

Problem 1.

- (a) Give two different definitions of the Poisson process.
- (b) State without proof the memoryless property of the process.
- (c) Formulate the PASTA property and comment on it. 3p

Problem 2.

- (a) Define the homogeneous discrete-time Markov chain $\{X_n, n = 0, 1, \dots\}$ and its n -step transition probabilities $p_{ij}^{(n)}$.
- (b) State and prove the Chapman-Kolmogoroff equations for the transition probabilities of the process. 5p

Problem 3. An information centre has one attendant; people with questions arrive according to a Poisson process with rate λ . A person who finds n other customers present upon arrival joins the queue with probability $1/(n+1)$ for $n = 0, 1, \dots$ and goes elsewhere otherwise. The service times of the persons are independent random variables having an exponential distribution with mean $1/\mu$.

- (a) Formulate a continuous-time Markov chain to analyse the number of persons present at the information centre and specify the transition rate diagram.
- (b) Find the equilibrium distribution of the process.
- (c) What is the long-run fraction of persons with request who actually join the queue? Explain your answer.
- (d) What is the long-run average number of persons served per time unit? Explain.

7p