

Foreword

■ Reminder

- ▶ I strive to deliver as much as possible but ... it's merely a guided tour.
- ▶ You should **internalize** the textbook to make your investment profitable.

■ Another reminder

- ▶ **Very unlikely** that there is a bespoke theoretical result to your research problem
- ▶ Need for capability (it is!) to rummage through the literature

■ Why not start from Palm?

- ▶ Too challenging to digest the broader part, Palm, without warming up.
- ▶ Narrow part, queuing theory, has its own substantial implications.