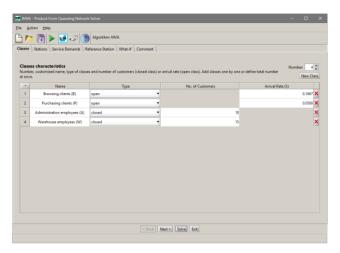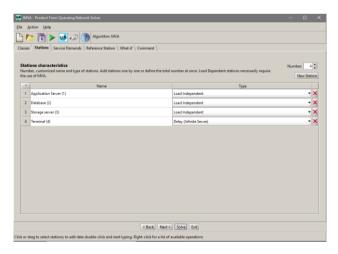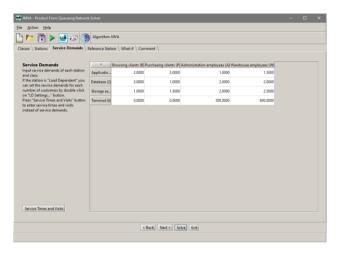## Step 1: Classes specification

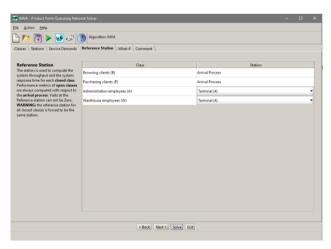
Step 2: Stations definition

Step 3: Specify service demands

Step 4: Set reference stations

Results

1) The system is stable?

Utilization

Utilization of a custome

*	Aggregate
Applicati...	0.6521
Database ...	0.6630
Storage s...	0.3669
Terminal ...	24.2795

As we can see, the utilizzation of all of the stations (except the terminal station) is less than 1, so the system is stable.

2) Average system response time

System Response Time

The global aggregate is the "System Response Time" and is obtained weighting the aggregated values by the relative per-class throughput.
A: This value of System Response Time **includes** the Residence Time of the Reference Station.
B: This value of System Response Time **does NOT include** the Residence Time of the Reference Station.
Notice: For **open classes** the Reference Station always coincides with the arrival process. Thus the **B** values are not computed.

*	Aggregate	Browsing clients (B)	Purchasing clients (P)	Administration employees (A)	Warehouse employees (W)
A	--	16.1759	19.6664	311.7666	614.0439
B	--	--	--	11.7666	14.0439

3) Throughput of the closed classes

Administration employees (A)	Warehouse employees (W)
0.0321	0.0244
0.0321	0.0244
0.0321	0.0244
0.0321	0.0244
0.0321	0.0244

4) Average number of jobs of the open classes

Number of Customers

Average number of customers for each class at each station.

*	Aggregate	Browsing clients (B)	Purchasing clients (P)
Aggregate	28.6793	2.6960	0.9833
Applicati...	1.8695	0.9565	0.7174
Database ...	1.9533	1.4766	0.1477
Storage s...	0.5770	0.2628	0.1183
Terminal ...	24.2795	0.0000	0.0000