

# Preface

The series of scientific conferences on Information Technologies and Mathematical Modelling (ITMM) was started in 2002. In the beginning, its status was that of a national conference but in 2012 become international. The conference series is named after Alexander Terpugov, one of the first organizers of the conference, an outstanding scientist of the Tomsk State University, a leader of the famous Siberian school on applied probability, queueing theory, and applications.

Traditionally, the conferences has about 10 sections in various fields of mathematical modelling and information technologies. Throughout the years, the sections on probabilistic methods and models, queueing theory, telecommunication systems, and software engineering have been the most popular ones at the conference. International participation is presented by researchers from many countries: Austria, Azerbaijan, Belarus, Bulgaria, China, Germany, Hungary, India, Italy, Kazakhstan, Korea, The Netherlands, Poland, UK, USA, etc. Many of our foreign participants come to this Siberia conference every year because there is a warm acceptance and serious scientific discussions.

This volume presents selected papers devoted to new results in queueing theory and its applications. It is aimed at specialists in probabilistic theory, random processes, operations research, and mathematical modelling as well as engineers engaged in logical and technical design and operational management of telecommunication and computer networks, contact centers, manufacturing systems, etc.

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