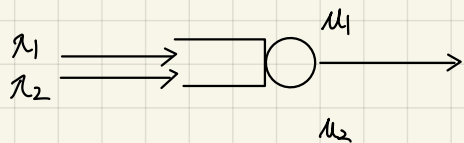


FCFS, M/D/1, 2 class customer



$$\rho_1 = \frac{\lambda_1}{\mu_1} < 1$$

$$\rho_1 + \rho_2 = \frac{\lambda_1}{\mu_1} + \frac{\lambda_2}{\mu_2} > 1$$

(i) $E(\text{Remaining service time})$

since the server is always busy $\rightarrow P(\text{server busy}) = 1 = \underbrace{\rho_1}_{\text{probability serving class-1}} + \underbrace{(1-\rho_1)}_{\text{probability serving class-2}}$

$$E(R) = P(\text{serving class-1}) \frac{1}{\mu_1} + P(\text{serving class-2}) \frac{1}{\mu_2}$$

$$\underline{E(R) = \rho_1 \frac{1}{\mu_1} + (1-\rho_1) \frac{1}{\mu_2}}$$

(ii) Mean waiting time before service W_{q-1}

$$W_{q-1} = P(\text{server idle}) \times 0 + P(\text{server busy}) E(T_{bp}|R)$$

$$= 1 \times \frac{\frac{\rho_1}{\mu_1} + \frac{1-\rho_1}{\mu_2}}{1-\rho_1}$$

$$\underline{W_{q-1} = \frac{\frac{\rho_1}{\mu_1} + \frac{1-\rho_1}{\mu_2}}{1-\rho_1}}$$

Any M/G/1:

$$P_0 = 1-\rho \rightarrow 1-P_0 = \rho$$

$$E(T_{bp}|I) = \frac{E(L)}{1-\rho}$$

(iii)

Yes, since class-1 customers are within server limit, the overall system is just class-1 customers

occupying ρ_1 of the overall time portion, while the others given to class-2 customers to fill in the gap.

$$\rho_1 = \frac{\lambda_1}{\mu_1} : L_{q1} = \lambda_1 W_{q1} = \lambda_1 \frac{\frac{\rho_1}{\mu_1} + \frac{1-\rho_1}{\mu_2}}{1-\rho_1}$$

↓

$$\underline{L_1 = L_{q1} + \rho_1 = \lambda_1 \frac{\frac{\rho_1}{\mu_1} + \frac{1-\rho_1}{\mu_2}}{1-\rho_1} + \rho_1}$$