### SYSTEM MODELING AND SIMULATION(15CS834)

### **SOLUTIONS: VTU JUNE 2019**

1.a) Simulation is the imitation of the real world or system over time

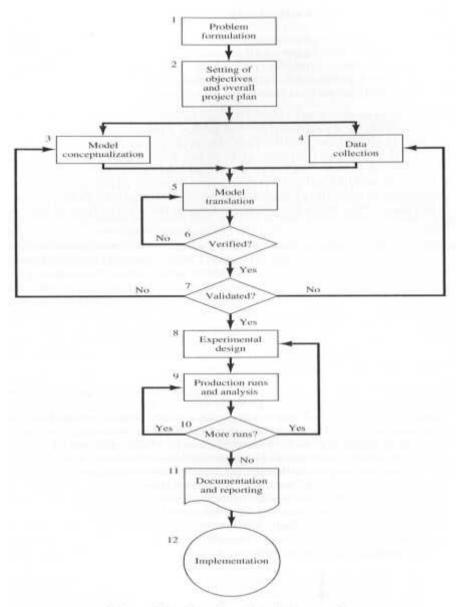


Figure 1.3. Steps in a simulation study.

- Four phases according to Figure 1.3
  - First phase : a period of discovery or orientation (step 1, step2)
  - Second phase: a model building and data collection (step 3, step 4, step 5, step 6, step 7)
  - Third phase: running the model (step 8, step 9, step 10)
  - Fourth phase : an implementation (step 11, step 12)

### **1.b**)

| Inter-Arrival | Probability | Cumulative  | Random No  |
|---------------|-------------|-------------|------------|
| time          |             | Probability | Assessment |
| 1             | 0.25        | 0.25        | 1-25       |
| 2             | 0.40        | 0.65        | 26-65      |
| 3             | 0.20        | 0.85        | 66-85      |
| 4             | 0.15        | 1.00        | 86-00      |

| ST of | Probability | Cumulative  | Random     | ST of | Probability | Cumulative  | Random     |
|-------|-------------|-------------|------------|-------|-------------|-------------|------------|
| Able  |             | Probability | No         | Baker |             | Probability | No         |
|       |             |             | Assessment |       |             |             | Assessment |
| 2     | 0.30        | 0.30        | 1-30       | 3     | 0.35        | 0.35        | 1-35       |
| 3     | 0.28        | 0.58        | 31-58      | 4     | 0.25        | 0.60        | 36-60      |
| 4     | 0.25        | 0.87        | 59-87      | 5     | 0.20        | 0.80        | 61-80      |
| 5     | 0.17        | 1.00        | 88-00      | 6     | 0.20        | 1.00        | 81-100     |

| Caller<br>ID | IAT | AT | Server<br>Choosen | ST | Time<br>Service<br>Begins |    | Service<br>nds<br>Baker | Caller<br>Delay | Time<br>customer<br>Spend in<br>system |
|--------------|-----|----|-------------------|----|---------------------------|----|-------------------------|-----------------|--|
| 1            | _   | 0  | Able              | 5  | 0                         | 5  | -                       | 0               | 5                                      |
| 2            | 2   | 2  | Baker             | 3  | 2                         | -  | 5                       | 0               | 3                                      |
| 3            | 4   | 6  | Able              | 3  | 6                         | 9  | -                       | 0               | 3                                      |
| 4            | 4   | 10 | Able              | 5  | 10                        | 15 | -                       | 0               | 5                                      |
| 5            | 2   | 12 | Baker             | 6  | 12                        | -  | 18                      | 0               | 6                                      |
| 6            | 2   | 14 | Able              | 3  | 15                        | 18 | -                       | 1               | 4                                      |
| 7            | 3   | 17 | Able              | 2  | 18                        | 20 | -                       | 1               | 3                                      |
| 8            | 3   | 20 | Able              | 4  | 20                        | 24 | -                       | 0               | 4                                      |
| 9            | 3   | 23 | Baker             | 4  | 23                        | -  | 27                      | 0               | 4                                      |
| 10           | 1   | 24 | Able              | 3  | 24                        | 27 | -                       | 0               | 3                                      |
| Total        | 24  |    | -                 |    |                           |    |                         | 2               | 40                                     |

<sup>•</sup> For finding the following times – 1 Mark

### 2.a. Components of Discrete event simulation

- 1. System: A collection of entities (e.g., people and machines) that together over time to accomplish one or more goals.
- 2. Model: An abstract representation of a system, usually containing structural, logical, or mathematical relationships which describe a system in terms of state, entities and their attributes, sets, processes, events, activities, and delays.
- 3. System state: A collection of variables that contain all the information necessary to describe the system at any time.
- 4. Entity: Any object or component in the system which requires explicit representation in the model (e.g., a server, a customer, a machine).
- 5. Attributes: The properties of a given entity (e.g., the priority of a v customer, the routing of a job through a job shop).
- 6. List: A collection of (permanently or temporarily) associated entities ordered in some logical fashion (such as all customers currently in a waiting line, ordered by first come, first served, or by priority).
- 7. Event: An instantaneous occurrence that changes the state of a system as an arrival of a new customer).
- 8. Event notice: A record of an event to occur at the current or some future time, along with any associated data necessary to execute the event; at a minimum, the record includes the event type and the event time.
- 9. Event list: A list of event notices for future events, ordered by time of occurrence; also known as the future event list (FEL).
- 10. Activity: A duration of time of specified length (e.g., a service time or arrival time), which is known when it begins (although it may be defined in terms of a statistical distribution).
- 11. Delay: A duration of time of unspecified indefinite length, which is not known until it ends (e.g., a customer's delay in a last-in, first-out waiting line which, when it begins, depends on future arrivals).
- 12. Clock: A variable representing simulated time.

### **2.b**) C1-AT:0, DT-5

C2-AT:4,DT-8

C3-AT:9,DT-13

C4-AT-11,DT-19

C5-AT:19,DT-21

C6-AT:22,DT-29

|       | CO 111.22    |       |                    |  |                       |    |
|-------|--------------|-------|--------------------|--|-----------------------|----|
| Clock | System State |       | Future Event List  | Comments   | Cumulative Statistics |    |
|       | LQ(t)        | LS(t) |                    |  | В                     | MQ |
| 0     | 0            | 1     | (A,4)(D,5)(E,30)   | 1 <sup>st</sup> Customer arrived                                     | 0                     | 0  |
| 4     | 1            | 1     | (D,5)(A,9)(E,30)   | 2 <sup>nd</sup> Customer arrived                                     | 4                     | 1  |
| 5     | 0            | 1     | (D,8)(A,9)(E,30)   | 1 <sup>st</sup> Customer departured                                  | 5                     | 1  |
| 8     | 0            | 0     | (A,9)(E,30)        | 2 <sup>nd</sup> Customer Departured                                  | 8                     | 1  |
| 9     | 0            | 1     | (A,11)(D,13)(E,30) |  | 8                     | 1  |
| 11    | 1            | 1     | (A,19)(D,13)(E,30) | 4 <sup>th</sup> Customer Arrived                                     | 10                    | 1  |
| 13    | 0            | 1     | (D,19)(A,19)(E,30) | 3 <sup>rd</sup> Customer Departured                                  | 12                    | 1  |
| 19    | 0            | 1     | (D,21)(A,22)(E,30) | 4 <sup>th</sup> Customer Departured 5 <sup>th</sup> Customer Arrived | 18                    | 1  |
| 21    | 0            | 0     | (A,22)(D,29)(E,30) | 5 <sup>th</sup> Customer Departured                                  | 20                    | 1  |

| 22 | 0 | 1 | (A,29)(D,29)(E,30) | 6 <sup>th</sup> Customer arrived                              | 20 | 1 |
|----|---|---|--------------------|---|----|---|
| 29 | 0 | 1 | (E,30)             | 6 <sup>th</sup> Customer Departured<br>End of simulation time | 27 | 1 |

### 3.a) Explain the following distributions.

### i) Binomial distribution ii) Uniform distribution

#### i)Binomial Distribution

The no of successes in n Bernoulli trials is said to follow binomial distribution.

$$P(x) = (n) p^{x} q^{n-x} \text{ for } x=0,1,2,....n$$

Mean: 
$$E(x) = np$$

Variance : 
$$V(x) = npq$$

### ii)Uniform Distribution

In probability theory and statistics, the **continuous uniform distribution** or **rectangular distribution** is a family of symmetric probability distributions such that for each member of the family, all intervals of the same length on the distribution's support are equally probable. The support is defined by the two parameters, a and b, which are its minimum and maximum values.

$$Pdf : f(x) = 1/b-a, a < x < b$$

$$Cdf : F(x) = x-a/b-a, a < x < b$$

Mean: 
$$E(x) = a + b/2$$

Variance: 
$$v(x) = (b-a)^2/12$$

# 4.a) List and explain the characteristics of queuing system. Briefly explain queuing notations.

characteristics of avening system

the key elements of queung astrem are the customers and servers.

customers: - refers to people, m/z, twicks, mechanics, patients airplanes, email etc.

servers: mafers to receptionlits, repair person . cpu, any resource that provides requested service

the Attorning table such tens examples of queuing system

System cultomed server

Alreate Runnay
Hospital Patents Nutter, doctor
Reception delk people Peceptionist

The term customed means anything that arrives at a facility and requires service.

the characteristics of queuing system are

- calling population

- system capacity

- Arrival process - Queue behaviour and Queue discipline

- service time and service, mechanism.

### the calling population

the population of potential cultometer is referred as

-> the couling population can be either finite con infinite -> the main difference the finite and manife is based on how arrival rate is defined.

## 4) Queve behaviour and Rueve ducipline

while in queue waiting for leavice to begin.

Bueve behaviour are ->Balk - leave when may see mat me line is too long.

-> Balk - leave when being in the line when they -> Renege - leave often being in the line when they see that the line is moving too Plowby.

-> Joekey - move from one line to another if mey wink may have choosen a slowline.

- Queve discipline refers to how the customest are severed in the queve

- FIFO, LIFO, - SIRO - SERVICE IN MANDOWN

### 5) service times and service mechanism

they may be constant (or) of random duration.

The exponential, weibuil, gamma, lognormal dusteinutions are used to model the service times.

and intert connecting queues each dervice center constits of no of services constits of no of services a working in parallel, parallel service mechanisms are nimed single server(c=1), multiple server (d) unlimited servers

of infinite population he arrival nate is not affected by me no of customers who have left me calling population and joining me queving system.

Ex:- HOTE!

The finite population me arrival rate depends on me number of customers being served and waiting.

appointments the customents are patients here and the averval rate of patients depends on finite arrivals.

system capacity is defined as the maximum no of customers allowed in system (or) in walting queue.

enter but returns immediately to the calling population

- some systems such as concest ticket sales for students may be considered to have unlimited capacity

# 3. The aprival process :-

Arrival process describe how customer arrival, how the arrival are distributed in time and whether there is that population model. In the population model.

The population arrival process.

The most important model for random arrivals is the poisson arrival process.

Ly If An represents 1AT bin customer not and customer'n men for possion arrival process An is exponentially distributed with mean 1/4 time units.

## 4) Queve behaviour and Queue discipline

while in queue waiting for service to begin.

Bueue behaviour are

- -> Balk leave when may see mot me line is too long.
  -> Renege leave often being in the line when they
  see that the line is moving too slowly.
- -> Jockey move from one line to another if may wink they have choosen a slowline.
- Queve discipline refers to how the cump mest are severed in the queve

- FIFO, LIFO, - SIRO - SERVICE IN YOURDOM

### 5) service times and service mechanism

they may be constant (or) of random duration. the exponential, weibuil, gamma, lognormal dustributions are used to model the service times.

and interconnecting queues both fervice centers of no of service centers and interconnecting queues both fervice center consists of no of servers a working in parallel parallel service mechanisms are either single server(c=1), multiple server (d) unlimited servers

```
averling notation
       kendall proposed a queuing notation as follows.
    ABICINIK
    A represent Inter arrival time dutlibution
    B represents service time differ
    a represents no of parallel servers
    N represents 4stern copacity
     K represents size of colling population
- common symbols for A and B includes in l'exponential (or)
markov), D (constant (or) deterministic), Ex (exlang of order K)
GlandHaly, general)
      Ex: m/m/1/00/00
              Ly A single served system mat has unlimited
 queve capacity and an infinite population of potential
 arrivals.
    -y when N and K are infinite men may be
dropped from the notation
     m/m/1/20/20 is shortened to m/m/1
```

5.a) **Sol:** The sequence of Xi and subsequent Ri values is computed as follows:

$$X0 = 27$$

- $X1 = (a.X0+c) \mod m = (17.27 + 43) \mod 100 = 502 \mod 100 = 2$
- R1=X1/m = 2/100=0.02
- $X2 = (17 \cdot 2 + 43) \mod 100 = 77 \mod 100 = 77$
- R2=77/100=0.77
- $X3 = (17 \cdot 77 + 43) \mod 100 = 1352 \mod 100 = 52$
- R3=52/100=0.52

#### **Finding the Period:**

- 1. For m a power of 2, say m = 2b and c 0, the longest possible period is P = m = 2b, which is achieved provided that c is relatively prime to m (that is, the greatest common factor of c and m i s 1), and = a = 1+4k, where k is an integer.
- 2. For m a power of 2, say m =2b and c = 0, the longest possible period is P = m/4 = 2b-2, which is achieved provided that the seed X0 is odd and the multiplier, a, is given by a=3+8K, for some k=0,1..
- 3. For m a prime number and c=0, the longest possible period is P=m-1, which is achieved provided that the multiplier, a, has the property that the smallest integer k such that a k 1 is divisible by m is k= m-1.

5.b.)

- Rank the data from smallest to largest. Finding the R<sub>i</sub> o i.e. R<sub>i</sub> 0.11 0.54 0.68 0.73 0.98
- Finding the  $D^+$  and  $D^-$  values o i.e.  $D^+=i/N-R_i=0.09$

o 
$$D^{-} = R_{i}-(i-1)/N = 0.34$$

- Finding D value
  - o i.e.  $D = max(D^+, D^-) = 0.34$
- Justification of the data accept or reject
  - o i.e. The tabular value D  $_{,n}$ = 0.565.Since D < D i.e 0.34 < 0.565 the sequence of numbers given are accepted.

**6.a**)

```
exponential difference of the desired random variable \times cdp: F(X) = 1-e<sup>1</sup>X

2. Set F(X) = R on the marge of \times

1-e<sup>1</sup>X = R

3. Solve F(X) = R in terms of \times

1-e<sup>1</sup>X = R

Ent = 1-R

-1x = In(1-R) \Rightarrow x = \frac{1}{4}\ln(1-R)

x is called as random variate

8 given random no 0.1306, 0.0422, 0.6597, 0.7965, 0.7696

Mean A = 1 And random variates.

x_1 = \frac{1}{4}\ln(1-0.1306) = 1.592

x_2 = \frac{1}{4}\ln(1-0.0422) = 1.468
```

### **6.b.**) i.e. 1. Set n=0,p=1.

- 2. R1=0.4357, P=1\*0.4357 = 0.4357
- 3. Since  $P=0.4357 < e^{-0.2} = 0.8187$ , accept N=0

Steps 1-3.(R1=0.4146 leads to N=0),accept N=0

- o 1.Set n=0,P=1
- o 2. R1=0.8353,P=1\*0.8353=0.8353
- O 3.Since 0.8353 > 0.8187, reject n=0 and return to step 2 with n=1
- o Step 2. R2=0.9952, P=R1R2=0.8353\*0.9952=0.8313
- O 3.Since 0.8313 > 0.8187, reject n=1 and return to step 2 with n=2
- o Step 2. R3=0.8004, P=R1R2R3=0.8313\*0.8004=0.6654
- o 3. Since 0.6654 < 0.8187 accept N=2.
- o The three Poisson Variates are 0.4357, 0.4146, 0.6654

There are 4 150 "1" useful model of input data. Deallect data from me real system of interest. Lithis requires on substantial time and relevace our some eases it is not possible to collect data for ex when time is limited (6) when me. Up process does not exist. -- when data are not available expect opinion and knowledge of me process must be used. e) Identify a probability distribution to represent me input process -when data are available only step begins with the development of frequency distant (sh) 3) choose parameters mat determine a specific morance of me distant family. 4) available the choosen dutribution and me associated palametesss for goodness of tit. 18 -chi-square and kolmogorav-smrrnov rests are goodness of fit tosts of the choosen distan is not easified from more rests men me analyst netuens to second step and chooses a different family of asserbutions (e) Explain data collection in detail. Data collection in Data collection it very important but hald to achieve these are a approaches 1- classical approach

**7.b).** Explain Chi–square goodness of fit test. Apply it to Poisson assumption with =3.64.Data size=100 and observed frequency Oi=12,10,19,17,10,8,7,5,5,3,3,1.Consider tabular value as 11.1.

**Sol:** For Poisson distribution  $P(x) = e^{-x} / x!$  for x=0,1,2,...

Compute  $P(0),P(1),P(2),\ldots P(11)$  as follows

$$P(0) = e^{-3.64} (3.64)^0 / 0! = 0.026$$

$$P(1)=e^{-3.64}(3.64)^1/1!=0.096$$

$$P(2) = e^{-3.64} (3.64)^2 / 2! = 0.174$$

$$P(3) = e^{-3.64} (3.64)^3 / 3! = 0.211$$

.....till P(11) as follows

$$P(4) = \frac{e^{364} (3.64)^{\frac{1}{3}}}{1!} = 0.192$$

$$P(8) = \frac{e^{3.64} (3.64)^{\frac{1}{3}}}{8!} = 0.020$$

$$P(9) = \frac{e^{3.64} (3.64)^{\frac{1}{3}}}{5!} = 0.140$$

$$P(9) = \frac{e^{3.64} (3.64)^{\frac{1}{3}}}{9!} = 0.008$$

$$P(1) = \frac{e^{3.64} (3.64)^{\frac{1}{3}}}{7!} = 0.044$$

$$P(1) = \frac{e^{3.64} (3.64)^{\frac{1}{3}}}{7!} = 0.001$$

chi-square test table.

| y observed reequenty | expected exequency (01-Ei)2                                |
|----------------------|--|
| 0 12 7 22            | 100×0.026 = 2.6 / 19.2 7.87<br>100×0.096 = 9.6 / 19.2 7.87 |
| 2 19<br>3 17<br>4 10 | 100 × 0·2(1) = 2(·1) 0·80                                  |
| 5 8<br>6 9           | 100 x 0.040 = 14.0 2.57<br>100 x 0.085 = 8.5 0.26          |
| 5 5                  | 100×0.006 = 0.8  |
| 9 3 to 3             | 100 × 0.00 3 = 0.3   |

- ALWays we have to see mar me expected

Preg values should be >5 If not men combine with

Previous (d) next value until It belones >5

## by: Engineering data ;-

- eften a product of) process has performance natings provided by the manufacturer.

Extrementime to failure of a disk delve is 10000 hrs a laser printed can produce 8 pages/min etc.

- company rules night specify time. (or) production standards.

## - expert option :-

- TOLK to people who are experienced with the process.

They can provide optimistic, permittic and most likely times.

- They might also able to say whether the process is

nearly constant (or) highly variable and they can define the source of variability.

# -physical or conventional limitations :-

- most real processes have physical limits on performance EX: - computer down entry cannot be foster man a person cour type:

- Because of company policies there could be upper limits on how long a procell may take and do not ignore it.

# - the nature of the process; -

when data are not available then uniform, haragular, and beta distributions are often used at the models.

-uniform about - poor choice bet upper and lower bounds are likely as central values in real process.

- Thiangular distribution to upper and lower bounds - Thiangular distribution to upper and lower bounds a most likely value to show then use triangular distribution.

- Beta distributions to be plotted.

there are a types of simulations

1. Terminating simulations

2. Steady State Pinulations

A terninating Amulation is one mat many for some dulation of time Te where # 15 me specified event that Atops the simulation.

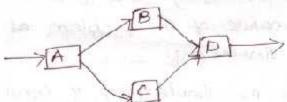
Ex: A retail shop closes every evening from which it opens from gam to 5 pm.

LHERE E = other 7 hours of time has

2) A company which sells a product would like to decide how many items to have in mentory during planning for low months.

LHERE = 100 months

3) A communication system consists of several components plus several backup components, as in fig.



Here E = consider the system over a period of time TE until system fails.

e = 1A fails, (d) D fails (d) B and c fails y

- In mile case we cannot predict E in advance

by we do not know when me component fails.

output analysis too terminating simulations

A terminating simulation runs over a

simulated time interval (0, Te)

- A common goal is to estimate

$$\theta = E\left(\frac{1}{T}\sum_{i=1}^{T}Y_i\right)$$
 for discrete output  $\phi = E\left(\frac{1}{T}\sum_{i=1}^{T}Y_i\right)$  for continuous olp  $Y(E)$ ,  $0 \le E \le T_E$ .

- In general independent replications are used each run using a different random no stream and independently choosen initial conditions

Matistical background 1-

the most confusing aspect among simulation of analysis is distinguishing within-replication data.

- For ex simulation of a manufactuling system

from performance measures of that system

fruite time for pasts (time from release

into the factory until completion)

work in process (wip) the total no of

past in the factory at any time

produced in the 1th replication

- Across- replication data are formed by Jummerising within-replication data ?

Yi - sample mean of the mi cycle times from in replication

5i2 - sample variance of the same data.

and Hi = ta/2, mi-1 si is a confidence interval half-width based on mis data set.

| willn-to rep data   | Across- Rep date   | med bistomen   |
|---------------------|--|----------------|
| 411 412 Ying        | THE RESERVE TO A STATE OF THE PARTY OF THE P | - Cedianies is |
| 421 422 Yena        | 721-521-Ha   |                |
| to according a pole |  | 9              |
| YRI YRZ YRMF        | 2 YR 1- Sp2 HR   |                |
| LANCE OF THE PARTY  | ₹-32, H  |                |

winin and across-rep data for eyele-time

- From the across-replication data we compute the ovelall statistics me and of the daily cycle time es  $\overline{y} = \frac{1}{R} \sum_{i=1}^{R} \overline{y_i}$ ovelages

the lample vallance of the daly cycle time averages  $s^2 = \frac{1}{R-1} \frac{E}{i=1} (\sqrt{1-y})^2$ 

the confidence interval hour width H = tolar-1 R

of - sourple varieties of the land - "To

- the quarrity stor is me standard error

## within-replication

work in process is a continuous time ofp. devoted by tilt). The stopping time for in replication Tel could be a random variable

| within-Rep data  | Across-rep data |
|------------------|-----------------|
| 41(t), 05t 5Te1  | Y1, 5/2, H1     |
| Y2(t), 0≤t ≤ TE2 | ₹2,52, Ha       |
| YR(t), OSES TER  | YR, Sp2, HR     |
|                  | y, 52, H        |

within- Rep and across replication wip data

- The winin-replication sample mean and valiance are defined as

$$5i^2 = \frac{1}{\text{Te}_1} \int_0^{\text{Te}_1} \left( y_i(t) - \overline{y_i} \right)^2 dt$$

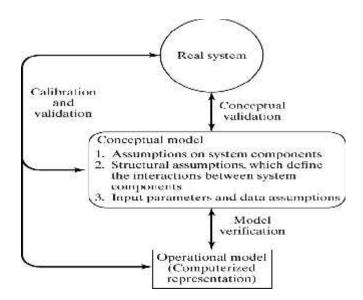
confidence intrevals with specified precision

the half length H of a 100 (1-d) 1. Borfdeule interval for a mean o based on me t distribution to given by

RIP me no of replications

- suppose mat an error criterion & 18 specified win probability 1-d or sufficiently large sample size should Patishy P(14-01 < E) > 1-2

- Assume mar au initial sample size of Ro replications has been observed



The first step in model building consists of observing the real system and the interactions among their various components and of collecting data on their behavior. But observation alone seldom yields sufficient understanding of system behavior. Persons familiar with the system, or any subsystem, should be questioned to take advantage of their special knowledge. Operators, technicians, repair and maintenance personnel, engineers, supervisors, and managers understand certain aspects of the system that might be unfamiliar to others. As model development proceeds, new questions may arise and the model developers will return to this step of learning true system structure and behavior.

The second step in model building is the construction of a conceptual model-a collection of assumptions about the components and the structure of the system, plus hypotheses about the values of model input parameters. As is illustrated by Figure, conceptual validation is the comparison of the real system to the conceptual model.

The third step is the implementation of an operational model, usually by using simulation software and incorporating the assumptions of the conceptual model into the worldview and concepts of the simulation software. In actuality, model building is not a linear process with three steps. Instead; the model builder will return to each of these steps many times while building, verifying, and validating the model.

The above figure, depicts the ongoing model building process, in which the need for verification and validation causes continual comparison of the real system to the conceptual model and to the operational model and induces repeated modification of the model to improve its accuracy.

10.b) Naylor and Finger formulated a three step approach which has been widely followed:-

- 1. Build a model that has high face validity.
- 2. Validate model assumptions.
- 3. Compare the model input-output transformations to corresponding input-output transformations for the real system.

### 1. Face Validity

• The first goal of the simulation modeler is to construct a model that appears reasonable on its face to model users and others who are knowledgeable about the real system being simulated.

- The users of a model should be involved in model construction from its conceptualization to its implementation to ensure that a high degree of realism is built into the model through reasonable assumptions regarding system structure, and reliable data.
- Another advantage of user involvement is the increase in the models perceived validity or credibility without which manager will not be willing to trust simulation results as the basis for decision making.
- Sensitivity analysis can also be used to check model's face validity.
- The model user is asked if the model behaves in the expected way when one or more input variables is changed.
- Based on experience and observations on the real system the model user and model builder would probably have some notion at least of the direction of change in model output when an input variable is increased or decreased.
- The model builder must attempt to choose the most critical input variables for testing if it is too expensive or time consuming to: vary all input variables.

### 2. Validation of Model Assumptions

• Model assumptions fall into two general classes: structural assumptions and data assumptions.

Structural assumptions involve questions of how the system operates and usually involve simplification and abstractions of reality.

- For example, consider the customer queuing and service facility in a bank. Customers may form one line, or there may be an individual line for each teller. If there are many lines, customers may be served strictly on a first-come, first-served basis, or some customers may change lines if one is moving faster. The number of tellers may be fixed or variable. These structural assumptions should be verified by actual observation during appropriate time periods together with discussions with managers and tellers regarding bank policies and actual implementation of these policies.
- Data assumptions should be based on the collection of reliable data and correct statistical analysis of the data.

### 3. Validating Input-Output Transformation

In this phase of validation process the model is viewed as input –output transformation: That is, the model accepts the values of input parameters and transforms these inputs into output measure of performance. It is this correspondence that is being validated.

- Using historical input data: Instead of validating the model input-output transformation by predicting the future, the modeler may use past historical data which has been served for validation purposes that is, if one set has been used to develop calibrate the model, its recommended that a separate data test be used as final validation test.
  - Using Turing test: When no statistical test is readily applicable then persons knowledgeable about system behavior can be used to compare model output with system output. This type of test is called Turing test used in detecting model inadequacies and to increase the model credibility.