



Analysis of Queues: Methods and Applications (Operations Research Series)

By Natarajan Gautam

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In addition to the standard single-station and single class discrete queues, the book discusses models for multi-class queues and queueing networks as well as methods based on fluid scaling, stochastic fluid flows, continuous parameter Markov processes, and quasi-birth-and-death processes, to name a few. It describes a variety of applications including computer-communication networks, information systems, production operations, transportation, and service systems such as healthcare, call centers and restaurants.

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Review

"The breadth and scope of topics in this book surpass the books currently on the market. For most graduate engineering or business courses on this topic the selection is perfect. ... presented in sufficient depth for any graduate class. I like in particular the "problems" presented at regular intervals, along with detailed solutions. ... excellent coverage of both classical and modern techniques in queueing theory. Compelling applications and case studies are sprinkled throughout the text. For many of us who teach graduate courses in queueing theory, this is the text we have been waiting for!"

?John J. Hasenbein, The University of Texas at Austin

"Dr. Gautam has an obvious passion for queueing theory. His delight in presenting queueing paradoxes beams through the pages of the book. His relaxed conversational style makes reading the book a pleasure. His introductory comments about having to account for a large variety of educational backgrounds among students taking graduate courses indicate that he takes education very seriously. It shows throughout the book. He has made an excellent choice of topics and presented them in his own special style. I highly recommend this queueing text by an expert who clearly loves his field."

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