These questions (with the exception of Question 6, which deals with Little's Law) can be solved by using different methods. You can use the operational laws. Alternatively, if you know the definitions and understand the relationships between variables, you can solve these questions from the first principles. You may choose whatever method you feel comfortable with. For question 7, I show two different methods.

## Question 7

## Method 1: Apply the operational Law

The system throughput is $7200 /(60 * 60)=2$ requests per second.
By service demand law, the service demand at the disk is utilisation of the disk / system throughput $=0.3 / 2=0.15 \mathrm{~s}$.
The average number of accesses ( $=$ visit ratio) is $0.15 \mathrm{~ms} / 30 \mathrm{~ms}=5$.

## Method 2: From first principles

The monitoring period is 60 minutes and the disk utilisation was $30 \%$, that means the disk is busy for $60 * 0.3=18$ minutes. During this 18 minutes, 7200 requests are completed, so the each request took on average $18 * 60 / 7200=0.15 \mathrm{~s}$. Since each file operation took 30 ms , thus the average number of visits was $0.15 \mathrm{~s} / 30 \mathrm{~ms}=5$.

## Question 5

The service demand law says that utilisation $=$ service demand x system throughput. Since the average service time is 30 ms and every transaction visits the disk 3 times, each transaction requires a service demand of $3 \times 30 \mathrm{~ms}=90 \mathrm{~ms}$. In one hour, 5400 transactions mean a throughput of $5400 / 3600=1.5$ transactions $/$ second. The utilisation is therefore $0.09 * 1.5=0.135$.

## Question 6

This question is solved by applying Little's Law to the computer network. The throughput of the network is 128 packets/s. The response time is the average delay experienced by the network $=100 \mathrm{~ms}=0.1 \mathrm{~s}$. Thus, the average number of packets (by Little's Law) is $128 * 0.1=12.8$ packets.

## Question 10

We know that the system response time + think time $=$ number of terminals $/$ system throughput. The system throughput can be derived from the service demand law. The service demand is $4 * 30 \mathrm{~ms}=120 \mathrm{~ms}$. The system throughput equals to utilisation of the device / service demand $=0.6 / 0.12=5$ user interaction per second. Therefore the system response time is 5 s .

