

PhD Thesis

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1 **Literative Review**

If you include a section on ‘capacity planning in healthcare and homeless settings’ as you did in Section 2.1 of 10 month review document, then take on board the following comments from Dave:

Section 2.1: It is not entirely clear how you view the following ‘dimensions’ of capacity planning in the healthcare and homeless settings: a) time horizon, b) discrete versus continuous time, c) uncertainty in parameter values (e.g. mean service time, arrival rate) versus stochastic variability in service times and or arrival times of individuals, d) ‘always busy’ versus ‘sometimes idle’ servers, e) ‘average’ performance measures versus ‘stochastic’ performance measures, e.g. $E(\text{no people in housing})$ versus 90th percentile of no. in housing. The different references you refer to and the formulations you describe in greater detail are suitable for different combinations of the above.