

## **Part VI**

### **Appendices**

The four Appendices contain detailed information omitted from the body of the book.

Chapter 17 uses an example based on a specific system (IBM's MVS) and a specific monitoring tool (RMF) to illustrate the parameterization of queueing network models, which was described in general terms in Chapter 12.

Chapter 18 contains a Fortran program implementing the exact mean value analysis algorithm for evaluating single class queueing network models. Chapter 19 extends this program to multiple classes. It is our intention that these programs be used for educational experimentation with simple models; we advocate the use of commercial queueing network modelling software for "serious" computer system analysis.

Chapter 20 discusses the evaluation of queueing network models containing load dependent service centers, and describes how the programs in Chapters 18 and 19 can be modified to accommodate such centers.