

Preface to the Second Edition

The book has been revised and extended, in order to reflect important developments in the field of probabilistic modelling and performance evaluation since the first edition. Notable among these is the introduction of queueing network models with positive and negative customers. A large class of such models, together with their solutions and applications, is described in Chapter 4. Another recent development concerns the solution of models where the evolution of a queue is controlled by a Markovian environment. These Markov-modulated queues occur in many different contexts; their exact and approximate solution is the subject of Chapter 5. Finally, the queue with a server of walking type described in Chapter 2 is given a more general treatment in Chapter 10.

Erol Gelenbe
Isi Mitrani
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