

1096-VR-1955 **David S. Torain, II*** (david.torain@hamptonu.edu). *Office Management: A Markov Model.*

This presentation will introduce a Markov model to structure the trafficking of tasks in a given governmental office consisting of three components. The theory of the Markov model used is developed clearly to justify its implementation in a practicable manner. The Fleet Support Office of the Naval Personnel Research and Development Center is used as a typical case. The probabilities of predicted office states will be represented from a matrix equation. A long range prediction of various office states will be computed using a mean passage of time matrix M . This matrix will allow for estimation of the cost of running the governmental office per unit time in a weighted cost equation. The Markov model allows government managers to assign tasks to a particular office component that predicts functional office states at acceptable productivity rates with more efficient use of manpower resources. (Received September 16, 2013)