

Operation Research and Decision Making

Solving problems of geriatric care in the Republic of Kazakhstan based on new ICT trends

R Muhamedyev, E Muhamedyeva, A Mansharipova, V Chaykovska

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In recent years, the measures to improve geriatric care of the population are taken in the Republic of Kazakhstan. Relevance of this issue is determined by a population aging on the one hand, and by RK humanization policy on the other hand. Consideration of these issues is impossible without corresponding data support, which is necessary for organizational tasks and for the entire cycle of medical data processing, starting from data collection, through a comprehensive analysis and issue of recommendation. Using modern software, communication and intelligent technologies promises not only improving of geriatric care quality but reducing the cost and obtain social-economic benefits. The article introduces the problem of geriatric care in Kazakhstan and offers an approach to the solution based on the new trends in the field of ICT.

Keywords: Geriatric care, ICT, Ambient Assisted Living, machine learning, broadband network, Machine-to-Machine, big data

Decision making in ITSM processes risk assessment

V Grekul, N Korovkina, K Korneva

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This article is dedicated to enterprise risk management, specifically the problem of subjectivity of decisions made on different phases of risk management process, risk assessment in particular. Quality of decisions strongly affects the effectiveness of risk management process as a whole; at the same time, standards regulating risk management do not provide any instruments to support the decision-making process.

The main objective of this study is to decrease the subjectivity of decisions made during the risk management process by integrating decision theory tools into the risk assessment phase. As a result, an approach to risk assessment using Analytical Hierarchy Process is introduced; the approach is then implemented to IT Service Management processes.

Keywords: risk assessment, subjectivity, decision making, AHP, ITSM