

MEM6804 Modeling and Simulation for Logistics & Supply Chain

物流与供应链建模与仿真

Theory Analysis

Lecture 3: Queueing Models

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Spring 2021 (full-time)



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- Queues (or waiting lines) are EVERYWHERE!
- Queues are an unavoidable component of modern life.
 - E.g., in hospital, stores, bank, call center (online service), etc.
 - Although we don't like standing in a queue, we appreciate the fairness that it imposes.
- Queues are not just for humans, however.
 - E.g., email system, printer, manufacturing line, etc.
 - Manufacturing systems maintain queues (called inventories) of raw materials, partly finished goods, and finished goods via the manufacturing process.
- Queues in logistics management:
 - The unloading and loading process at warehouse;
 - The process of sorting out goods according to the orders;
 - Customers go to the station to pick up packages, etc.



Figure: Queues in Hospital



Figure: Queues in Store (from [The Sun](#))



Figure: Queues in Bank



Figure: Queues in Bank (No requirement to *stand physically* in queues)

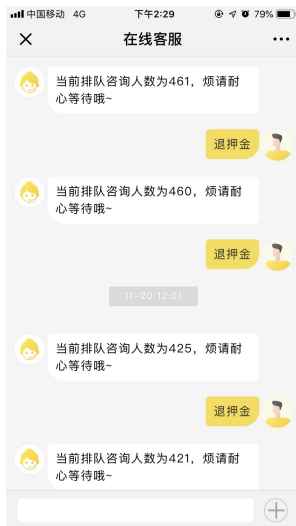


Figure: Queue in Online Service

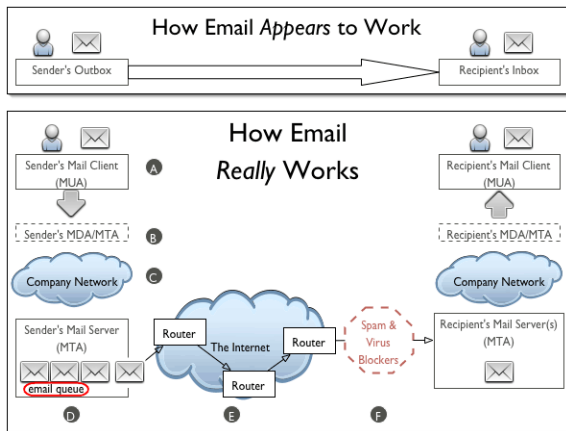


Figure: Queue in Mail Server (from [OASIS](#))

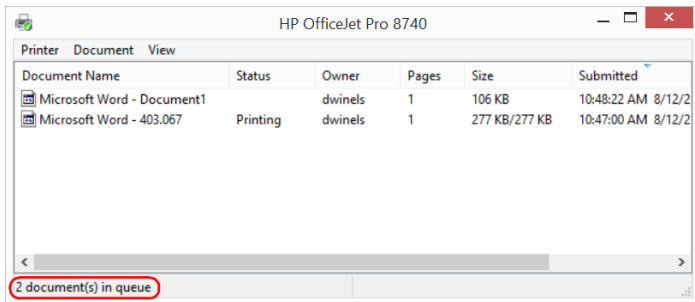


Figure: Queue in Printer

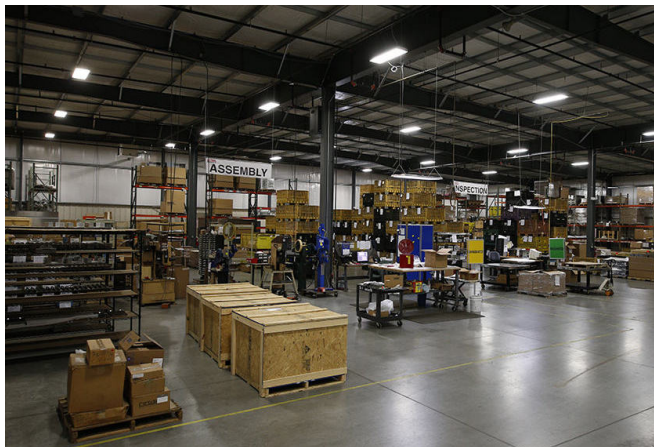


Figure: Queues (Inventories) in Manufacturing Line (from [Estes](#))

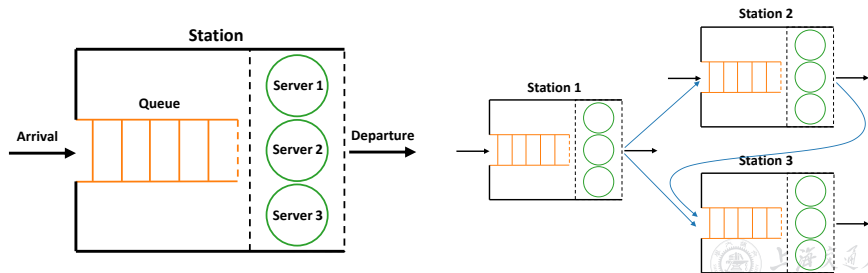
- Typically, a queueing system consists of a stream of “**customers**” (humans, goods, messages) that
 - arrive at a service facility;
 - wait in the **queue** according to certain discipline;
 - get served;
 - finally depart.
- A lot of real-world systems can be viewed as queueing systems, e.g.,
 - service facilities
 - production systems
 - repair and maintenance facilities
 - communications and computer systems
 - transport and material-handling systems, etc.
- Queueing models are mathematical representation of queueing systems.

- Queueing models may be
 - *analytically solved using queueing theory* when they are simple (highly simplified); or
 - *analyzed through simulation* when they are complex (more realistic).
- Studied in either way, queueing models provide us a powerful tool for designing and evaluating the performance of queueing systems.
- They help us do this by answering the following questions (and many others):
 - ① How many customers are there in the queue (or station) on average?
 - ② How long does a typical customer spend in the queue (or station) on average?
 - ③ How busy are the servers on average?

- *Simple queueing models solved analytically:*
 - Get rough estimates of system performance with negligible time and expense.
 - *More importantly, understand the dynamic behavior of the queueing systems and the relationships between various performance measures.*
 - Provide a way to verify that the simulation model has been programmed correctly.
- *Complex queueing models analyzed through simulation:*
 - Allow us to incorporate arbitrarily fine details of the system into the model.
 - Estimate virtually any performance measure of interest with high accuracy.
- This lecture focuses on the classical analytically solvable queueing models.

- The key elements of a queueing system are the **customers** and **servers**.
 - The term customer can refer to anything that arrives and requires service.
 - The term server can refer to any resource that provides the requested service.
- The term **station** means the entire or part of the system, which contains all the identical servers and the queue.
- Suppose that there is only **one queue** in one station.
- **Capacity** is the maximal number of customers allowed in the station.
 - Number waiting in queue + number having service.
 - Finite or infinite.

- Single-station queueing system.
 - Customers simply leave after service.
 - E.g., customers arrive to buy coffee and then leave.
- Multiple-station queueing system (queueing network).
 - Customers can move from one station to another (for different service), before leaving the system.
 - E.g., patients wait and get service at several different units inside a hospital.



- The **arrival process** describes how the customers come.
 - Arrivals may occur at *scheduled* times or *random* times.
 - When at random times, the **interarrival times** are usually characterized by a probability distribution.
 - Customers may arrive one at a time or in batch (with constant or random batch size).
 - Different types of customers.
- An customer arriving at a station:
 - if the station capacity is full:
 - the external arrival will leave immediately (called **lost**);
 - the internal arrival may wait in the previous station (may **block** the previous server).
 - if the station capacity is not full, enter the station:
 - if there is idle server in the station, get service immediately;
 - if all servers are busy, wait in the **queue**.

- Queue discipline: Which customer to serve first.
 - First-in-first-out (FIFO), or first-come-first-served (FCFS).
 - Last-in-first-out (LIFO), or last-come-first-served (LCFS).
 - Shortest processing time first.
 - Service according to priority (more than one customer types).
- Queue behavior: Actions of customers while waiting.
 - Balk: leave when they see that the line is too long.
 - Renege: leave after being in the line when they see that the line is moving too slowly.
- **Service time** is the duration of service in a server.
 - *Constant* or *random* duration.
 - May depend on the customer type.
 - May depend on the time of day or the queue length.



- When without specification, the queueing models considered in this lecture shall satisfy the following:
 - ① One customer type.
 - ② Random arrivals (i.e., random interarrival times, iid.).
 - ③ No batch (or say, batch size is 1).[†]
 - ④ One queue in one station.
 - ⑤ First-come-first-served (FCFS).
 - ⑥ No balk, no renege.
 - ⑦ Random service time (depends on nothing else), iid.
- Even so, it is not that easy to analyze the queueing models!

[†] 1+2+3 ⇒ The arrival process is a *renewal process*.

- Canonical notational system proposed by Kendall (1953): $X/Y/s/K$.
 - X represents the interarrival-time distribution.
 - M : Memoryless, i.e., exponential interarrival times;
 - G : General;
 - D : Deterministic.
 - Y represents the service-time distribution.
 - Same letters as the interarrival times.
 - s represents the number of parallel servers.
 - Finite value.
 - For infinite number of servers, s is replaced by ∞ .
 - K represents the station capacity.
 - Finite value.
 - For infinite capacity, K is replaced by ∞ , or simply omitted.
- Examples: $M/M/1$, $M/G/1$, $M/M/s/K$.



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2 Poisson Process

- ▶ Definition
- ▶ Properties

3 Single-Station Queues

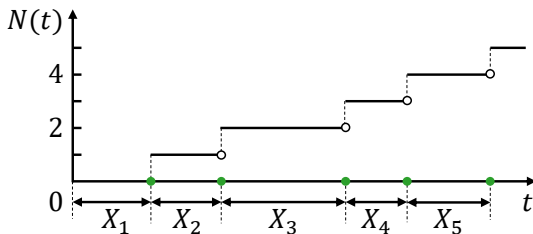
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- A stochastic process $\{N(t), t \geq 0\}$ is said to be a *counting process* if $N(t)$ represents the total number of arrivals that have occurred up to time t .



- Let $\{X_n, n \geq 1\}$ denote the *interarrival times*:
 - X_1 denotes the time of the first arrival;
 - For $n \geq 2$, X_n denotes the time between the $(n - 1)$ st and the n th arrivals.

- **Definition 1.** The counting process $\{N(t), t \geq 0\}$ is called a **Poisson process** with rate λ , $\lambda > 0$, if:
 - $N(0) = 0$;
 - The process has **independent** and **stationary** increments;
 - For $t > 0$, $N(t) \sim \text{Pois}(\lambda t)$, i.e.,

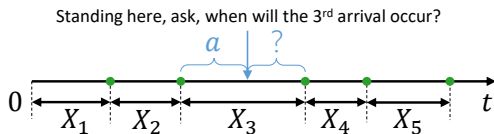
$$\mathbb{P}(N(t) = n) = e^{-\lambda t} \frac{(\lambda t)^n}{n!}, \quad n = 0, 1, 2, \dots$$

- **Independent Increments:** The numbers of arrivals in disjoint time intervals are independent.
- **Stationary Increments:** The distribution of number of arrivals in any time interval depends only on the length of time interval, i.e., for $s < t$, the distribution of $N(t) - N(s)$ depends only on $t - s$.



- **Definition 2.** The counting process $\{N(t), t \geq 0\}$ is called a **Poisson process** with rate $\lambda, \lambda > 0$, if:
 - $N(0) = 0$;
 - The process has independent and stationary increments;
 - $\mathbb{P}(N(t) = 1) = \lambda t + o(t)$;
 - $\mathbb{P}(N(t) \geq 2) = o(t)$.
- **Definition 3.** The counting process $\{N(t), t \geq 0\}$ is called a **Poisson process** with rate $\lambda, \lambda > 0$, if:
 - $N(0) = 0$;
 - $\{X_n, n \geq 1\}$ is a sequence of iid random variables, and $X_n \sim \text{Exp}(\lambda)$.
- **Definition 1, Definition 2 and Definition 3** are equivalent.

- **Question 1:** When will the next appear?

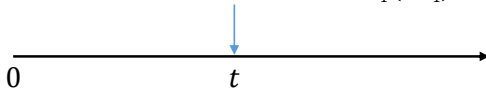


$$\begin{aligned}
 \mathbb{P}(X_3 - a > x | X_3 > a) &= \frac{\mathbb{P}(X_3 - a > x, X_3 > a)}{\mathbb{P}(X_3 > a)} \\
 &= \frac{\mathbb{P}(X_3 > a + x, X_3 > a)}{\mathbb{P}(X_3 > a)} \\
 &= \frac{\mathbb{P}(X_3 > a + x)}{\mathbb{P}(X_3 > a)} \\
 &= \frac{e^{-\lambda(a+x)}}{e^{-\lambda a}} = e^{-\lambda x}. \quad (\text{Not related to } a!)
 \end{aligned}$$

- **The Poisson process has no memory!** (equivalent to the independent and stationary increments assumption)

- Let $S_n = X_1 + X_2 + \cdots + X_n$ be the arrival time of the n th arrival.
- **Question 2:** If I only know there are n arrivals up to time t , what can I say about the n arrival times S_1, \dots, S_n ?
- A simplified case:

I'm only told that up to time t , one arrival has occurred.
What is the distribution of that arrival time $S_1 (= X_1)$?



- Intuition:
 - Since Poisson process possesses independent and stationary increments, each interval of equal length in $[0, t]$ should have the same probability of containing the arrival.
 - Hence, the arrival time should be uniformly distributed on $[0, t]$.

Proof.

$$\begin{aligned}
 \mathbb{P}\{X_1 < s | N(t) = 1\} &= \frac{\mathbb{P}\{X_1 < s, N(t) = 1\}}{\mathbb{P}\{N(t) = 1\}} \\
 &= \frac{\mathbb{P}\{1 \text{ arrival in } [0, s], 0 \text{ arrival in } [s, t]\}}{\mathbb{P}\{N(t) = 1\}} \\
 &= \frac{\mathbb{P}\{1 \text{ arrival in } [0, s]\} \mathbb{P}\{0 \text{ arrival in } [s, t]\}}{\mathbb{P}\{N(t) = 1\}} \quad (\text{independent}) \\
 &= \frac{\mathbb{P}\{N(s) = 1\} \mathbb{P}\{N(t-s) = 0\}}{\mathbb{P}\{N(t) = 1\}} \quad (\text{stationary}) \\
 &= \frac{e^{-\lambda s} \lambda s e^{-\lambda(t-s)}}{e^{-\lambda t} \lambda t} \\
 &= \frac{s}{t}.
 \end{aligned}$$

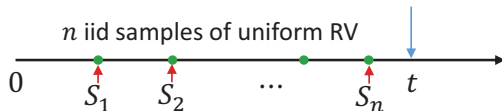
- Remark: This result can be generalized to n arrivals. ■

Property (Conditional Distribution of Arrival Times)

Given that $N(t) = n$, the n arrival times S_1, \dots, S_n have the same distribution as the order statistics corresponding to n independent RVs uniformly distributed on the interval $(0, t)$.

- Illustration:

Given $N(t) = n$, how can I generate a sample of $\{S_1, S_2, \dots, S_n\}$?



1. **Uniformly** and **independently** sample n points on $[0, t]$.
2. From small to large, call them S_1, S_2, \dots, S_n .

- This is very nice for simulation!

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- Let $L(t)$ denote the number of customers in the station at time t .

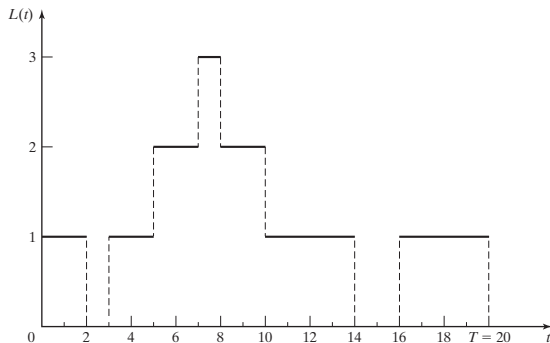


Figure: Illustration of $L(t)$ (from [Banks et al. \(2010\)](#))

- Let $\hat{L}(T)$ denote the (time-weighted) average number of customers in the station up to time T :

$$\hat{L}(T) := \frac{1}{T} \int_0^T L(t) dt.$$

- Another expression of $\widehat{L}(T)$: Let T_n denote the total time during $[0, T]$ in which the station contains exactly n customers.

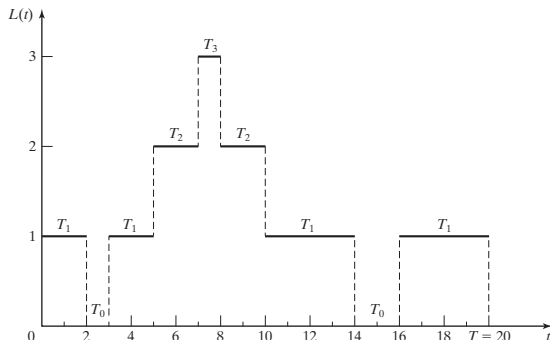


Figure: Illustration of $L(t)$ (from [Banks et al. \(2010\)](#))

- $\widehat{L}(T) := \frac{1}{T} \int_0^T L(t) dt = \frac{1}{T} \sum_{n=0}^{\infty} n T_n = \sum_{n=0}^{\infty} n \left(\frac{T_n}{T} \right)$.

- Suppose during time $[0, T]$, totally $N(T)$ customers have entered the station, and let $W_1, W_2, \dots, W_{N(T)}$ denote the time each customer spends in the station up to time T .[†]
- Let $\widehat{W}(T)$ denote the average sojourn time (逗留时间) in the station up to time T :

$$\widehat{W}(T) := \frac{1}{N(T)} \sum_{i=1}^{N(T)} W_i.$$

- In a similar way, we can also define
 - $\widehat{L}_Q(T)$ – The average number of customers in the *queue* up to time T .
 - $\widehat{W}_Q(T)$ – The average *waiting* time in the *queue* up to time T .

[†]The time includes both the waiting time in queue and the time in server. The part after T is not counted.

- Now we consider the long-run measures.
 - L – The long-run average number of customers in the station:

$$L := \lim_{T \rightarrow \infty} \widehat{L}(T).$$

- W – The long-run average sojourn time in the station:

$$W := \lim_{T \rightarrow \infty} \widehat{W}(T).$$

- L_Q – The long-run average number of customers in the queue:

$$L_Q := \lim_{T \rightarrow \infty} \widehat{L}_Q(T).$$

- W_Q – The long-run average waiting time in the queue:

$$W_Q := \lim_{T \rightarrow \infty} \widehat{W}_Q(T).$$

- Question: When will L , W , L_Q and W_Q exist (and $< \infty$)?

- We also define the *limiting probability* that there will be exactly n customers in the station as time goes to infinity:

$$P_n := \lim_{t \rightarrow \infty} \mathbb{P}\{L(t) = n\}, \quad n = 0, 1, 2, \dots$$

- Question: When will P_n exist?
- Moreover, for an arbitrary $X/Y/s/K$ queue
 - Let λ denote the arrival rate, i.e.,

$$\mathbb{E}[\text{interarrival time}] = \frac{1}{\lambda}.$$

- Let μ denote the service rate in one server, i.e.,

$$\mathbb{E}[\text{service time}] = \frac{1}{\mu}.$$

- Question: When will L , W , L_Q , W_Q and P_n exist?
- Answer: When the queue is **stable**.[†]
- Question: When will the queue be stable?!

Theorem 1 (Condition of Stability)

For an $X/Y/s/\infty$ queue (i.e., infinite capacity) with arrival rate λ and service rate μ , it is stable if

$$\lambda < s\mu.$$

And, an $X/Y/s/K$ queue (i.e., finite capacity) will always be stable.

[†]That is to say, the underlying Markov chain is positive recurrent.

- Recall that $P_n := \lim_{t \rightarrow \infty} \mathbb{P}\{L(t) = n\}$, $n = 0, 1, 2, \dots$
- P_n is also called the probability that there are exactly n customers in the station when it is in the *steady state*.
 - Since the system is stable and run for infinitely long time, it should enters some steady state (i.e., has nothing to do with the initial state).
- L can also be written as $L := \sum_{n=0}^{\infty} nP_n$ (see next slide).
 - L is also called the expected number of customers in the station in steady state;
 - W is also called the expected sojourn time in the station in steady state;
 - L_Q is also called the expected number of customers in the queue in steady state;
 - W_Q is also called the expected waiting time in the queue in steady state.

- Recall that $P_n := \lim_{t \rightarrow \infty} \mathbb{P}\{L(t) = n\}$, $n = 0, 1, 2, \dots$
- It turns out that, when the queue is *stable*, P_n also equals the *long-run proportion of time that the station contains exactly n customers*,[†] i.e., with probability 1, for all n ,

$$P_n = \lim_{T \rightarrow \infty} \frac{\text{amount of time during } [0, T] \text{ that station contains } n \text{ customers}}{T}.$$

- Recall $\widehat{L}(T) := \frac{1}{T} \int_0^T L(t) dt = \sum_{n=0}^{\infty} n \left(\frac{T_n}{T} \right)$, then

$$\begin{aligned} L &:= \lim_{T \rightarrow \infty} \widehat{L}(T) = \lim_{T \rightarrow \infty} \sum_{n=0}^{\infty} n \left(\frac{T_n}{T} \right) \\ &= \sum_{n=0}^{\infty} \lim_{T \rightarrow \infty} n \left(\frac{T_n}{T} \right) \quad (\text{by DCT}) \\ &= \sum_{n=0}^{\infty} n P_n. \end{aligned}$$

[†] A sufficient condition is that the queueing process is regenerative, which is satisfied in our discussion.

- Little's Law (守恒方程) is one of the most general and versatile laws in queueing theory.
 - It is named after John D.C. Little, who was the first to prove a version of it, in 1961.
 - When used in clever ways, Little's Law can lead to remarkably simple derivations.

Theorem 2 (Little's Law – Empirical Version)

Define the observed entering rate $\hat{\lambda} := N(T)/T$, then

$$\hat{L}(T) = \hat{\lambda}\hat{W}(T), \quad \hat{L}_Q(T) = \hat{\lambda}\hat{W}_Q(T).$$

- Verify Little's Law.

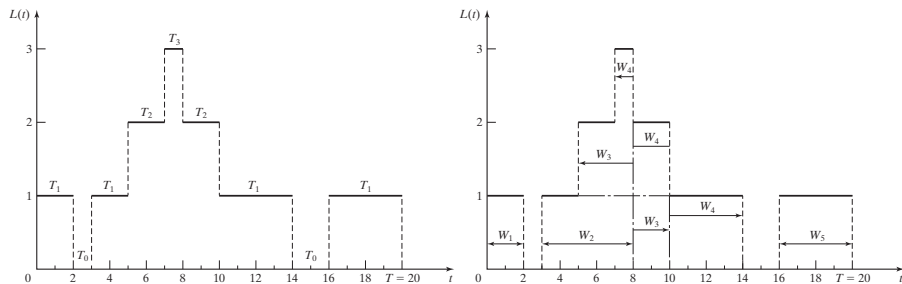


Figure: Illustration of $L(t)$ and W_i (from [Banks et al. \(2010\)](#))

$$\hat{\lambda} = N(T)/T = 5/20 = 0.25.$$

$$\widehat{W}(T) = \frac{1}{N(T)} \sum_{i=1}^{N(T)} W_i = \frac{1}{5}(2 + 5 + 5 + 7 + 4) = \frac{23}{5} = 4.6.$$

$$\widehat{L}(T) = \frac{1}{T} \sum_{n=0}^{\infty} nT_n = \frac{1}{20}(0 \times 3 + 1 \times 12 + 2 \times 4 + 3 \times 1) = \frac{23}{20} = 1.15.$$

$$\text{So, } \hat{\lambda} \widehat{W}(T) = 0.25 \times 4.6 = 1.15 = \widehat{L}(T). \quad \text{(Why it always holds?)}$$

- Verify Little's Law.

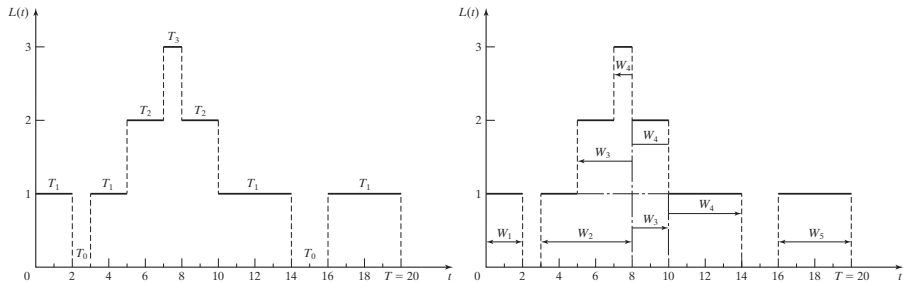


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- Why it always holds?**

$$\widehat{L}(T) = \frac{1}{T} \sum_{n=0}^{\infty} nT_n = \frac{1}{T} \times \text{area.}$$

$$\widehat{\lambda} \widehat{W}(T) = \frac{N(T)}{T} \frac{1}{N(T)} \sum_{i=1}^{N(T)} W_i = \frac{1}{T} \sum_{i=1}^{N(T)} W_i = \frac{1}{T} \times \text{area.}$$

So, $\widehat{L}(T) = \widehat{\lambda} \widehat{W}(T)$ always holds.

- The same argument for $\widehat{L}_Q(T) = \widehat{\lambda} \widehat{W}_Q(T)$.**

Theorem 3 (Little's Law – Limit/Expectation Version)

For a stable queue, let λ^* denote the arrival rate or entering rate, then

$$L = \lambda^* W, \quad L_Q = \lambda^* W_Q.$$

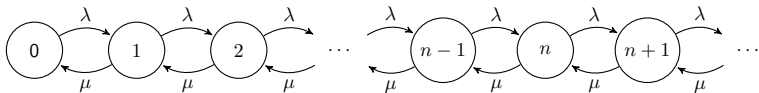
Caution: When λ^* is the arrival rate, the time average (W , W_Q) is based on all customers (who enters the station and who are lost); When λ^* is the entering rate, the time average is only based on the customers who enters the station.

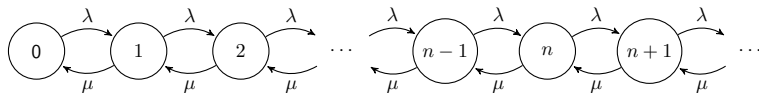
- Some Remarks:
 - For a customer who is lost (due to the finite capacity), he spends 0 amount of time in the station (or queue).
 - Once we know anyone of L , W , L_Q and W_Q , we can compute the rest using Little's Law.

- $M/M/1$ Queue[†]
 - The interarrival times are iid random variables with $\text{Exp}(\lambda)$ distribution, that is to say, *customers arrive according to a Poisson process with rate λ* .
 - The service times are iid random variables with $\text{Exp}(\mu)$ distribution.
 - The customers are served in an FCFS fashion by a *single* server.
 - The capacity is unlimited, i.e., waiting space is unlimited.
 - $M/M/1$ queue is stable **if and only if** $\lambda < \mu$.
 - Due to unlimited capacity, arrival rate = entering rate.
- We now want to compute all the measures P_n , L , W , L_Q and W_Q .

[†] $M/M/1$ Queue \subset Birth and Death Process with Infinite Capacity \subset Continuous-Time Markov Chain

- Recall that L can be computed via $L = \sum_{n=0}^{\infty} nP_n$, where P_n has two interpretations:
 - Long-run proportion of time that the station contains exactly n customers;
 - Probability that there are exactly n customers in the station as time goes to infinity (or equivalently, in the steady state).
- Define the **state** as the the number of customers in the system.
- The state space diagram is as follows:



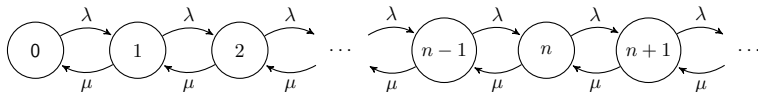


Key Observation 1

Rate at which the process leaves state n
 = Rate at which the process enters state n .

Heuristic Proof.

- In any time interval, the number of transitions into state n must equal to within 1 the number of transitions out of state n . (Why?)
- Hence, in the long run, the rate into state n must equal the rate out of state n .



Key Observation 2

Rate at which the process leaves state 0 = $P_0\lambda$;

Rate at which the process leaves state n = $P_n(\mu + \lambda)$, $n \geq 1$;

Rate at which the process enters state 0 = $P_1\mu$;

Rate at which the process enters state n = $P_{n-1}\lambda + P_{n+1}\mu$,
 $n \geq 1$.

Fact

If X_1, \dots, X_n are independent random variables, and $X_i \sim \text{Exp}(\lambda_i)$, $i = 1, \dots, n$, then

$$\min\{X_1, \dots, X_n\} \sim \text{Exp}(\lambda_1 + \dots + \lambda_n).$$

Theorem 4 (Limiting Distribution of $M/M/1$ Queue)

For an $M/M/1$ queue, when it is stable ($\lambda < \mu$), its limiting (steady-state) distribution is given by

$$P_n = (1 - \rho)\rho^n, \quad n \geq 0,$$

where $\rho := \lambda/\mu < 1$. (ρ is called the *server utilization*.)

Proof. Due to Observations 1 & 2,

State	Rate Process Leaves	=	Rate Process Enters
0	$P_0\lambda$	=	$P_1\mu$
$n, n \geq 1$	$P_n(\mu + \lambda)$	=	$P_{n-1}\lambda + P_{n+1}\mu$

Rewriting these equations gives

$$P_0\lambda = P_1\mu,$$

$$P_n\lambda = P_{n+1}\mu + (P_{n-1}\lambda - P_n\mu), \quad n \geq 1.$$



Recall that

$$\begin{aligned}P_0\lambda &= P_1\mu, \\P_n\lambda &= P_{n+1}\mu + (P_{n-1}\lambda - P_n\mu), \quad n \geq 1.\end{aligned}$$

Or, equivalently,

$$\begin{aligned}P_0\lambda &= P_1\mu, \\P_1\lambda &= P_2\mu + (P_0\lambda - P_1\mu) = P_2\mu, \\P_2\lambda &= P_3\mu + (P_1\lambda - P_2\mu) = P_3\mu, \\P_n\lambda &= P_{n+1}\mu + (P_{n-1}\lambda - P_n\mu) = P_{n+1}\mu, \quad n \geq 1.\end{aligned}$$

Let $\rho := \lambda/\mu (< 1)$, solving in terms of P_0 yields

$$\begin{aligned}P_1 &= P_0\rho, \\P_2 &= P_1\rho = P_0\rho^2, \\P_n &= P_{n-1}\rho = P_0\rho^n, \quad n \geq 1.\end{aligned}$$

Since $1 = \sum_{n=0}^{\infty} P_n = P_0 \sum_{n=0}^{\infty} \rho^n = P_0/(1 - \rho)$, we have

$$P_0 = 1 - \rho, \quad \text{and} \quad P_n = (1 - \rho)\rho^n, \quad n \geq 1.$$



- $L = \sum_{n=0}^{\infty} nP_n = \sum_{n=0}^{\infty} n(1-\rho)\rho^n = \frac{\rho}{1-\rho}$.
- Using Little's Law, $W = L/\lambda = \frac{1}{\lambda} \frac{\rho}{1-\rho} = \frac{1}{\mu-\lambda}$.
- $L_Q = \sum_{n=1}^{\infty} (n-1)P_n = \sum_{n=1}^{\infty} (n-1)(1-\rho)\rho^n = \frac{\rho^2}{1-\rho}$.
- Using Little's Law, $W_Q = L_Q/\lambda = \frac{1}{\lambda} \frac{\rho^2}{1-\rho} = \frac{1}{\mu} \frac{\rho}{1-\rho} = \frac{\rho}{\mu-\lambda}$.
- Or, $W_Q = W - \mathbb{E}[\text{service time}] = \frac{1}{\mu-\lambda} - \frac{1}{\mu} = \frac{\lambda}{\mu(\mu-\lambda)} = \frac{\rho}{\mu-\lambda}$.
- Using Little's Law, $L_Q = \lambda W_Q = \lambda \frac{\rho}{\mu-\lambda} = \frac{\rho^2}{1-\rho}$.
- Due to unlimited capacity, arrival rate = entering rate, so the time average (W , W_Q) is based on all customers.
- $\mathbb{P}(\text{the server is idle}) = P_0 = 1 - \rho$.
- As $\rho \rightarrow 1$, all L , W , L_Q and W_Q tend to ∞ .

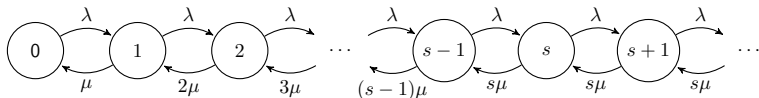


- $M/M/s$ Queue[†]
 - Customers arrive according to a Poisson process with rate λ .
 - The service times are iid random variables with $\text{Exp}(\mu)$ distribution.
 - There are s parallel servers.
 - The customers form a single queue and get served by the next available server in an FCFS fashion.
 - The capacity is unlimited, i.e., waiting space is unlimited.
 - $M/M/s$ queue is stable **if and only if** $\lambda < s\mu$.
 - Due to unlimited capacity, arrival rate = entering rate.
- $M/M/s$ queue is a generalized version of $M/M/1$ queue. Let $s = 1$, all results should degenerate to those of $M/M/1$.

[†] $M/M/1$ Queue $\subset M/M/s$ Queue \subset Birth and Death Process with Infinite Capacity \subset CTMC.



- The state space diagram is as follows:



Theorem 5 (Limiting Distribution of $M/M/s$ Queue)

For an $M/M/s$ queue, when it is stable ($\lambda < s\mu$), its limiting (steady-state) distribution is given by

$$P_n = \left[\sum_{i=0}^s \frac{1}{i!} \left(\frac{\lambda}{\mu} \right)^i + \frac{s^s \rho^{s+1}}{s! (1-\rho)} \right]^{-1} \rho_n, \quad n \geq 0,$$

where the *server utilization* $\rho := \lambda/(s\mu) < 1$, and

$$\rho_n := \begin{cases} \frac{1}{n!} \left(\frac{\lambda}{\mu} \right)^n, & \text{if } 0 \leq n \leq s, \\ \frac{s^s}{s!} \rho^n, & \text{if } n \geq s+1. \end{cases}$$

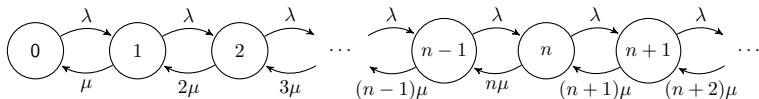
- $$L_Q = \sum_{n=s}^{\infty} (n-s)P_n = \sum_{n=s}^{\infty} (n-s)P_0\rho^n = \sum_{k=0}^{\infty} kP_0\rho_{s+k}$$

$$= \sum_{k=1}^{\infty} kP_0\rho_s\rho^k = \sum_{k=1}^{\infty} kP_s\rho^k = \frac{P_s\rho}{(1-\rho)^2}.$$
- Using Little's Law, $W_Q = L_Q/\lambda = \frac{1}{\lambda} \frac{P_s\rho}{(1-\rho)^2} = \frac{P_s}{s\mu(1-\rho)^2}.$
- $W = W_Q + \mathbb{E}[\text{service time}] = \frac{P_s}{s\mu(1-\rho)^2} + \frac{1}{\mu}.$
- Using Little's Law,

$$L = \lambda W = \lambda(W_Q + \frac{1}{\mu}) = L_Q + \frac{\lambda}{\mu} = \frac{P_s\rho}{(1-\rho)^2} + \frac{\lambda}{\mu}.$$
- Due to unlimited capacity, arrival rate = entering rate, so the time average (W, W_Q) is based on all customers.
- As $\rho \rightarrow 1$, all L, W, L_Q and W_Q tend to ∞ .



- By letting $s \rightarrow \infty$ we get the $M/M/\infty$ queue as a limiting case of the $M/M/s$ queue.
- Note: $M/M/\infty$ queue is always stable! (The *server utilization* is always 0.)
- All the measures can be obtained by letting $s \rightarrow \infty$ for those in the case of $M/M/s$ queue.[†]
- Or, one can still derive P_n via the state space diagram:



[†] Use the Taylor series (泰勒级数): $e^x = \sum_{n=0}^{\infty} \frac{x^n}{n!}$.

Theorem 6 (Limiting Distribution of $M/M/\infty$ Queue)

For an $M/M/\infty$ queue, its limiting (steady-state) distribution is given by

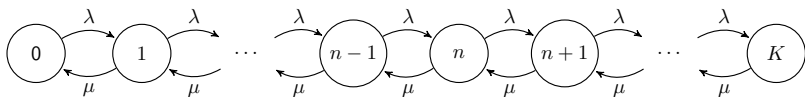
$$P_n = e^{-\lambda/\mu} \frac{(\lambda/\mu)^n}{n!}, \quad n \geq 0.$$

- In steady state, the number of customers in an $M/M/\infty$ station $\sim \text{Poisson}(\lambda/\mu)$.
- Hence, $L = \sum_{n=0}^{\infty} nP_n = \mathbb{E} [\text{Poisson RV with mean } \frac{\lambda}{\mu}] = \frac{\lambda}{\mu}$.
- Using Little's Law, $W = L/\lambda = \frac{1}{\mu}$.
- $L_Q = 0, W_Q = 0$.

- $M/M/1/K$ Queue[†]
 - Customers arrive according to a Poisson process with rate λ .
 - The service times are iid random variables with $\text{Exp}(\mu)$ distribution.
 - The customers are served in an FCFS fashion by a *single* server.
 - The capacity is K , $K \geq 1$, i.e., the maximal number of customers waiting in queue + customers in server $\leq K$.
 - A customer who finds the station is full (K customers there) leaves immediately (lost).
 - The entering rate, denoted as λ_e , is smaller than the arrival rate λ .
 - It is always stable (due to the finite capacity).
- In steady state
 - $\mathbb{P}(\text{station is full}) = P_K$.
 - Entering rate $\lambda_e = \lambda(1 - P_K)$.

[†] $M/M/1/K$ Queue \subset Birth and Death Process with Finite Capacity \subset Continuous-Time Markov Chain.

- The state space diagram is as follows:

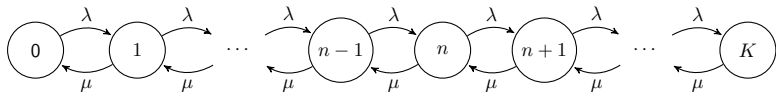


Theorem 7 (Limiting Distribution of $M/M/1/K$ Queue)

For an $M/M/1/K$ queue, its limiting (steady-state) distribution is given by

$$P_n = \begin{cases} \frac{(1-\rho)\rho^n}{1-\rho^{K+1}}, & \text{if } \rho \neq 1, \\ \frac{1}{K+1}, & \text{if } \rho = 1, \end{cases} \quad 0 \leq n \leq K,$$

where $\rho := \lambda/\mu$. (ρ is NOT the *server utilization*!)



Proof. Due to Observations 1 & 2,

State	Rate Process Leaves	=	Rate Process Enters
0	$P_0\lambda$	=	$P_1\mu$
$n, 1 \leq n \leq K-1$	$P_n(\mu + \lambda)$	=	$P_{n-1}\lambda + P_{n+1}\mu$
K	$P_K\mu$	=	$P_{K-1}\lambda$

Rewriting these equations gives

$$P_0\lambda = P_1\mu,$$

$$P_n\lambda = P_{n+1}\mu + (P_{n-1}\lambda - P_n\mu), \quad 1 \leq n \leq K-1,$$

$$P_K\mu = P_{K-1}\lambda.$$

Or, equivalently,

$$P_0\lambda = P_1\mu,$$

$$P_1\lambda = P_2\mu + (P_0\lambda - P_1\mu) = P_2\mu,$$

$$P_2\lambda = P_3\mu + (P_1\lambda - P_2\mu) = P_3\mu,$$

$$P_n\lambda = P_{n+1}\mu + (P_{n-1}\lambda - P_n\mu) = P_{n+1}\mu, \quad 1 \leq n \leq K-2,$$

$$P_{K-1}\lambda = P_K\mu.$$

Let $\rho := \lambda/\mu$, solving in terms of P_0 yields

$$P_1 = P_0\rho,$$

$$P_2 = P_1\rho = P_0\rho^2,$$

$$P_n = P_{n-1}\rho = P_0\rho^n, \quad 1 \leq n \leq K.$$

Since $1 = \sum_{n=0}^K P_n = P_0 \sum_{n=0}^K \rho^n = \begin{cases} P_0 \frac{1-\rho^{K+1}}{1-\rho}, & \text{if } \rho \neq 1, \\ P_0(K+1), & \text{if } \rho = 1, \end{cases}$ we have,

if $\rho \neq 1$, $P_0 = \frac{1-\rho}{1-\rho^{K+1}}$, and $P_n = \frac{(1-\rho)\rho^n}{1-\rho^{K+1}}$, $1 \leq n \leq K$;

if $\rho = 1$, $P_0 = \frac{1}{K+1}$, and $P_n = \frac{1}{K+1}$, $1 \leq n \leq K$.



- If $\rho \neq 1$,

$$\begin{aligned} L &= \sum_{n=0}^K n P_n = \sum_{n=0}^K n \frac{(1-\rho)\rho^n}{1-\rho^{K+1}} = \frac{1-\rho}{1-\rho^{K+1}} \sum_{n=0}^K n \rho^n \\ &= \frac{1-\rho}{1-\rho^{K+1}} \frac{\rho^{-(K+1)}\rho^{K+1} + K\rho^{K+2}}{(1-\rho)^2} = \frac{\rho}{1-\rho} \frac{1-(K+1)\rho^K + K\rho^{K+1}}{1-\rho^{K+1}}. \end{aligned}$$

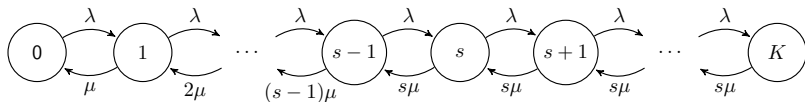
- If $\rho = 1$,

$$L = \sum_{n=0}^K n P_n = \sum_{n=0}^K n \frac{1}{K+1} = \frac{1}{K+1} \frac{(K+1)K}{2} = \frac{K}{2}.$$

- $\mathbb{P}(\text{station is full}) = P_K$.
- Entering rate $\lambda_e = \lambda(1 - P_K)$.
- The *server utilization* $= \lambda_e/\mu = \rho(1 - P_K)$.
- As $\rho \rightarrow \infty$, $L \rightarrow K$, $1 - P_K \rightarrow 0$, $\rho(1 - P_K) \rightarrow 1$.

- For those entered the station
 - The expected sojourn time $W = L/\lambda_e = \frac{L}{\lambda(1-P_K)}$.
 - The expected waiting time $W_Q = W - \frac{1}{\mu} = \frac{L}{\lambda(1-P_K)} - \frac{1}{\mu}$.
- For ALL the arrivals (those who are lost have 0 sojourn time and waiting time)
 - The expected sojourn time $W' = (1 - P_K)W + 0 = \frac{L}{\lambda}$.
 - The expected waiting time $W'_Q = (1 - P_K)W_Q + 0 = \frac{L}{\lambda} - \frac{1-P_K}{\mu}$.
- The expected queue length $L_Q = \lambda_e W_Q = L - \rho(1 - P_K)$,
or, $= \lambda W'_Q = L - \rho(1 - P_K)$.
- As $\rho \rightarrow \infty$, $1 - P_K \rightarrow 0$, $\rho(1 - P_K) \rightarrow 1$, $L \rightarrow K$, $L_Q \rightarrow K - 1$.
 - If μ is fixed and $\lambda \rightarrow \infty$:
 $\lambda(1 - P_K) \rightarrow \mu$, $W \rightarrow \frac{K}{\mu}$, $W_Q \rightarrow \frac{K-1}{\mu}$, $W' \rightarrow 0$, $W'_Q \rightarrow 0$.
 - If λ is fixed and $\mu \rightarrow 0$:
 $\frac{1}{\mu}(1 - P_K) \rightarrow \frac{1}{\lambda}$, $W \rightarrow \infty$, $W_Q \rightarrow \infty$, $W' \rightarrow \frac{K}{\lambda}$, $W'_Q \rightarrow \frac{K-1}{\lambda}$.

- $M/M/s/K$ queue[†] is a generalized version of $M/M/1/K$ queue. ($K \geq s$)
- The state space diagram is as follows:



- Let $s = 1$, it becomes the $M/M/1/K$ queue.
- Let $s = K$, it becomes the $M/M/K/K$ queue.
- There is no $M/M/\infty/K$ queue!

[†] $M/M/1/K$ Queue $\subset M/M/s/K$ Queue \subset Birth and Death Process with Finite Capacity \subset CTMC.

Theorem 8 (Limiting Distribution of $M/M/s/K$ Queue)

For an $M/M/s/K$ queue, its limiting (steady-state) distribution is given by

$$P_n = \left[\sum_{i=0}^s \frac{1}{i!} \left(\frac{\lambda}{\mu} \right)^i + \varrho \right]^{-1} \rho_n, \quad 0 \leq n \leq K,$$

where $\rho := \lambda/(s\mu)$, (ρ is NOT the *server utilization!*) and

$$\varrho := \begin{cases} \frac{s^s \rho^{s+1} (1-\rho^{K-s})}{s! (1-\rho)}, & \text{if } \rho \neq 1, \\ \frac{s^s}{s!} (K-s), & \text{if } \rho = 1, \end{cases}$$

and

$$\rho_n := \begin{cases} \frac{1}{n!} \left(\frac{\lambda}{\mu} \right)^n, & \text{if } 0 \leq n \leq s, \\ \frac{s^s}{s!} \rho^n, & \text{if } s+1 \leq n \leq K, K \geq s+1. \end{cases}$$

- The *server utilization* = $\lambda_e/(s\mu) = \rho(1 - P_K)$.

- $M/G/1$ Queue[†]
 - Customers arrive according to a Poisson process with rate λ .
 - The service times are iid random variables with **arbitrary** distribution (mean: $\frac{1}{\mu}$, variance: σ^2).
 - The customers are served in an FCFS fashion by a *single* server.
 - The capacity is unlimited, i.e., waiting space is unlimited.
 - $M/G/1$ queue is stable **if and only if** $\lambda < \mu$.
- Let $m^2 := \left(\frac{1}{\mu}\right)^2 + \sigma^2$, and the *server utilization* $\rho := \lambda/\mu < 1$.
 - $\mathbb{P}(\text{the server is idle}) = 1 - \rho$.
 - $W_Q = \frac{\lambda m^2}{2(1-\rho)}$.
 - $L_Q = \lambda W_Q = \frac{\lambda^2 m^2}{2(1-\rho)}$.
 - $W = W_Q + \frac{1}{\mu} = \frac{\lambda m^2}{2(1-\rho)} + \frac{1}{\mu}$.
 - $L = \lambda W = L_Q + \lambda/\mu = \frac{\lambda^2 m^2}{2(1-\rho)} + \rho$.
- For $M/G/\infty$, the measures are the same as those in $M/M/\infty$.

[†] $M/G/1$ queue has an embedded discrete-time Markov chain.

1 Queueing Systems and Models

- ▶ Introduction
- ▶ Characteristics & Terminology
- ▶ Kendall Notation

2 Poisson Process

- ▶ Definition
- ▶ Properties

3 Single-Station Queues

- ▶ Notations
- ▶ General Results
- ▶ Little's Law
- ▶ $M/M/1$ Queue
- ▶ $M/M/s$ Queue
- ▶ $M/M/\infty$ Queue
- ▶ $M/M/1/K$ Queue
- ▶ $M/M/s/K$ Queue
- ▶ $M/G/1$ Queue

4 Queueing Networks

- ▶ Jackson Networks



Queueing Networks

- Queueing Network (multiple-station queueing system)
 - Customers can move from one station to another (for different service), before leaving the system.

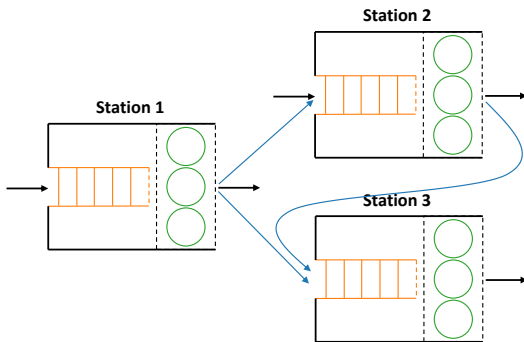


Figure: Illustration of Queueing Networks

- Jackson Queueing Network (first identified by Jackson (1963))[†]
 - 1 The network has J single-station queues.
 - 2 The j th station has s_j servers and a *single* queue.
 - 3 There is unlimited waiting space at each station (infinite capacity).
 - 4 Customers arrive at station j from outside according to a Poisson process with rate λ_j ; all arrival processes are independent of each other.
 - 5 The service times at station j are iid random variables with $\text{Exp}(\mu_j)$ distribution.
 - 6 Customers finishing service at station i join the queue (if any) at station j with **routing probability** p_{ij} , or leave the network with probability p_{i0} , independently of each other.
 - 7 A customer finishing service may be routed to the same station (i.e., re-enter).

[†] Jackson network is an J -dimensional continuous-time Markov chain.

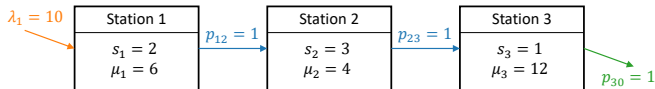
- The routing probabilities p_{ij} can be put in a matrix form as follows:

$$\mathbf{P} := \begin{bmatrix} p_{11} & p_{12} & p_{13} & \cdots & p_{1J} \\ p_{21} & p_{22} & p_{23} & \cdots & p_{2J} \\ p_{31} & p_{32} & p_{33} & \cdots & p_{3J} \\ \vdots & \vdots & \vdots & \ddots & \vdots \\ p_{J1} & p_{J2} & p_{J3} & \cdots & p_{JJ} \end{bmatrix}.$$

- The matrix \mathbf{P} is called the **routing matrix**.
- Since a customer leaving station i either joins some other station, or leaves, we must have

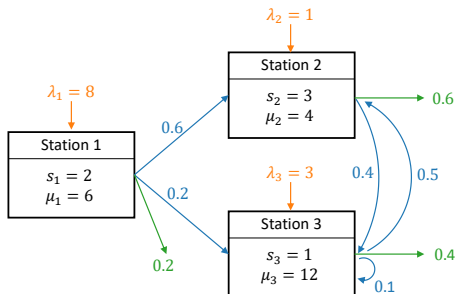
$$\sum_{j=1}^J p_{ij} + p_{i0} = 1, \quad 1 \leq i \leq J.$$

- Example 1: Tandem Queue



$$P = \begin{bmatrix} 0 & 1 & 0 \\ 0 & 0 & 1 \\ 0 & 0 & 0 \end{bmatrix}.$$

- Example 2: General Network



$$P = \begin{bmatrix} 0 & 0.6 & 0.2 \\ 0 & 0 & 0.4 \\ 0 & 0.5 & 0.1 \end{bmatrix}.$$



- Recall that customers arrive at station j from outside with rate λ_j .
- Let b_j be the rate of internal arrivals to station j .
- Then the total arrival rate to station j , denoted as a_j , is given by

$$a_j = \lambda_j + b_j, \quad 1 \leq j \leq J.$$

- If the stations are all **stable**
 - The departure rate of customers from station i will be the same as the total arrival rate to station i , namely, a_i .
 - The arrival rate of internal customers from station i to station j is $a_i p_{ij}$.
- Hence, $b_j = \sum_{i=1}^J a_i p_{ij}, \quad 1 \leq j \leq J.$
- Substituting in the pervious equation, we get the **traffic equations**:

$$a_j = \lambda_j + \sum_{i=1}^J a_i p_{ij}, \quad 1 \leq j \leq J.$$



- Let $\mathbf{a}^\top = [a_1 \ a_2 \ \cdots \ a_J]$ and $\boldsymbol{\lambda}^\top = [\lambda_1 \ \lambda_2 \ \cdots \ \lambda_J]$, the traffic equations can be written in matrix form as

$$\mathbf{a}^\top = \boldsymbol{\lambda}^\top + \mathbf{a}^\top \mathbf{P},$$

or

$$\mathbf{a}^\top (\mathbf{I} - \mathbf{P}) = \boldsymbol{\lambda}^\top,$$

where \mathbf{I} is the $J \times J$ identity matrix.

- Suppose the matrix $\mathbf{I} - \mathbf{P}$ is invertible, the above equation has a unique solution given by

$$\mathbf{a}^\top = \boldsymbol{\lambda}^\top (\mathbf{I} - \mathbf{P})^{-1}.$$

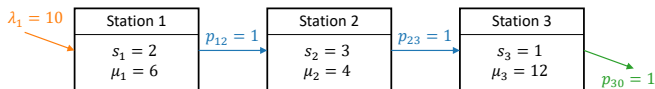
- The next theorem states the stability condition for Jackson networks in terms of the above solution.

Theorem 9 (Stability of Jackson Networks)

A Jackson network with external arrival rate vector λ and routing matrix \mathbf{P} is stable if:

- (1) $\mathbf{I} - \mathbf{P}$ is invertible; and
- (2) $a_i < s_i \mu_i$ for all $i = 1, 2, \dots, J$, where a_i is given by the traffic equations.

- Example 1: Tandem Queue

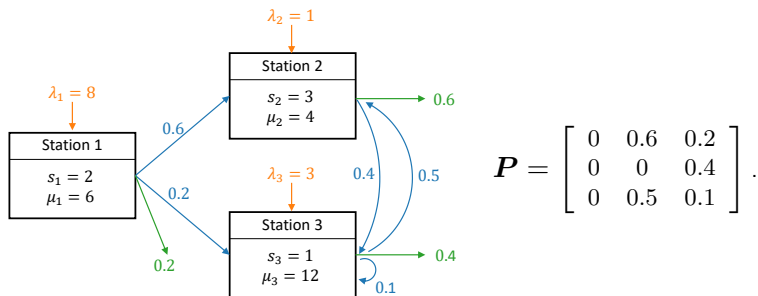


$$\mathbf{P} = \begin{bmatrix} 0 & 1 & 0 \\ 0 & 0 & 1 \\ 0 & 0 & 0 \end{bmatrix}, \quad \lambda = \begin{bmatrix} 10 \\ 0 \\ 0 \end{bmatrix}, \quad \mathbf{a}^\top = \lambda^\top (\mathbf{I} - \mathbf{P})^{-1} = [10 \ 10 \ 10].$$

Stable.



- Example 2: General Network



$$\lambda = \begin{bmatrix} 8 \\ 1 \\ 3 \end{bmatrix}, \quad \mathbf{a}^\top = \lambda^\top (\mathbf{I} - \mathbf{P})^{-1} = [8 \ 10.7 \ 9.9] \Rightarrow \text{Stable.}$$

If λ_2 is **increased to 4**,

$$\lambda = \begin{bmatrix} 8 \\ 4 \\ 3 \end{bmatrix}, \quad \mathbf{a}^\top = \lambda^\top (\mathbf{I} - \mathbf{P})^{-1} = [8 \ 14.6 \ 11.6] \Rightarrow \text{Unstable.}$$

- Let $L_j(t)$ be the number of customers in the j th station in a Jackson network at time t .
- Then the state of the network at time t is given by $[L_1(t), L_2(t), \dots, L_J(t)]$.
- When the Jackson network is stable, the limiting distribution of the state of the network is

$$\begin{aligned} P(n_1, n_2, \dots, n_J) \\ = \lim_{t \rightarrow \infty} \mathbb{P}\{L_1(t) = n_1, L_2(t) = n_2, \dots, L_J(t) = n_J\}. \end{aligned}$$

- It is a joint probability.

Theorem 10 (Limiting Distribution of Jackson Network)

For a stable Jackson network, its limiting (steady-state) distribution is given by

$$P(n_1, n_2, \dots, n_J) = P_1(n_1)P_2(n_2) \cdots P_J(n_J),$$

for $n_j = 0, 1, 2, \dots$ and $j = 1, 2, \dots, J$, where $P_j(n)$ is the limiting probability that there are n customers in an $M/M/s_j$ queue with arrival rate a_j and service rate μ_j .

- The limiting **joint** distribution of $[L_1(t), \dots, L_J(t)]$ is a **product** of the limiting **marginal** distribution of $L_j(t)$, $j = 1, \dots, J$.
⇒ Limiting behavior of all stations are independent of each other.
- The limiting distribution of station j is the same as that in an **isolated** $M/M/s_j$ queue with arrival rate a_j and service rate μ_j . (a_j 's are solved from the **traffic equations**.)