

CONTENTS

<i>Preface</i>	v
<i>Glossary of Symbols</i>	vi
<i>Classification of Queueing Systems</i>	viii
1. BASIC CONCEPTS OF QUEUES	1
1.1 Introduction	1
1.2 The Queueing Situation	1
1.3 Types of Queueing Problem	3
1.4 The Basic Theory	3
1.5 Mathematical Solution of Queueing Problems	8
2. BASIC DISTRIBUTIONS IN QUEUEING THEORY	10
2.1 Introduction	10
2.2 Résumé of Basic Theory and Formulae	10
2.3 Problems	12
2.4 Solutions	13
3. M/M/1/ ∞ SYSTEMS	18
3.1 Introduction	18
3.2 Résumé of Basic Theory and Formulae	18
3.3 Problems	19
3.4 Solutions	22
4. M/M/1/N SYSTEMS	33
4.1 Introduction	33
4.2 Résumé of Basic Theory and Formulae	33
4.3 Problems	38
4.4 Solutions	40
5. M/M/C/ ∞ SYSTEMS	46
5.1 Introduction	46

5.2	Résumé of Basic Theory and Formulae	46
5.3	Problems	47
5.4	Solutions	50
6.	SYSTEMS WITH ARRIVAL RATE AND/OR SERVICE RATE DEPENDENT ON THE NUMBER IN THE SYSTEM ($M_n/M_n/-/-$)	62
6.1	Introduction	62
6.2	Résumé of Basic Theory and Formulae	62
6.3	Special Applications of Theory	63
6.4	Problems	65
6.5	Solutions	67
7.	SINGLE-CHANNEL SYSTEMS WITH GENERAL SERVICE TIME DISTRIBUTIONS ($M/G/1/\infty$ SYSTEMS)	77
7.1	Introduction	77
7.2	Résumé of Basic Theory and Formulae	77
7.3	Problems	77
7.4	Solutions	78
<i>Statistical Tables</i>		
Table 1	<i>Poisson Distribution</i>	81
Table 2	<i>Negative Exponential Distribution</i>	86
Table 3	<i>Optimum value of ρ for $M/M/1/N$ Systems</i>	87
<i>References</i>		88