## Optimization and Simulation Discrete Events Simulation

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# Simulation of a system

### Keep track of variables

- ▶ Time variable *t*: amount of time that has elapsed.
- $\blacktriangleright$  Counter variables: count events having occurred by t
- System state variables.

### Events

- List of future events sorted in chronological order
- Process the next event:
  - remove the first event in the list,
  - update the variables,
  - generate new events, if applicable (keep the list sorted),
  - collect statistics.

### Pavel at Satellite

- Pavel has applied to be a waiter at Satellite
- According to his experience, he pretends to be able to serve in average one customer per minute.
- In order to make the decision to hire Pavel or not, the manager wants to know:
  - In average, how much time will a customer wait after her arrival, until being served?
  - If Pavel will need extra hours to serve everybody?



#### Context

- When a customer arrives, she is served if Pavel is free. Otherwise, she joins the queue.
- Customers are served using a "first come, first served" logic.
- When Pavel has finished serving a customer,
  - he starts serving the next customer in line, or
  - waits for the next customer to arrive if the queue is empty.
- The amount of time required by Pavel to serve a customer is a random variable X<sub>s</sub> with pdf f<sub>s</sub>.
- The amount of time between the arrival of two customers is a random variable X<sub>a</sub> with pdf f<sub>a</sub>.
- Satellite does not accept the arrival of customers after time *T*.

#### Variables

Time:	t	
Counters:	$N_A$	number of arrivals
	$N_D$	number of departures
System state:	n	number of customers in the system

#### Event list

- Next arrival. Time: t<sub>A</sub>
- Service completion for the customer currently being served. Time:  $t_D$  ( $\infty$  if no customer is being served).
- ► The bar closes. Time: *T*.

#### List management

- ▶ The number of events is always 3 in this example.
- We just need to update the times, and keep them sorted.

# Initialization

# Variables

- Time: t = 0.
- Counters:  $N_A = N_D = 0$ .
- State: n = 0.
- First event: arrival of first customer: draw r from  $f_a$ .
- Events list:
  - $\blacktriangleright t_A = r$ ,
  - $t_D = \infty,$
  - T (bar closes).

# Statistics to collect

- A(i) arrival of customer *i*.
- $\blacktriangleright$  D(i) departure of customer *i*.
- $T_p$  time after T that the last customer departs.

## Case 1: arrival of a customer

If  $t_A = \min(t_A, t_D, T)$ 

• Time  $t = t_A$ : we move along to time  $t_A$ .

- Counter  $N_A = N_A + 1$ : one more customer arrived.
- State n = n + 1: one more customer in the system.
- Next arrival:
  - draw r from  $f_a$ ,
  - $\blacktriangleright t_A = t + r.$
- Service time: if n = 1 (she is served immediately)
  - ▶ draw *s* from *f<sub>s</sub>*,
  - $t_D = t + s.$
- Statistics:  $A(N_A) = t$ .

# Case 2: departure of a customer

## If $t_D = \min(t_A, t_D, T)$ , $t_D < t_A$

- Time  $t = t_D$ : we move along to time  $t_D$ .
- Counter  $N_D = N_D + 1$ : one more customer departed.
- State n = n 1: one less customer in the system.
- ▶ Service time: if n = 0, then  $t_D = \infty$ . Otherwise,
  - draw s from  $f_s$ ,

$$t_D = t + s.$$

• Statistics:  $D(N_D) = t$ .

# Case 3: after hours

# If $T < \min(t_A, t_D)$

- 1. Customers are still waiting: n > 0
  - Time  $t = t_D$ : we move along to time  $t_D$ .
  - Counter  $N_D = N_D + 1$ : one more customer departed.
  - State n = n 1: one less customer in the system.
  - Service time: if n > 0, then
    - draw s from  $f_s$ ,
    - $t_D = t + s.$
  - Statistics:  $D(N_D) = t$ .
- 2. No more customers: n = 0
  - Statistics:  $T_p = \max(t T, 0)$ .

## An instance

#### Scenario

- Service time: exponential with mean 1.0
- ▶ Inter-arrival time: exponential with mean 1.0
- Closing time: 10.0

Event	t	NA	ND	n	tA	tD	Т	
Arrival	0.94	1	0	1	1.48	3.22	10.0	
Arrival	1.48	2	0	2	2.01	3.22	10.0	
Arrival	2.01	3	0	3	3.16	3.22	10.0	
Arrival	3.16	4	0	4	3.44	3.22	10.0	
Departure	3.22	4	1	3	3.44	3.49	10.0	
Arrival	3.44	5	1	4	3.81	3.49	10.0	
Departure	3.49	5	2	3	3.81	3.91	10.0	
Arrival	3.81	6	2	4	7.22	3.91	10.0	
Departure	3.91	6	3	3	7.22	5.84	10.0	
Departure	5.84	6	4	2	7.22	5.88	10.0	
Departure	5.88	6	5	1	7.22	6.49	10.0	
Departure	6.49	6	6	0	7.22	$\infty$	10.0	
Arrival	7.22	7	6	1	7.42	7.38	10.0	

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Event	t	NA	ND	n	tA	tD	Т
Departure	7.38	7	7	0	7.42	$\infty$	10.0
Arrival	7.42	8	7	1	8.58	8.42	10.0
Departure	8.42	8	8	0	8.58	$\infty$	10.0
Arrival	8.58	9	8	1	9.64	9.91	10.0
Arrival	9.64	10	8	2	10.7	9.91	10.0
Departure	9.91	10	9	1	10.7	10.7	10.0
After hours	10.7	10	10	0	10.7	10.7	10.0
Finish	10.7	10	10	0	10.7	10.7	10.0

#### Statistics for each customer (rounded)

Cust.	Arrival	Departure	Time
1	0.94	3.22	2.28
2	1.48	3.49	2.02
3	2.01	3.91	1.9
4	3.16	5.84	2.68
5	3.44	5.88	2.45
6	3.81	6.49	2.68
7	7.22	7.38	0.165
8	7.42	8.42	1.0
9	8.58	9.91	1.33
10	9.64	10.7	1.02

#### Aggregate indicators

- Average time in the system: 1.75
- Pavel leaves Satellite at 10.7

### Realizations

- This represents one draw from the random variables.
- Multiple draws are necessary.
- Remember the pitfalls of simulation.

## Another instance

#### Scenario: Pavel works faster

- ► Service time: exponential with mean 0.2
- ▶ Inter-arrival time: exponential with mean 1.0
- Closing time: 10.0

# Another instance (ctd.)

Event	t	NA	ND	n	tA	tD	Т
Arrival	1.02	1	0	1	3.14	1.38	10.0
Departure	1.38	1	1	0	3.14	$\infty$	10.0
Arrival	3.14	2	1	1	6.97	3.25	10.0
Departure	3.25	2	2	0	6.97	$\infty$	10.0
Arrival	6.97	3	2	1	7.08	7.26	10.0
Arrival	7.08	4	2	2	7.24	7.26	10.0
Arrival	7.24	5	2	3	10.0	7.26	10.0
Departure	7.26	5	3	2	10.0	8.32	10.0
Departure	8.32	5	4	1	10.0	8.51	10.0
Departure	8.51	5	5	0	10.0	$\infty$	10.0
Finish	10.0	5	5	0	10.0	$\infty$	10.0

# Another instance (ctd.)

### Statistics for each customer (rounded)

Cust.	Arrival	Departure	Time
1	1.02	1.38	0.355
2	3.14	3.25	0.11
3	6.97	7.26	0.296
4	7.08	8.32	1.24
5	7.24	8.51	1.27

#### Aggregate indicators

- Average time in the system: 0.654
- Pavel leaves Satellite at 10.0.
- ► He stops working at 8.51.

# General framework

$$Z = h(X, Y, U) + \varepsilon_z$$

#### State variables X



► Number of customers in the system

External input Y

Arrival of customers

Control *U* Serving customers

# General framework

#### Indicators Z

- Time of each customer in the system.
- Average time in the system.
- Time at which Pavel leaves Satellite.

- Numbers reported above are based on one instance.
- Insufficient to draw any conclusion (remember road safety example)
- ▶ Their distribution has to be investigated.
- Many realizations are necessary.

#### Possible confusion in terminology

- ▶ The desired indicator Z may be a statistic from the simulator:
  - Mean time spent in the system
  - Maximum time spent in the system
  - Number of customers spending more than  $\alpha$  min. in the system
- Still, each of them is a random variable, and statistics must be considered.
  - ▶ 5% quantile of the mean time spent in the system
  - Mean of the maximum time spent in the system
  - Mean of the mean time spent in the system
  - Standard deviation of the mean time spent in the system
  - Standard deviation of the number of customers spending more than α in the system
- Drawing histograms is highly recommended













# Conclusion

### Strengths of discrete event simulation

- Decomposition of a complex system into simple subsystems.
- Easy to mimick a real system

## Challenges

- Importance of book-keeping.
- Easy to be overwhelmed by generated data. Careful statistical analysis is needed.
- Importance to distinguish between an indicator and the statistics of its distribution.