

Ward Whitt

List of Publications by Year in Descending Order

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The third column is the impact factor (IF) of the journal, and the fourth column is the number of citations of the article.

370
papers

16,706
citations

67
h-index

112
g-index

383
ext. papers

18,803
ext. citations

1.8
avg, IF

7.14
L-index

#	Paper	IF	Citations
370	Heavy traffic limits for queues with non-stationary path-dependent arrival processes.. <i>Queueing Systems</i> , 2022 , 1-23	1.7	
369	On the many-server fluid limit for a service system with routing based on delayed information. <i>Operations Research Letters</i> , 2021 , 49, 316-319	1	3
368	Queues with path-dependent arrival processes. <i>Journal of Applied Probability</i> , 2021 , 58, 484-504	0.8	1
367	Extremal GI/GI/1 queues given two moments: exploiting Tchebycheff systems. <i>Queueing Systems</i> , 2021 , 97, 101-124	1.7	3
366	Algorithms for the upper bound mean waiting time in the GI/GI/1 queue. <i>Queueing Systems</i> , 2020 , 94, 327-356	1.7	7
365	Heavy-traffic limits for stationary network flows. <i>Queueing Systems</i> , 2020 , 95, 53-68	1.7	3
364	SET-VALUED PERFORMANCE APPROXIMATIONS FOR THE QUEUE GIVEN PARTIAL INFORMATION. <i>Probability in the Engineering and Informational Sciences</i> , 2020 , 1-23	0.6	1
363	Extremal models for the GI/GI/1 waiting-time tail-probability decay rate. <i>Operations Research Letters</i> , 2020 , 48, 770-776	1	4
362	Time-Varying Robust Queueing. <i>Operations Research</i> , 2019 , 67, 1766-1782	2.3	7
361	Periodic Little's Law. <i>Operations Research</i> , 2019 , 67, 267-280	2.3	5
360	Optimal battery purchasing and charging strategy at electric vehicle battery swap stations. <i>European Journal of Operational Research</i> , 2019 , 279, 524-539	5.6	39
359	Marked point processes in discrete time. <i>Queueing Systems</i> , 2019 , 92, 47-81	1.7	2
358	Forecasting arrivals and occupancy levels in an emergency department. <i>Operations Research for Health Care</i> , 2019 , 21, 1-18	1.8	16
357	Minimizing the Maximum Expected Waiting Time in a Periodic Single-Server Queue with a Service-Rate Control. <i>Stochastic Systems</i> , 2019 , 9, 261-290	1.7	4
356	The advantage of indices of dispersion in queueing approximations. <i>Operations Research Letters</i> , 2019 , 47, 99-104	1	4
355	A central-limit-theorem version of the periodic Little's law. <i>Queueing Systems</i> , 2019 , 91, 15-47	1.7	1
354	A broad view of queueing theory through one issue. <i>Queueing Systems</i> , 2018 , 89, 3-14	1.7	2

353	A Data-Driven Model of an Appointment-Generated Arrival Process at an Outpatient Clinic. <i>INFORMS Journal on Computing</i> , 2018 , 30, 181-199	2.4	17
352	Creating Work Breaks from Available Idleness. <i>Manufacturing and Service Operations Management</i> , 2018 , 20, 721-736	4.6	4
351	A Rare-Event Simulation Algorithm for Periodic Single-Server Queues. <i>INFORMS Journal on Computing</i> , 2018 , 30, 71-89	2.4	5
350	Using Robust Queuing to Expose the Impact of Dependence in Single-Server Queues. <i>Operations Research</i> , 2018 , 66, 184-199	2.3	16
349	Delay-Based Service Differentiation with Many Servers and Time-Varying Arrival Rates. <i>Stochastic Systems</i> , 2018 , 8, 230-263	1.7	2
348	Heavy-Traffic Limit of the GI/GI/1 Stationary Departure Process and Its Variance Function. <i>Stochastic Systems</i> , 2018 , 8, 143-165	1.7	5
347	A data-driven model of an emergency department. <i>Operations Research for Health Care</i> , 2017 , 12, 1-15	1.8	35
346	Many-server loss models with non-poisson time-varying arrivals. <i>Naval Research Logistics</i> , 2017 , 64, 177-203		6
345	Stabilizing performance in a service system with time-varying arrivals and customer feedback. <i>European Journal of Operational Research</i> , 2017 , 256, 473-486	5.6	19
344	Heavy-traffic Limit for the Initial Content Process. <i>Stochastic Systems</i> , 2017 , 7, 95-142	1.7	2
343	Using Simulation to Improve the Pace of Play. <i>International Journal of Golf Science</i> , 2017 , 6, 85-117		1
342	A Poisson limit for the departure process from a queue with many busy servers. <i>Operations Research Letters</i> , 2016 , 44, 602-606	1	2
341	Heavy-traffic limits for a single-server queue leading up to a critical point. <i>Operations Research Letters</i> , 2016 , 44, 796-800	1	5
340	STAFFING A SERVICE SYSTEM WITH NON-POISSON NON-STATIONARY ARRIVALS. <i>Probability in the Engineering and Informational Sciences</i> , 2016 , 30, 593-621	0.6	23
339	Approximations for heavily loaded G/GI/n + GI queues. <i>Naval Research Logistics</i> , 2016 , 63, 187-217	1.5	5
338	Efficient simulation of non-Poisson non-stationary point processes to study queueing approximations. <i>Statistics and Probability Letters</i> , 2016 , 109, 202-207	0.6	7
337	Chattering and Congestion Collapse in an Overload Switching Control. <i>Stochastic Systems</i> , 2016 , 6, 132-219		2
336	STAFFING TO STABILIZE BLOCKING IN LOSS MODELS WITH TIME-VARYING ARRIVAL RATES. <i>Probability in the Engineering and Informational Sciences</i> , 2016 , 30, 185-211	0.6	9

335	Heavy-traffic fluid limits for periodic infinite-server queues. <i>Queueing Systems</i> , 2016 , 84, 111-143	1.7	5
334	Poisson and non-Poisson properties in appointment-generated arrival processes: The case of an endocrinology clinic. <i>Operations Research Letters</i> , 2015 , 43, 247-253	1	18
333	The Power of Alternative Kolmogorov-Smirnov Tests Based on Transformations of the Data. <i>ACM Transactions on Modeling and Computer Simulation</i> , 2015 , 25, 1-22	0.6	9
332	Stochastic grey-box modeling of queueing systems: fitting birth-and-death processes to data. <i>Queueing Systems</i> , 2015 , 79, 391-426	1.7	7
331	Stabilizing performance in a single-server queue with time-varying arrival rate. <i>Queueing Systems</i> , 2015 , 81, 341-378	1.7	15
330	Using simulation to study service-rate controls to stabilize performance in a single-server queue with time-varying arrival rate 2015 ,		1
329	The Maximum Throughput on a Golf Course. <i>Production and Operations Management</i> , 2015 , 24, 685-703	3.6	1
328	Using a birth-and-death process to estimate the steady-state distribution of a periodic queue. <i>Naval Research Logistics</i> , 2015 , 62, 664-685	1.5	8
327	Analyzing the pace of play in golf. <i>Journal of Sports Analytics</i> , 2015 , 1, 43-64	0.7	0
326	Achieving Rapid Recovery in an Overload Control for Large-Scale Service Systems. <i>INFORMS Journal on Computing</i> , 2015 , 27, 491-506	2.4	3
325	Approximate blocking probabilities in loss models with independence and distribution assumptions relaxed. <i>Performance Evaluation</i> , 2014 , 80, 82-101	1.2	15
324	Heavy-traffic limits for queues with periodic arrival processes. <i>Operations Research Letters</i> , 2014 , 42, 458-461	1	9
323	The steady-state distribution of the . <i>Operations Research Letters</i> , 2014 , 42, 311-318	1	10
322	Many-server heavy-traffic limit for queues with time-varying parameters. <i>Annals of Applied Probability</i> , 2014 , 24,	2	30
321	STABILIZING PERFORMANCE IN NETWORKS OF QUEUES WITH TIME-VARYING ARRIVAL RATES. <i>Probability in the Engineering and Informational Sciences</i> , 2014 , 28, 419-449	0.6	24
320	Algorithms for Time-Varying Networks of Many-Server Fluid Queues. <i>INFORMS Journal on Computing</i> , 2014 , 26, 59-73	2.4	16
319	Choosing arrival process models for service systems: Tests of a nonhomogeneous Poisson process. <i>Naval Research Logistics</i> , 2014 , 61, 66-90	1.5	30
318	Are Call Center and Hospital Arrivals Well Modeled by Nonhomogeneous Poisson Processes?. <i>Manufacturing and Service Operations Management</i> , 2014 , 16, 464-480	4.6	110

317	Diffusion approximation for an overloaded X model via a stochastic averaging principle. <i>Queueing Systems</i> , 2014 , 76, 347-401	1.7	4
316	Continuous-time Markov chain models to estimate the premium for extended hedge fund lockups. <i>Annals of Operations Research</i> , 2013 , 211, 357-379	3.2	
315	Two-parameter heavy-traffic limits for infinite-server queues with dependent service times. <i>Queueing Systems</i> , 2013 , 73, 119-146	1.7	19
314	ESTIMATING WAITING TIMES WITH THE TIME-VARYING LITTLE'S LAW. <i>Probability in the Engineering and Informational Sciences</i> , 2013 , 27, 471-506	0.6	7
313	A Fluid Limit for an Overloaded X Model via a Stochastic Averaging Principle. <i>Mathematics of Operations Research</i> , 2013 , 38, 294-349	1.5	13
312	Statistical Analysis with Little's Law. <i>Operations Research</i> , 2013 , 61, 1030-1045	2.3	23
311	OM Forum Offered Load Analysis for Staffing. <i>Manufacturing and Service Operations Management</i> , 2013 , 15, 166-169	4.6	14
310	Extending the FCLT version of. <i>Operations Research Letters</i> , 2012 , 40, 230-234	1	3
309	Fitting birth-and-death queueing models to data. <i>Statistics and Probability Letters</i> , 2012 , 82, 998-1004	0.6	9
308	A many-server fluid limit for the Gt/GI/st+GI queueing model experiencing periods of overloading. <i>Operations Research Letters</i> , 2012 , 40, 307-312	1	31
307	Continuous-Time Markov Chain Models to Estimate the Premium for Extended Hedge Fund Lockups. <i>SSRN Electronic Journal</i> , 2012 ,	1	7
306	The G t /GI/s t +GI many-server fluid queue. <i>Queueing Systems</i> , 2012 , 71, 405-444	1.7	53
305	INFINITE-SERVER QUEUES WITH BATCH ARRIVALS AND DEPENDENT SERVICE TIMES. <i>Probability in the Engineering and Informational Sciences</i> , 2012 , 26, 197-220	0.6	20
304	Stabilizing Customer Abandonment in Many-Server Queues with Time-Varying Arrivals. <i>Operations Research</i> , 2012 , 60, 1551-1564	2.3	58
303	A fluid model for many-server queues with time-varying arrivals and phase-type service distribution. <i>Performance Evaluation Review</i> , 2012 , 39, 43-43	0.4	0
302	The Impact of Dependent Service Times on Large-Scale Service Systems. <i>Manufacturing and Service Operations Management</i> , 2012 , 14, 262-278	4.6	17
301	INFINITE-SERVER QUEUES WITH BATCH ARRIVALS AND DEPENDENT SERVICE TIMES CORRIGENDUM. <i>Probability in the Engineering and Informational Sciences</i> , 2012 , 26, 455-455	0.6	1
300	Real-Time Delay Estimation Based on Delay History in Many-Server Service Systems with Time-Varying Arrivals. <i>Production and Operations Management</i> , 2011 , 20, 654-667	3.6	21

299	Heavy-Traffic Limits for Nearly Deterministic Queues. <i>Journal of Applied Probability</i> , 2011 , 48, 657-678	0.8	4
298	An ODE for an Overloaded X Model Involving a Stochastic Averaging Principle. <i>Stochastic Systems</i> , 2011 , 1, 59-108	1.7	15
297	A Fluid Approximation for Service Systems Responding to Unexpected Overloads. <i>Operations Research</i> , 2011 , 59, 1159-1170	2.3	20
296	Nearly Periodic Behavior in the Overloaded G/D/s+GI Queue. <i>Stochastic Systems</i> , 2011 , 1, 340-410	1.7	9
295	Large-time asymptotics for the G t /M t /s t +GI t many-server fluid queue with abandonment. <i>Queueing Systems</i> , 2011 , 67, 145-182	1.7	35
294	Heavy-traffic limits for nearly deterministic queues: stationary distributions. <i>Queueing Systems</i> , 2011 , 69, 145-173	1.7	7
293	A Network of Time-Varying Many-Server Fluid Queues with Customer Abandonment. <i>Operations Research</i> , 2011 , 59, 835-846	2.3	36
292	Wait-Time Predictors for Customer Service Systems with Time-Varying Demand and Capacity. <i>Operations Research</i> , 2011 , 59, 1106-1118	2.3	40
291	The asymptotic variance of departures in critically loaded queues. <i>Advances in Applied Probability</i> , 2011 , 43, 243-263	0.7	41
290	Heavy-Traffic Limits for Nearly Deterministic Queues. <i>Journal of Applied Probability</i> , 2011 , 48, 657-678	0.8	2
289	A stochastic-difference-equation model for hedge-fund returns. <i>Quantitative Finance</i> , 2010 , 10, 701-733	1.6	2
288	Service-Level Differentiation in Many-Server Service Systems via Queue-Ratio Routing. <i>Operations Research</i> , 2010 , 58, 316-328	2.3	96
287	Continuity of a queueing integral representation in the M1 topology. <i>Annals of Applied Probability</i> , 2010 , 20,	2	12
286	Two-parameter heavy-traffic limits for infinite-server queues. <i>Queueing Systems</i> , 2010 , 65, 325-364	1.7	46
285	Heavy-traffic limits for nearly deterministic queues. <i>Performance Evaluation Review</i> , 2010 , 38, 15-17	0.4	1
284	A fluid approximation for large-scale service systems. <i>Performance Evaluation Review</i> , 2010 , 38, 27-29	0.4	
283	Real-Time Delay Estimation Based on Delay History. <i>Manufacturing and Service Operations Management</i> , 2009 , 11, 397-415	4.6	40
282	Queue-and-Idleness-Ratio Controls in Many-Server Service Systems. <i>Mathematics of Operations Research</i> , 2009 , 34, 363-396	1.5	97

281	APPROXIMATIONS FOR THE GI/G/m QUEUE. <i>Production and Operations Management</i> , 2009 , 2, 114-161	3.6	208
280	Heavy-traffic limits for many-server queues with service interruptions. <i>Queueing Systems</i> , 2009 , 61, 167-202		27
279	Heavy-traffic extreme value limits for Erlang delay models. <i>Queueing Systems</i> , 2009 , 63, 13-32	1.7	1
278	Markov chain models to estimate the premium for extended hedge fund lockups. <i>Wilmott Journal</i> , 2009 , 1, 263-293		6
277	Value-Based Routing and Preference-Based Routing in Customer Contact Centers. <i>Production and Operations Management</i> , 2009 , 16, 277-291	3.6	13
276	Heavy-traffic limits for waiting times in many-server queues with abandonment. <i>Annals of Applied Probability</i> , 2009 , 19,	2	28
275	Service Interruptions in Large-Scale Service Systems. <i>Management Science</i> , 2009 , 55, 1499-1512	3.9	20
274	Real-Time Delay Estimation in Overloaded Multiserver Queues with Abandonments. <i>Management Science</i> , 2009 , 55, 1729-1742	3.9	42
273	Responding to Unexpected Overloads in Large-Scale Service Systems. <i>Management Science</i> , 2009 , 55, 1353-1367	3.9	30
272	Scheduling Flexible Servers with Convex Delay Costs in Many-Server Service Systems. <i>Manufacturing and Service Operations Management</i> , 2009 , 11, 237-253	4.6	64
271	The Impact of Delay Announcements in Many-Server Queues with Abandonment. <i>Operations Research</i> , 2009 , 57, 66-81	2.3	96
270	Staffing of Time-Varying Queues to Achieve Time-Stable Performance. <i>Management Science</i> , 2008 , 54, 324-338	3.9	129
269	REal-time delay estimation in call centers 2008 ,		4
268	Fluid Models for Overloaded Multiclass Many-Server Queueing Systems with First-Come, First-Served Routing. <i>Management Science</i> , 2008 , 54, 1513-1527	3.9	33
267	The last departure time from an M t /G/1 queue with a terminating arrival process. <i>Queueing Systems</i> , 2008 , 58, 77-104	1.7	4
266	Martingale proofs of many-server heavy-traffic limits for Markovian queues. <i>Probability Surveys</i> , 2007 , 4,	2.2	125
265	Two-Moment Approximations for Maxima. <i>Operations Research</i> , 2007 , 55, 532-548	2.3	6
264	Proofs of the martingale FCLT. <i>Probability Surveys</i> , 2007 , 4,	2.2	53

263	What you should know about queueing models to set staffing requirements in service systems. <i>Naval Research Logistics</i> , 2007 , 54, 476-484	1.5	57
262	Analysis of join-the-shortest-queue routing for web server farms. <i>Performance Evaluation</i> , 2007 , 64, 1062-1081	1.15	
261	Exploiting regenerative structure to estimate finite time averages via simulation. <i>ACM Transactions on Modeling and Computer Simulation</i> , 2007 , 17, 8	0.6	2
260	Power Algorithms for Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , 2007 , 19, 341-355	2.4	11
259	Coping with Time-Varying Demand When Setting Staffing Requirements for a Service System. <i>Production and Operations Management</i> , 2007 , 16, 13-39	3.6	181
258	Insensitivity for PS server farms with JSQ routing. <i>Performance Evaluation Review</i> , 2007 , 35, 24-26	0.4	6
257	A multi-class fluid model for a contact center with skill-based routing. <i>AEU - International Journal of Electronics and Communications</i> , 2006 , 60, 95-102	2.8	14
256	The Impact of Increased Employee Retention on Performance in a Customer Contact Center. <i>Manufacturing and Service Operations Management</i> , 2006 , 8, 235-252	4.6	29
255	Chapter 13 Analysis for Design. <i>Handbooks in Operations Research and Management Science</i> , 2006 , 13, 381-413		3
254	Fluid Models for Multiserver Queues with Abandonments. <i>Operations Research</i> , 2006 , 54, 37-54	2.3	170
253	A Unified Framework for Numerically Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , 2006 , 18, 408-421	2.4	271
252	Staffing a Call Center with Uncertain Arrival Rate and Absenteeism. <i>Production and Operations Management</i> , 2006 , 15, 88-102	3.6	94
251	Sensitivity of Performance in the Erlang-A Queueing Model to Changes in the Model Parameters. <i>Operations Research</i> , 2006 , 54, 247-260	2.3	28
250	Heavy-Traffic Limits for the $G/H_2^*/n/m$ Queue. <i>Mathematics of Operations Research</i> , 2005 , 30, 1-27	1.5	62
249	Two fluid approximations for multi-server queues with abandonments. <i>Operations Research Letters</i> , 2005 , 33, 363-372	1	15
248	A Staffing Algorithm for Call Centers with Skill-Based Routing. <i>Manufacturing and Service Operations Management</i> , 2005 , 7, 276-294	4.6	154
247	Engineering Solution of a Basic Call-Center Model. <i>Management Science</i> , 2005 , 51, 221-235	3.9	108
246	Efficiency-Driven Heavy-Traffic Approximations for Many-Server Queues with Abandonments. <i>Management Science</i> , 2004 , 50, 1449-1461	3.9	93

245	Heavy-Traffic Limits for Loss Proportions in Single-Server Queues. <i>Queueing Systems</i> , 2004 , 46, 507-536	1.7	11
244	A Diffusion Approximation for the G/GI/n/m Queue. <i>Operations Research</i> , 2004 , 52, 922-941	2.3	77
243	How Multiserver Queues Scale with Growing Congestion-Dependent Demand. <i>Operations Research</i> , 2003 , 51, 531-542	2.3	31
242	Necessary conditions in limit theorems for cumulative processes. <i>Stochastic Processes and Their Applications</i> , 2002 , 98, 199-209	1.1	17
241	A Time-Dependent Queueing-Network Model to Describe the Life-Cycle Dynamics of Private-Line Telecommunication Services. <i>Telecommunication Systems</i> , 2002 , 19, 9-38	2.3	9
240	Stochastic-Process Limits. <i>Springer Series in Operations Research</i> , 2002 ,	1.8	679
239	The Reflection Map with Discontinuities. <i>Mathematics of Operations Research</i> , 2001 , 26, 447-484	1.5	11
238	Resource Sharing for Book-Ahead and Instantaneous-Request Calls Using a CLT Approximation. <i>Telecommunication Systems</i> , 2001 , 16, 233-253	2.3	4
237	A Nonstationary Offered-Load Model for Packet Networks. <i>Telecommunication Systems</i> , 2001 , 16, 271-296	2.3	11
236	LIMITS FOR CUMULATIVE INPUT PROCESSES TO QUEUES. <i>Probability in the Engineering and Informational Sciences</i> , 2000 , 14, 123-150	0.6	11
235	Workload bounds in fluid models with priorities. <i>Performance Evaluation</i> , 2000 , 41, 249-267	1.2	10
234	An overview of Brownian and non-Brownian FCLTs for the single-server queue. <i>Queueing Systems</i> , 2000 , 36, 39-70	1.7	13
233	The impact of a heavy-tailed service-time distribution upon the M/GI/s waiting-time distribution. <i>Queueing Systems</i> , 2000 , 36, 71-87	1.7	34
232	An Introduction to Numerical Transform Inversion and Its Application to Probability Models. <i>Profiles in Operations Research</i> , 2000 , 257-323	1	74
231	INFINITE-SERIES REPRESENTATIONS OF LAPLACE TRANSFORMS OF PROBABILITY DENSITY FUNCTIONS FOR NUMERICAL INVERSION. <i>Journal of the Operations Research Society of Japan</i> , 1999 , 42, 268-285	0.3	10
230	Computing Laplace Transforms for Numerical Inversion Via Continued Fractions. <i>INFORMS Journal on Computing</i> , 1999 , 11, 394-405	2.4	35
229	Modeling service-time distributions with non-exponential tails: beta mixtures of exponentials. <i>Stochastic Models</i> , 1999 , 15, 517-546		11
228	Using different response-time requirements to smooth time-varying demand for service. <i>Operations Research Letters</i> , 1999 , 24, 1-10	1	8

227	Decomposition approximations for time-dependent Markovian queueing networks. <i>Operations Research Letters</i> , 1999 , 24, 97-103	1	17
226	Explicit M/G/1 waiting-time distributions for a class of long-tail service-time distributions. <i>Operations Research Letters</i> , 1999 , 25, 25-31	1	12
225	Dynamic staffing in a telephone call center aiming to immediately answer all calls. <i>Operations Research Letters</i> , 1999 , 24, 205-212	1	78
224	Resource sharing for book-ahead and instantaneous-request calls. <i>IEEE/ACM Transactions on Networking</i> , 1999 , 7, 10-22	3.8	67
223	Improving Service by Informing Customers About Anticipated Delays. <i>Management Science</i> , 1999 , 45, 192-207	3.9	143
222	Partitioning Customers into Service Groups. <i>Management Science</i> , 1999 , 45, 1579-1592	3.9	44
221	Variance Reduction in Simulations of Loss Models. <i>Operations Research</i> , 1999 , 47, 509-523	2.3	10
220	Linear stochastic fluid networks. <i>Journal of Applied Probability</i> , 1999 , 36, 244-260	0.8	17
219	Linear stochastic fluid networks. <i>Journal of Applied Probability</i> , 1999 , 36, 244-260	0.8	13
218	Predicting Queueing Delays. <i>Management Science</i> , 1999 , 45, 870-888	3.9	51
217	Winning the Hand of the Princess Saralinda. <i>Profiles in Operations Research</i> , 1999 , 231-246	1	
216	Periodic load balancing. <i>Queueing Systems</i> , 1998 , 30, 203-250	1.7	2
215	Numerical inversion of multidimensional Laplace transforms by the Laguerre method. <i>Performance Evaluation</i> , 1998 , 31, 229-243	1.2	29
214	Fitting mixtures of exponentials to long-tail distributions to analyze network performance models. <i>Performance Evaluation</i> , 1998 , 31, 245-279	1.2	253
213	. <i>IEEE/ACM Transactions on Networking</i> , 1998 , 6, 447-460	3.8	63
212	Functional Large Deviation Principles for Waiting and Departure Processes. <i>Probability in the Engineering and Informational Sciences</i> , 1998 , 12, 479-507	0.6	11
211	Verifying cell loss requirements in high-speed communication networks. <i>Journal of Applied Mathematics and Stochastic Analysis</i> , 1998 , 11, 319-338		
210	Uniform acceleration expansions for Markov chains with time-varying rates. <i>Annals of Applied Probability</i> , 1998 , 8,	2	50

209	Recovery from congestion in a large multi-server system. <i>Teletraffic Science and Engineering</i> , 1997 , 371-380		1
208	Probabilistic Scaling for the Numerical Inversion of Nonprobability Transforms. <i>INFORMS Journal on Computing</i> , 1997 , 9, 175-184	2.4	11
207	Numerical Solution of Piecewise-Stationary M/G/1 Queues. <i>Operations Research</i> , 1997 , 45, 451-463	2.3	16
206	Limits and approximations for the M/G/1 LIFO waiting-time distribution. <i>Operations Research Letters</i> , 1997 , 20, 199-206	1	12
205	Asymptotics for M/G/1 low-priority waiting-time tail probabilities. <i>Queueing Systems</i> , 1997 , 25, 173-233	1.7	101
204	Peak congestion in multi-server service systems with slowly varying arrival rates. <i>Queueing Systems</i> , 1997 , 25, 157-172	1.7	30
203	Control and recovery from rare congestion events in a large multi-server system. <i>Queueing Systems</i> , 1997 , 26, 69-104	1.7	21
202	The time-dependent Erlang loss model with retrials. <i>Telecommunication Systems</i> , 1997 , 7, 253-265	2.3	15
201	Long-tail buffer-content distributions in broadband networks. <i>Performance Evaluation</i> , 1997 , 30, 177-190.	2	35
200	Functional large deviation principles for first-passage-time processes. <i>Annals of Applied Probability</i> , 1997 , 7,	2	34
199	Simulation run lengths to estimate blocking probabilities. <i>ACM Transactions on Modeling and Computer Simulation</i> , 1996 , 6, 7-52	0.6	38
198	On the Laguerre Method for Numerically Inverting Laplace Transforms. <i>INFORMS Journal on Computing</i> , 1996 , 8, 413-427	2.4	59
197	Server Staffing to Meet Time-Varying Demand. <i>Management Science</i> , 1996 , 42, 1383-1394	3.9	151
196	Stability and structural properties of stochastic storage networks. <i>Journal of Applied Probability</i> , 1996 , 33, 1169-1180	0.8	50
195	Portfolio choice and the Bayesian Kelly criterion. <i>Advances in Applied Probability</i> , 1996 , 28, 1145-1176	0.7	47
194	An operational calculus for probability distributions via Laplace transforms. <i>Advances in Applied Probability</i> , 1996 , 28, 75-113	0.7	28
193	Stability and structural properties of stochastic storage networks. <i>Journal of Applied Probability</i> , 1996 , 33, 1169-1180	0.8	5
192	An operational calculus for probability distributions via Laplace transforms. <i>Advances in Applied Probability</i> , 1996 , 28, 75-113	0.7	13

191	Exponential Approximations for Tail Probabilities in Queues II: Sojourn Time and Workload. <i>Operations Research</i> , 1996 , 44, 758-763	2.3	36
190	Portfolio choice and the Bayesian Kelly criterion. <i>Advances in Applied Probability</i> , 1996 , 28, 1145-1176	0.7	22
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