

Name:

A) Service times

Name of service center	Service Time (S_k)
<i>WebServer</i>	
<i>ApplicationServer</i>	
<i>VoucherPaymentServer</i>	

B) Simulation results

Name of service center	Utilization	Throughput
<i>WebServer</i>		
<i>ApplicationServer</i>		
<i>Database</i>		
<i>CardPaymentServer</i>		
<i>VoucherPaymentServer</i>		

Average System Response Time:

Average time that a user is waiting for a reply from the system

C) System upgrade

Name of service center	Minimum number of resources	Utilization	Throughput
<i>WebServer</i>			
<i>ApplicationServer</i>			
<i>Database</i>			
<i>CardPaymentServer</i>			
<i>VoucherPaymentServer</i>			

Average System Response Time:

Average time that a user is waiting for a reply from the system