal of Service Industry Management*, Vol. 13, No. 3, 2002, p. 231 – 241. Refereed Journal.
3. “[A Seasonal Index for Business](#)”, *Decision Sciences*, Vol. 28, No. 2 (Spring), 1997, p. 335-356. Refereed Journal.
4. “[Planning Service Capacity When Demand is Sensitive to Delay](#)”, *Decision Sciences*, Vol. 25, No. 4, Jul-Aug 1994, p. 541-559. Also, 26 (1), Jan-Feb 1995, p. U2. Refereed Journal.
5. “[Comparisons and Projections for Business School Hospitality Programs](#)”, *Hospitality Education and Research Journal*, Vol. 13, No. 1, 1989, p. 47-54. Refereed Journal.
6. “[Capacity Planning in Service Operations: The Case of Hospital Outpatient Facilities](#)”, *Socio-Economic Planning Sciences*, Vol. 19, No. 6, 1985, p. 425-429. Refereed Journal.
7. “[Tax Subsidy of Home Ownership](#)”, *Journal of Public Policy*, Cambridge University Press, Vol. 4, No. 2, 1984, p. 103-110. Refereed Journal.
8. “[A Model for Planning Ambulatory Health Services](#)”, *Management Science*, Vol. 24, No. 10, 1978, p. 1001-1010. Refereed Journal.
9. “[A University Admissions System](#)”, *Socio-Economic Planning Sciences*, Vol. 11, 1977, p. 31-36. Refereed Journal.

Books and Book Chapters

1. [“Obtaining a Seasonal Index for Forecasting When the Data Contain a Trend”](#), Chapter 4 in *Advances in Business and Management Forecasting*, v. 3, Editors: Lawrence, K. & Geurts, M., Emerald/JAI Press, 2002, p. 47-64. Refereed.
2. “Property Tax Rights and Redress”, Chapter in [Consumer Economics of Property Tax Policy for Senior Citizens](#), Rutgers University, New Brunswick, NJ, December 1980. Research sponsored by US Department of Health, Education and Welfare Grant #G007902228, p. 130-169.
3. [Planning Ambulatory Health Care Delivery Systems](#), published by Cornell University Center for Urban Development Research, Ithaca, NY. Book in over 100 libraries. First Printing—October 1974. Second Printing—August 1975. Third Printing—January 1978.
4. “The Selection of Primary Care Service Levels”, in [Systems science in health care: Science des systèmes dans le domaine de la santé](#), Tilquin, C., Editor, Pergamon Press, Toronto, 1981, p. 1059-1061.
5. “Systems Science in Ambulatory Health Planning”, in [Systems science in health care : proceedings of an international conference held in Paris on 5-9 July 1976 : La science des systèmes dans le domaine de la santé : travaux de la conférence internationale qui se tint à Paris, du 5 au 9 juillet 1976](#) editors, Coblenz, A and Walter, J., Taylor and Francis Ltd., London, 1977, p. 245-249. Refereed.
6. “Optimierungsmethoden”, Chapter 3 in [Handbuch De Betrieblichen Informations Systeme](#), co-author, Cornacchio, J., editors, Jaggi, B. and Görlitz, R. published by Verlag Franz Vehlen, Munich, Germany, 1975, p. 50-95.

Review Articles

1. [“Investment Decisions”](#), *Decision Line*, Vol. 40, No. 2 (March), 2009, p. 19-20. Review Article.
2. [“Higher Education Decisions”](#), *Decision Line*, Vol. 38, No. 5 (October), 2007, p. 24-27. Review Article.
3. [“Health Insurance Decisions”](#), *Decision Line*, Vol. 37, No. 1 (January), 2006, p. 10-13. Review Article.
4. [“Textbook Decisions”](#), *Decision Line*, Vol. 36, No. 1 (January), 2005, p. 12-14. Review Article.
5. [“Boomer Decisions”](#), *Decision Line*, Vol. 35, No. 4 (July), 2004, p. 18-20. Review Article.
6. [“Diversity Decisions”](#), *Decision Line*, Vol. 34, No. 4 (July), 2003, p. 17-19. Review Article.

7. "[Global Warming Questions and Decisions](#)", *Decision Line*, Vol. 33, No. 5 (October), 2002, p. 23-25. Review Article.
8. "[A New Forecasting Reference Work](#)", *Decision Line*, Vol. 33, No. 1 (Jan), 2002, p. 19-20. Review Article.
9. "Doing Business in Canada", *Focus: New England International*, Vol. 2, No. 12, December 1992, p. 1,4. Lead article.
10. "[Hospital Costs and Health Insurance](#)", with K. Ittig, *Journal of Consumer Affairs*, Vol. 16, No. 1, Summer 1982, pp. 177-181. Review Article.
11. "[Planning Ambulatory Health Care](#)", *Journal of Health Politics Policy and Law*, Vol. 4, No. 4 1980, p. 706-708. Review Article.
12. "[Health Planning and Evaluation](#)", *Health Services Research*, Vol. 12, No. 1, Spring 1977, p. 80-85. Review Article

Selected Proceedings & Conference Papers

1. "Service Discrimination and Yield Management", Decision Sciences Institute National Meeting, November 2006, San Antonio, Texas.
2. "Research Agenda for Service Discrimination", Invited Presentation, Second Annual Conference on the Art and Science of Services, Madrid, Spain, May 2006. Conference sponsored by IBM.
3. "Optimal Service Capacity Model", Invited Presentation, invited session on "Service Capacity Planning and Scheduling", Production & Operations Management Society (POMS) National Meeting, Chicago, May 2005.
4. "The Real Value of Customer Waiting Time", Proceedings, *Decision Sciences Institute National Meeting*, November 2002, San Diego, CA. Refereed Proceedings.
5. "Comparison of Efficient Seasonal Indexes for OM Applications", *Proceedings, Decision Sciences Institute National Meeting*, November 2001, San Francisco, CA. Refereed Proceedings.
6. "A Consistent Seasonal Index from a Centered Moving Average", *Proceedings, Northeast Decision Sciences Institute*, March 1999, p. 257-259. Refereed Proceedings.
7. "Choosing a Seasonal Index for Business Forecasting", *Proceedings, Northeast Decision Sciences Institute*, March 1998, p. 331-332. Refereed Proceedings.
8. "Developing a Seasonal Index for Business", *Proceedings, Northeast Decision Sciences Institute*, April 1996, p. 552-553.
9. "Service Capacity Analysis When Customers are Sensitive to Delay", *Proceedings, Decision Sciences Institute*, November 1995, p. 1521.

10. "Planning Service Capacity for A Supermarket", *Proceedings, Decision Sciences Institute, International Conference*, Brussels, Belgium, June 1991, p. 236-239.
11. "Taxes and Home Ownership in New England", *Proceedings, New England Business and Economics Association*, October 1983.

Reports

1. ["The Impact on Health Services Administration Missions of Alternative Federal Financing Strategies"](#) (co-author and editor), report, Office of Planning, Evaluation and Legislation (OPEL), Health Services Administration, US Public Health Service, March 1976.
2. "Health Care Financing Theme", chapter in *Forward Plan: Health Services Administration FY, 1978-82*, US Health Services Administration, DHEW, May 1976, p. 9-33.
3. "Long Term Care Financing Strategy", report, OPEL/HSA/DHEW, May 1976.
4. "Data Needs, Data Requirements, and Reporting Systems for Family Planning Services", report to the DHEW Family Planning Data Task Force, OPEL/HSA, March 1976.
5. "Management Study: HMO Qualification", report, HSA, DHEW, August 1976.
6. "Economic and Managerial Analysis of Ambulatory Health Care Delivery", report contained in *Ambulatory Care Systems Model*, Lakes Area Regional Medical Program, Buffalo, NY, June 1974. [Study received a "First Award for Progressive Architecture" from the journal, *Progressive Architecture*, January, 1975.]
7. "Efficiency of Multimodal Transport with Emphasis on Intermodal Transfer", co-author, with Fisher, G. & Welker, F., Department of Environmental Systems Engineering, Cornell University, July 1970. Report to NY State Science & Technology Foundation under grant # SSG(AC)-G-1.
8. "Annex C. Analysis and Evaluation", *Field Test FT-15: Inspection of Retained Forces in Specified Area (UK)*, US Arms Control and Disarmament Agency, August 1968. Official use only.
9. "Family of Aircraft Study 1980-85. (FAAS-85) Supplemental Effort" (U), Research Analysis Corp., ANC-14490, January 1970. Secret.
10. "A Method for Determining Candidate Families of Army Aircraft with Application to 1980-85 (Candidate Families: Army Aircraft, 1980-1985)" (U), co-author, Research Analysis Corp., TP-350, August 1969. Confidential.