

Solution for exercise 9.2.4 in Karlin and Pinsky

0.1 a)

instead of stating the death and birth parameters, we state the transition matrix

$$Q = \begin{pmatrix} -\lambda & \lambda & 0 & 0 \\ \mu & -(\lambda + \mu) & \lambda & 0 \\ 0 & \mu & -(\lambda + \mu) & \lambda \\ 0 & 0 & \mu & \mu \end{pmatrix}$$

0.2 b)

$$\begin{aligned} \pi_1 &= \frac{\lambda}{\mu} \pi_0 \\ \pi_2 &= \frac{\lambda}{\mu} \pi_1 = \left(\frac{\lambda}{\mu}\right)^2 \pi_0 \\ \pi_3 &= \frac{\lambda}{\mu} \pi_2 = \left(\frac{\lambda}{\mu}\right)^3 \pi_0 \\ \Rightarrow \pi_0 &= \frac{1}{1 + \frac{\lambda}{\mu} + \left(\frac{\lambda}{\mu}\right)^2 + \left(\frac{\lambda}{\mu}\right)^3} \\ &= \frac{\mu^3}{\mu^3 + \lambda\mu^2 + \lambda^2\mu + \lambda^3} \end{aligned}$$

π_0 is the fraction of time where the system is empty!

0.3 c)

A customer is lost when 3 customers are present and a new one arrives. Therefore the fraction of customers lost is $\lambda\pi_3$