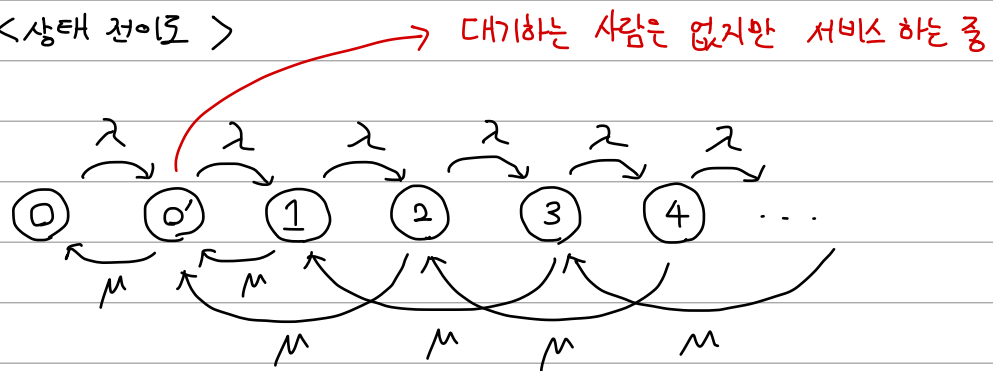


4 .

 $X(t) = \text{대기하는 사람의 수}$ 

$$S = \{0, 1, 2, \dots\}$$

&lt;상태 전이도&gt;



$$0 : \lambda \cdot P_0 = \mu \cdot P_{0'}$$

$$0' : (\lambda + \mu) P_{0'} = \lambda \cdot P_0 + \mu \cdot P_1 + \mu \cdot P_2$$

$$n \geq 1 : (\lambda + \mu) \cdot P_n = \lambda \cdot P_{n-1} + \mu \cdot P_{n+2}$$

$$P_0 + P_{0'} + \sum_{n=1}^{\infty} P_n = 1.$$