

NED UNIVERSITY OF ENGINEERING & TECHNOLOGY
FINAL YEAR FALL SEMESTER (SOFTWARE ENGINEERING)
EXAMINATIONS 2018
BATCH 2015-2016

Time: 3 Hours

Dated: 07-02-2019

Max. Marks: 60

Modeling & Simulation - SE-401Instructions: Attempt all questions.

Q#1.

- a. Classify the system w.r.t. interaction. [02]
 b. Differentiate absolute performance and relative performance. [03]
 c. Bill Youngdahl has been collecting data at the TU student grill. He has found that, between 5:00 P.M. and 7:00 P.M., students arrive at the grill at a rate of 25 per hour (Poisson distributed) and service time takes an average of 2 minutes (exponential distribution). There is only 1 server, who can work on only 1 order at a time. [06]
- What is the average time a student is in the grill area?
 - Suppose that a second server can be added and 2 servers act independently with each taking an average of 2 minutes. **Examine** the effect on the average time of a student in a system?

Q#2.

- a. Explain techniques to generate random variates. [04]
 b. Consider the ticket booth system with one ticketing counter is simulated. The system consists of those customers in waiting line plus the one checking out. A stopping time of 25 minutes is set for the model. The simulation analyst desires to estimate mean response time, mean proportion of customers who spend 5 or more minutes in the system and number of departures up to the current simulation time. **Outline** a table using event scheduling algorithm for the given IAT and ST. [05]

IAT	4	5	2	8	3	7
ST	5	3	4	6	2	7

#3

- a. Explain the steps of simulation study also depict through diagram. [03]
 b. Records pertaining to monthly number of job related injuries at chemical plant were being studied by an NGO, the values for the past 120 months were as follows: [07]

Injuries/month	0	1	2	3	4	5	6
frequency	40	46	16	9	4	3	2

Figure out that underlying distribution is Poisson using chi-square goodness of fit test (Use the 0.05 level of significance and critical value = 5.99)

31.24

Q#4

Discuss types of validity and **explain** the techniques to validate a simulation model [04]

Elaborate Petri net and its initiative structures. [03]

Assume that a man's profession can be classified as professional, skilled laborer, and unskilled laborer. Assume that of the sons of professional men, 70% are professional, rest split evenly in other two categories. In case of skilled laborers 60% are skilled laborers, 30% are professional and 10% are unskilled laborer. Finally in case of unskilled laborers 50% of sons are unskilled laborers, 25% are in other two categories. Set up transition matrix, **find** probability that randomly chosen grandson of unskilled laborer is a professional man. [03]

Q#5

Give list of the steps of input modeling. [02]

Clarify any four characteristics of queueing systems [03]

Create a petri net from the following metrics, also draw a reachability graph, **Examine** is the petri net bounded and live? [05]

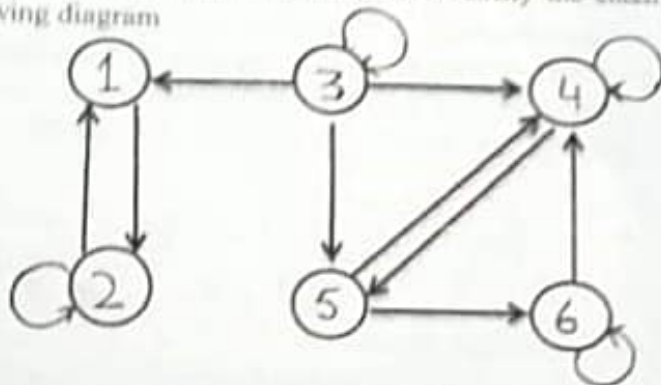
		1	2	3	4	5
E	p_1	1	1	0	0	0
$=$	p_2	0	1	0	1	0
	p_3	0	0	1	0	0
	p_4	0	0	0	0	1

		1	2	3	4	5
E	p_1	0	0	2	0	1
$=$	p_2	1	0	0	0	0
	p_3	0	1	0	0	0
	p_4	0	0	0	1	0

Mo	2
$=$	0
	0
	0

Q#6

a. Explain common markov models, also **identify** the classification of states of markov chain for following diagram [05]



List and define the components of DESM [03]

Explain stochastic processes and its classification [02]

_____ X _____

MS:

2018 Q1C) $\lambda = 25/\text{hr}$

~~$\mu = 2/\text{hr}$~~

$$T_s = 2 \text{ minutes}$$

$$\mu = \frac{1 \times 60}{2} = 30/\text{hr}$$

i) $W_s = ?$

ii) $C = 2$

$$\mu = 30/\text{hr}$$

$$W_s = ?$$

$$i) W_s = \frac{1}{\mu - \lambda}$$

$$= \frac{1}{30 - 25} = \frac{1}{5} = 0.2 \text{ hr}$$

$$ii) \rho = \frac{\lambda}{c\mu} = \frac{25}{2(30)} = 0.41667$$

$$ce = 0.833$$

$$P_0 = \left\{ \left[\sum_{n=0}^{c-1} \frac{(ce)^n}{n!} \right] + \frac{(ce)^c}{c!(1-\rho)} \right\}^{-1}$$

$$= \left\{ (1 + 0.833) + \frac{0.833^2}{2(1-0.41667)} \right\}^{-1}$$

$$= \{ 1.833 + 0.5951 \}^{-1} = 2.4284^{-1}$$

$$= 0.4117$$

$$L_s = \frac{ce + (ce)^{c+1} P_0}{c! c(1-\rho)^2} = \frac{0.833 + 0.833^3 (0.4117)}{4(1-0.41667)^2}$$

$$= 1.0083 = 1 \text{ or } 2 \text{ stds}$$

$$W_s = \frac{L_s}{\lambda} = \frac{1.0083}{25}$$

$$= 0.0403 \text{ hrs.}$$

c_1 c_2 c_3 c_4 c_5 c_6
 IAT 0 4 5 2 8 3 7
 ST 5 3 4 6 2 7

2018

Q2b) $e_s = 25 \text{ min}$

$S_{avg} = ?$

$ND = ?$

$F_{S_{avg}} = ?$

no. of people in queue

no. of people in sys.

System state: $LQ(t), LS(t) \rightarrow 0/1$

Event: Arrival A, departure D

Entity: C_i (customers)

Event notations: (A, t, c_i)

(D, t, c_i)

Clock	Sys state		Checkout time	PEL	Cumulative stats		
	$LQ(t)$	$LS(t)$			S	ND	F_S
0	0	1	$(c_1, 0)$	$(D, 5, c_1)$ $(A, 4, c_2)$	0	0	0
4	1	1	$(c_1, 0)(c_2, 4)$	$(D, 5, c_2)$ $(A, 9, c_3)$	0	0	0
5	0	1	$(c_2, 4)$	$(D, 8, c_3)$ $(A, 7, c_4)$	5	1	1
8	0	0	-	$(A, 9, c_3)$	9	2	1
9	0	1	$(c_3, 9)$	$(D, 13, c_3)$ $(A, 11, c_4)$	9	2	1
11	1	1	$(c_3, 9)(c_4, 11)$	$(D, 13, c_4)$ $(A, 17, c_5)$	9	2	1
13	0	1	$(c_4, 11)$	$(A, 17, c_5)$ $(D, 17, c_5)$	13	3	1
17	0	0	$(c_5, 17)$	$(D, 21, c_5)$ $(A, 22, c_6)$	21	4	2
21	0	0	-	$(A, 22, c_5)$ $(A, 22, c_6)$	23	5	2
22	0	1	$(c_6, 22)$	$(D, 27, c_6)$ $(A, 27, c_6)$	23	5	2

$e_s = 25$

$$ND = 5$$

$$\bar{X}_{avg} = \frac{23}{5} = 4.6 \text{ min.}$$

$$F_{.05} = 2 = 0.4 \approx 1$$

2018

Q3b). Injuries / month

	0	1	2	3	4	5	6
Frequency	40	46	16	9	4	3	2

$$\alpha = 0.05$$

$$DF = 5.97$$

$$DF = K - 1 - 1 = 4 - 1 - 1 = 2$$

x_i	O_i	$P_i = \frac{e^{-\lambda} (\lambda)^{x_i}}{x_i!}$	$E_i = 120 P_i$	$\chi^2 = \frac{(O_i - E_i)^2}{E_i}$
0	40	0.2922	35.064	0.6948
1	46	0.3595	43.14	0.1396
2	16	0.2211	26.532	4.1807
3	9	0.0906	10.872	
4	4	0.0278	3.336	15.1736
5	3	6.857×10^{-3}	0.822	0.51635
6	2	1.405×10^{-3}	0.1686	
				$\sum \chi^2 = 5.5314$

$$\bar{X} = \lambda = \frac{0(40) + 1(46) + 2(16) + 3(9) + 4(4) + 5(3) + 6(2)}{120}$$

$$= 1.23$$

$$\chi^2_{obs} > \chi^2_{crit}$$

$$5.5314 > 5.97$$

$$\chi^2_{\alpha, DF} = \chi^2_{0.05, 2} = 5.97$$

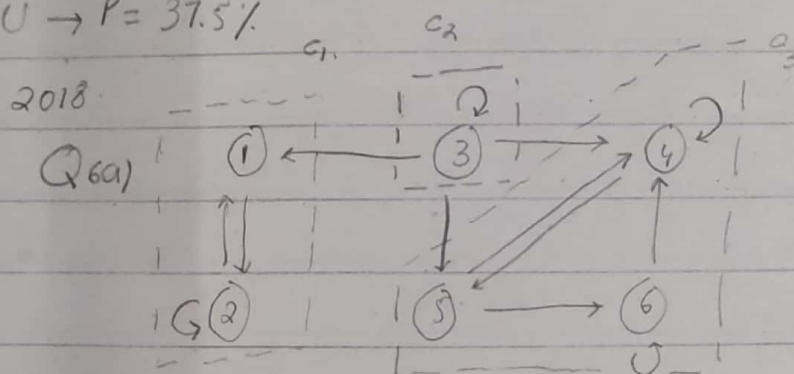
Rejected

2018
Q40)

$$M = \begin{matrix} & \begin{matrix} P & S & U \end{matrix} \\ \begin{matrix} P \\ S \\ U \end{matrix} & \begin{pmatrix} 0.7 & 0.15 & 0.15 \\ 0.3 & 0.6 & 0.1 \\ 0.25 & 0.25 & 0.5 \end{pmatrix} \end{matrix}$$

$$M^2 \Rightarrow \begin{matrix} & \begin{matrix} P & S & U \end{matrix} \\ \begin{matrix} P \\ S \\ U \end{matrix} & \begin{pmatrix} 0.5725 & 0.2325 & 0.195 \\ 0.415 & 0.43 & 0.155 \\ 0.375 & 0.3125 & 0.3125 \end{pmatrix} \end{matrix}$$

$U \rightarrow P = 37.5\%$



ACCESSIBLE:	All states.
COMMUNICATING	1, 2, 4, 5
RECURRENT	C_1, C_3
TRANSIENT	C_2
ABSORBING	C_1, C_3

$C_1: (1) \rightarrow 1-2-1 \rightarrow (2)$

$(2) \rightarrow 2-1-2 \rightarrow (2,1)$
 $2-2$

$\text{gcd}(1,2)=1$
AP

$C_2: 0$ AP

$C_3: (4) \rightarrow 4-4 \rightarrow (1,3)$
 $4-5-6-4$

$(5) \rightarrow 5-6-4-5 \rightarrow (3)$

$(6) \rightarrow 6-6 \rightarrow (1,3)$
 $6-4-5-6$
 $\text{gcd}=1$ AP.

Time: 3 Hours

Dated: 03-02-2020

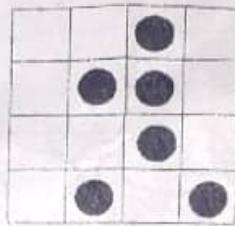
Max. Marks: 60

Modeling & Simulation - SE-405

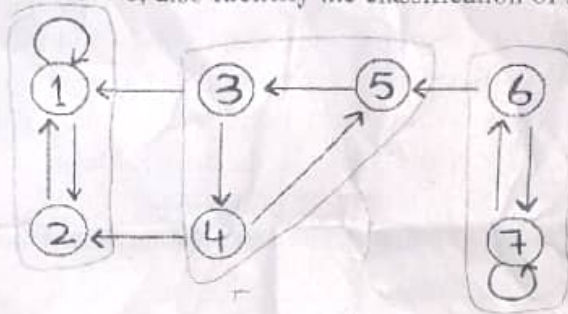
Instructions: Attempt All Questions

Q#1:

- a. For the giving 4*4 grid, apply rule of life to **figure out** the transitions of next four generations. State rule 110 of elementary CA with example and classify elementary CA according to Wolfram. CLO4
[05]



- b. Explain common markov models; also **identify** the classification of states of markov chain for following diagram. [05]



Q#2:

- a. The manager of a commercial mortgage department of a large bank has collected data during the past two years concerning the number of commercial mortgages approved per week. The results from these two years (107 weeks) indicated the following: CLO3
[06]

Number of commercial mortgages approved	0	1	2	3	4	5	6	7
Frequency	14	24	33	18	8	7	2	1

Apply Chi-square test to find whether the distribution of commercial mortgages approved per week follow a Poisson distribution? (Use the 0.01 level of significance, critical value is 13.28.)

- b. **Classify** types of system according to output analysis, discuss absolute measure of performance and its estimations also high light the concept of biased estimators. [04]

Q#3:

- a. According to Kemeny, Snell, and Thompson, the Land of Oz is blessed by many things, but not by good weather. They never have two nice days in a row. If they have a nice day, they are just as likely to have snow or rain the next day with equal probabilities. If they have snow, they have an equal chance of having the rainy and nice day and 50% chance of snowy day. If there CLO2
[03]

is a rainy day, than 50% chance is of rainy day again, 30% chance is of snowy day. Set up transition matrix and **compute** measure for the next three days' weather

[03]

b. **Discuss** types of system according to uncertainties involved and according to degree of interconnection of events. Also differentiate steady state and transient models.

[04]

c. Define random variate, **elaborate** different techniques to generate random variates

Q#4:

CLO3

a. **Create** a petri net from the following metrics, also **draw** a reachability graph, find out is the petri net bounded and live?

[05]

$E^+ =$	1	1	0	0
P_1	0	0	1	0
P_2	0	0	0	1
P_3	0	0	1	0
P_4	0	0	0	1
$E^- =$	0	0	1	0
	1	0	0	1
	0	1	0	0
	0	0	0	1
	0	0	1	0
$M_0 =$	1			
	0			
	0			
	1			
	1			

[05]

b. **Provide** definitions of the following :

i. Geometric distribution

ii. Poisson process

iii. Calling population

iv. Next event time advance mechanism

v. List processing

Q#5:

CLO5

a. Six dump trucks are used to haul coal from the entrance of a small mine to the railroad. Each truck is loaded by one of two loaders. After a loading, the truck immediately moves, this system is simulated. The system consists of those trucks in waiting line plus the one that is leaving. A stopping time of 24 minutes is set for the model. The simulation analyst desires to estimate mean response time, mean proportion of trucks that spend 5 or more minutes in the system and number of departures up to the current simulation time. **Outline** a table using event scheduling algorithm for the given IAT and ST.

[06]

IAT	3	2	2	3	6	4	2	5	4	6	5	7
ST	2	1	5	2	5	3	8	4	4	5	5	6

b. Define markov chains also **Identify** the common markov models.

[02]

c. **Explore** Petri net its uses and its initiative structures.

[02]

Q#6:

CLO2

a. A machine shop repairs small electric motors, which arrive according to a Poisson process at the rate 12 per week (5-day, 40-hour workweek). An analysis of past data indicates that engines can be repaired with service time of 2 hours. **Compute** a) service factor for this system? b) Average number of these motors in service? c) What impact on machines in service would there be if a 3 technicians are available?

[04]

b. List the steps of input modeling, **Give** pitfalls of data collection how these pitfalls can be handled.

[03]

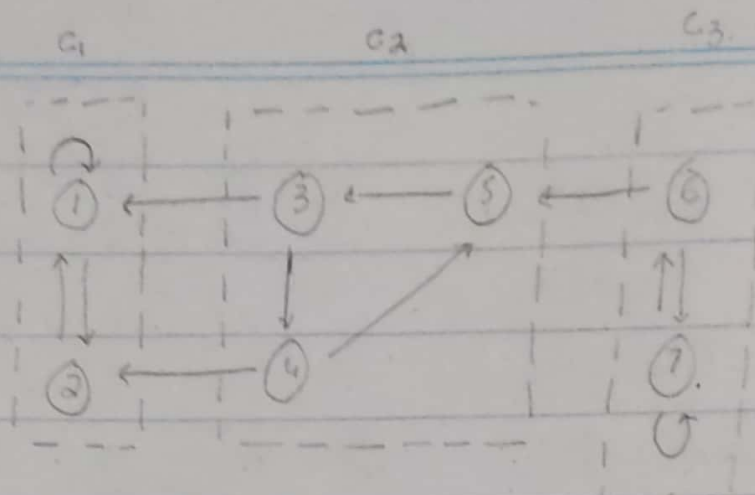
c. **Describe** different techniques validation of a simulation model.

[03]

X

2019

Q1b.



ACCESSIBLE: All states.

COMMUNICATING: 1-2, 6-7.

RECURRENT: C_1

TRANSIENT: C_2, C_3

ABSORBING: C_3

AP

C_1 : ①: 1-1 (1)

1-2-1 (2)

$gcd(1, 2) = 1$

②: 2-1-2 (2)

AP

C_3 : ⑥: 6-7-6 (2)

⑦: 7-7 (1)

7-6-7 (2)

$gcd = 1$

P

C_2 : ③: 3-4-5-3 (3)

④: 4-5-3-4 (3)

⑤: 5-3-4-5 (3)

$gcd = 3$

2019

Q20. $\alpha = 0.01$

$$\chi^2_{\alpha, DF} = 13.28$$

x_i	O_i	$P_i = \frac{e^{-\lambda} (\lambda)^{x_i}}{(x_i)!}$	$E_i = 107 P_i$	$\chi^2 = (O_i - E_i)^2 / E_i$
0	14	$\frac{e^{-2.149} (2.149)^0}{0!} = 0.1166$	12.4762	$\frac{(14 - 12.4762)^2}{12.4762} = 0.186$
1	24	0.2505	26.803	0.293
2	33	0.2692	28.8044	0.611
3	18	0.192	20.544	0.315
4	8	0.1036	11.085	0.8585
5	7	$\frac{e^{-2.149} (2.149)^5}{5!} = 0.0415$	4.7615	$\frac{(7 - 4.7615)^2}{4.7615} = 6.9866$
6	2	0.0159	1.7013	1.299
7	1	4.896×10^{-3}	0.5233	
				$\sum \chi^2 = 3.5625$

$$\bar{x} = \lambda = (0 + 24 + 66 + 18(3) + 32 + 35 + 12 + 7) / 107$$

$$= 2.149$$

$$DK = K - 3 - 1$$

$$\chi^2_{0.01, 4} =$$

$$= 6 - 1 - 1 = 4$$

$$\chi^2_o > \chi^2_{\alpha, DF}$$

$$3.5625 > 13.28$$

\therefore Rejected.

2019.

$$Q_3 \quad \begin{matrix} & N & S & R \\ M = \begin{matrix} N \\ S \\ R \end{matrix} & \begin{pmatrix} 0 & 0.5 & 0.5 \\ 0.25 & 0.5 & 0.25 \\ 0.2 & 0.3 & 0.5 \end{pmatrix} \end{matrix}$$

↳ TRANSITION MATRIX

Now for next 3 days:

$[M]^1$: next day.

$[M]^2$: day after tomorrow.

$[M]^3$: day a/f day. a/f tomorrow.

2019

Q5 $e_s = 24 \text{ min}$

$S_{avg} = ?$

$F_{25} = ?$

$ND = ?$

	C_1	C_2	C_3	C_4	C_5	C_6	C_7
IAT	0	3	2	6	2	4	5
ST	2	5	5	8	4	5	

CLOCK	SYS STATES		CHECKOUT	FEL	CUMULATIVE STATS		
	LQ(D)	LS(E)	TIME		S	ND	F_{25}
0	0	1	(C ₁ , 0)	(D, 2, C ₁)(A, 3, C ₂)	0	0	0
2	0	0	—	(A, 3, C ₂)	2	1	0
3	0	1	(C ₂ , 3)	(D, 8, C ₂)(A, 5, C ₃)	2	1	0
5	1	1	(C ₂ , 3)(C ₃ , 5)	(D, 8, C ₂)(A, 10, C ₃)	2	1	0
8	0	1	(C ₃ , 5)	(D, 13, C ₃)(A, 11, C ₄)	7	2	1
11	1	1	(C ₃ , 5)(C ₄ , 11)	(D, 13, C ₃)(A, 13, C ₅)	7	2	1
13	1	1	(C ₄ , 11)(C ₅ , 13)	(D, 21, C ₄)(A, 17, C ₆)	15	3	2
17	2	1	(C ₄ , 11)(C ₅ , 13)(C ₆ , 17)	(D, 21, C ₄)(A, 22, C ₇)	15	3	2
21	1	1	(C ₅ , 13)(C ₆ , 17)	(D, 25, C ₅)(A, 22, C ₇)	25	4	3
22	2	1	(C ₅ , 13)(C ₆ , 17)(C ₇ , 22)	(D, 25, C ₅)	25	4	3
			— X —				

$e_s = 24 \text{ mins}$

$$S_{avg} = \frac{25}{4}$$

$$= 6.25$$

$$F_{25} = \frac{3}{4} = 0.75$$

$$ND = 24$$

2019.

Q6a $\lambda = 12/\text{week}$

$$T_s = 2 \text{ hrs} \quad \mu = \frac{1}{2} \times 40 = 20/\text{Week}$$

a) $\rho = ?$

b) $L_q = ?$

c) $C=3$ $L_q = ?$

$$a) \rho = \frac{\lambda}{\mu} = \frac{12}{20} = 0.6 = 60\%$$

$$b) L_q = \frac{\lambda^2}{\mu(\mu-\lambda)} = \frac{12^2}{20(8)} = 0.9 \text{ or 1 motor}$$

$$c) \rho = \frac{\lambda}{\mu} = \frac{12}{3(20)} = 0.2 = 20\%$$

$$C\rho = 0.6 = 60\%$$

$$P_0 = \left\{ \left[\sum_{n=0}^{C-1} \frac{(C\rho)^n}{n!} \right] + \left[\frac{(C\rho)^C}{C!} \cdot \frac{1}{1-\rho} \right] \right\}^{-1}$$

$$= \left\{ \left[\frac{0.6^0 + 0.6^1 + 0.6^2}{2} \right] + \left[\frac{0.6^3}{6} \cdot \frac{1}{1-0.2} \right] \right\}^{-1}$$

$$= \left\{ (1 + 0.6 + 0.18) + \left(\frac{0.216}{4.8} \right) \right\}^{-1}$$

$$= (1.78 + 0.045)^{-1} = 1.825^{-1}$$

$$= 0.5477$$

$$\begin{aligned}
 L_s &= \frac{c\bar{p} + c\bar{p}^{cr1} \bar{p}_0}{c(\bar{c}_1)(1-\bar{p})^2} \\
 &= \frac{0.6 + 0.6^4(0.5479)}{3(6)(1-0.2)^2} \\
 &= 0.6061
 \end{aligned}$$

$$W_s = \frac{L_s}{\lambda} = \frac{0.6061}{12} = 0.0505$$

$$\begin{aligned}
 W_q &= \frac{W_s - 1}{K} = \frac{0.0505 - 1}{20} \\
 &= 5.0833 \times 10^{-4}
 \end{aligned}$$

$$L_q = \lambda W_q = 6.09996 \times 10^{-3}$$

2019

Q4. $E^+ =$

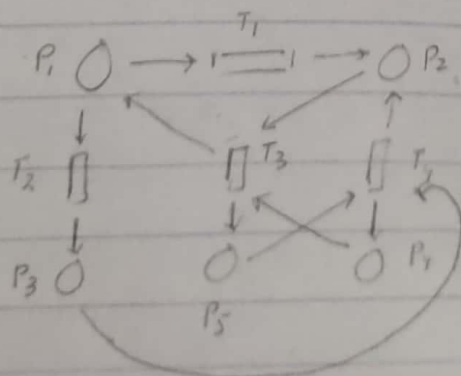
	T_1	T_2	T_3	T_4
P_1	1	1	0	0
P_2	0	0	1	0
P_3	0	0	0	1
P_4	0	0	1	0
P_5	0	0	0	1

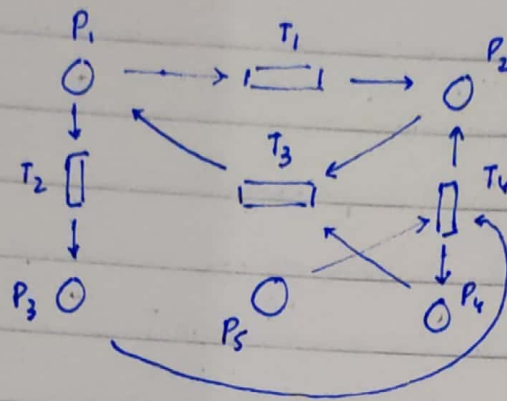
$E^- =$

	T_1	T_2	T_3	T_4
P_1	0	0	1	0
P_2	1	0	0	1
P_3	0	1	0	0
P_4	0	0	0	1
P_5	0	0	1	0

$m_0 =$

1
0
0
1
1





P_1 P_2 P_3 P_4 P_5
 (1 0 0 1 1)

T_1 T_2
 1 2 3 4 5 1 2 3 4 5
 0 1 0 1 1 0 0 1 1 1

T_3 T_4
 1 2 3 4 5 1 2 3 4 5
 1 0 0 0 1 0 1 0 2 0

T_1 T_2 T_3 T_4
 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
 0 1 0 0 1 0 0 1 1 0 0 1 0 1 0
 DEADLOCK DEADLOCK DEADLOCK
 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
 0 0 1 0 1 0 1 0 0 0 0 1 0 0 0
 T_4

P_1 : Safe.

P_2 : Safe.

P_3 : Safe.

P_4 : 2B.

P_5 : Safe.

LIVE

DEADLOCK.

NED UNIVERSITY OF ENGINEERING & TECHNOLOGY
FINAL YEAR FALL SEMESTER (SOFTWARE ENGINEERING)
EXAMINATIONS 2017-2018
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Time: 3 Hours

Dated: 09-03-2018

Max. Marks: 60

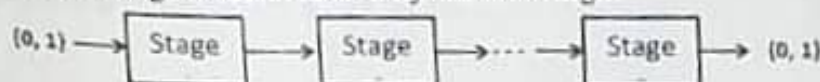
Modeling & Simulation - SE-401

Instructions:

- i. Attempt any five questions.
- ii. All questions carry equal marks.
- iii. Attempt questions and their parts in the given order.

QUESTION NO. 1

- (a) What is a Stochastic process? Describe Markov process and Markov chain.
- (b) A binary communication channel transmits 0 and 1 through multiple stages. The probability, that the output of a given stage is the same as its input, is 0.75. Model the process as a Markov chain and hence calculate the probability that a 0 entering the first stage is received as 0 by the fifth stage.



QUESTION NO. 2

- (a) Explain Monte Carlo simulation with the help of an example.
- (b) Generate a manual event list for customers arriving at a single-queue, single-server system. Calculate system time, average number in queue, and resource utilization based on the system for 18 min.

Inter-arrival times in minutes for 10 arrivals: 2, 1, 3, 1, 3, 2, 4, 2, 1, 1

Service times in minutes for 10 arrivals: 2, 3, 1, 3, 2, 2, 1, 3, 2, 2

QUESTION NO. 3

- (a) What are Petri nets? How these are used in system modeling.
- (b) Model the following constructs by Petri nets;
- | | | |
|-----------------------|-----------------|---------------------|
| i- Sequential actions | ii- Concurrency | iii- Dependency |
| iv- Cycles | v- Conflict | vi- Synchronization |

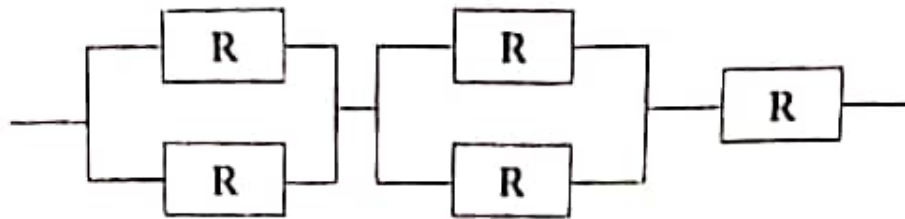
QUESTION NO. 4

- (a) Discuss Availability Analysis. What is Instantaneous Availability?
- (b) Draw and discuss the following curves:
- i- Load vs Throughput
 - ii- Load vs Response Time

QUESTION NO. 5

- (a) What is Reliability?

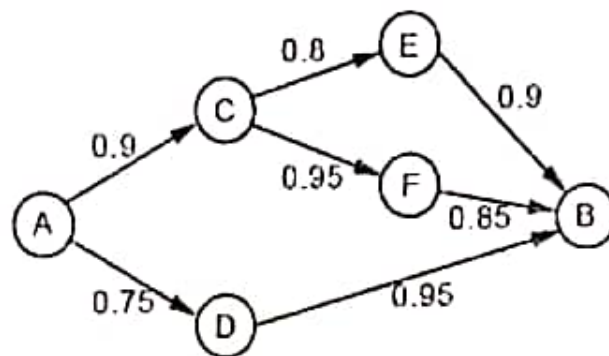
Express the reliability of a series system in the form of a mathematical model.
By taking an appropriate example show that the reliability of a series system degrades as the complexity of the system is increased.



Write the expression for the overall Reliability of the system given in the above Reliability Block Diagram.

- (b) A computer network connects two nodes A and B through intermediate nodes C, D, E, F, as shown. For every pair of directly connected nodes, say i and k , there is a given probability p_{ik} that the link from i to k is up. We assume that link failures are independent of each other.

What is the probability that there is a path connecting A and B in which all links are up?



QUESTION NO. 6

- (a) Consider a single server, infinite queue length and infinite population queueing model where arrival and service of entities both follow the Markovian property. Model the system at steady state and derive expression for expected number of entities in the system.

- (b) Consider an $M/M/1: \infty/\infty$ queueing system which has a Poisson arrival rate of 8/hr. and an exponential service rate of 9/hr. Find the following:

- Probability that there is no entity in the system
- Probability that there is no queue
- Probability that there are at least two entities in the system
- Expected number of entities in the queue and in the system

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2017-2013.

Q26 $\lambda = ?$

$\rho = ?$

$W_s = ?$

$$\lambda = (2+1+3+1+3+2+1+2+1+1)/10 = 2/\text{min}$$

$$\mu = (2+3+1+3+2+2+1+3+2+2)/10 = 2.1/\text{min}$$

$$\rho = \frac{\lambda}{\mu} = \frac{2}{2.1} = 0.9523 = 95.23\%$$

$$W_s = \frac{1}{\mu - \lambda} = \frac{1}{2.1 - 2} = \frac{1}{0.1} = 10 \text{ min}$$

$$L_q = \frac{\lambda^2}{\mu(\mu - \lambda)} = \frac{2^2}{2.1(2.1 - 2)} = 19.047 = 19 \text{ or } 20 \text{ customers.}$$

	C_1	C_2	C_3	C_4	C_5	C_6	C_7	C_8	C_9	C_{10}	C_{11}
IAT	0	2	1	3	1	3	2	4	2	1	1
ST	2	3	1	3	2	2	1	3	2	2	

CLOCK	SYS STATE		CUTER OUT TIME	FEL	CUMULATIVE STATS		
	$LS(t)$	$LS(t)$			S	ND	$F_{2,5}$
0	0	1	$(C_1, 0)$	$(D_1, 2, C_1)$ $(A_1, 2, C_2)$	0	0	0
2	0	1	$(C_2, 2)$	$(D_1, 5, C_2)$ $(A, 3, C_3)$	2	1	0
3	1	1	$(C_2, 2)(C_3, 3)$	$(D_1, 5, C_2)$ $(A, 6, C_4)$	2	1	0
5	0	1	$(C_3, 3)$	$(D_1, 6, C_3)$ $(A, 6, C_4)$	5	2	0
6	0	1	$(C_4, 6)$	$(D_1, 9, C_4)$ $(A, 7, C_5)$	8	3	0
7	1	1	$(C_5, 7)(C_{10}, 6)$	$(D_1, 9, C_4)$ $(A, 10, C_8)$	8	3	0
9	0	1	$(C_5, 7)$	$(A, 10, C_6)$ $(D_1, 11, C_5)$	11	4	0

10	1	1	$(C_6, 10)(C_5, 7)$	$(D, 11, C_5)$	11	4	0
				$(A, 12, C_1)$			
11	0	1	$(C_6, 10)$	$(D, 13, C_6)$	15	5	0
				$(A, 12, C_1)$			
12	1	1	$(C_6, 10)(C_7, 12)$	$(D, 13, C_6)$	15	5	0
				$(A, 16, C_3)$			
13	0	1	$(C_7, 12)$	$(D, 14, C_7)$	18	5	0
				$(A, 16, C_3)$			
14	0	0	-	$(A, 16, C_3)$	20	5	0
16	0	1	$(C_8, 16)$	$(D, 17, C_8)$	20	5	0
				$(A, 18, C_7)$			
18	1	1	$(C_8, 16)(C_9, 18)$	$(D, 19, C_8)$	20	5	0
				$(A, 19, C_7)$			

2017-2018.

Qob) $\lambda = 8/hr$

$\mu = 9/hr$

i) P_0

ii) P

iii) P_2

iv) $L_s, L_q = ?$

iv) $\rho = \frac{\lambda}{\mu} = \frac{8}{9} = 0.887$

$P_0 = 1 - \rho = 0.1111$

$L_s = \frac{1}{\mu - \lambda}$

$= 1.44 \text{ entity}$

$L_q = \frac{\lambda}{\mu(\mu - \lambda)}$

$= 0.331 \text{ entity}$

i) $P_0 \sum_{n=0}^{\infty} \rho^n = (1 - 0.887)(0.887)^0$
 $= 0.1111$

ii) $\sum_{n=0}^{\infty} n \rho^n = (0.1111)(0.887)^0 + (0.1111)(0.887)^1 + (0.1111)(0.887)^2$
 $= 0.2774 = 27.74\%$