

**KEY CONSIDERATIONS FOR STARTING OR MAINTAINING
YOUR SIMULATION DEPARTMENT**

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ABSTRACT

Organizations interested in applying simulation to support informed decision-making need to make a key decision whether to contract the work or develop an internal capability to perform the work. Both alternatives have its pros and cons and the ideal approach varies across organizations. This presentation reviews some of the key factors worth consideration, including the caliber of staff, costs, risks, and necessary and perceived internal focus. Furthermore, managers and developers have different responsibilities and challenges in ensuring a successful project, very much influenced by the structure of the simulation work being performed. The presenters will share experiences working both in an internal simulation role and working as external service providers.