

Acknowledgements

This book would not have been possible without the help and feedback of my students at the Indian Institute of Technology, Kanpur. Their inputs during my course on Queueing Systems are deeply appreciated. I would like to especially thank Animesh Kumar who painstakingly corrected the draft notes and made valuable suggestions on the contents of the text.

My faculty colleagues in I.I.T. Kanpur, N.T.U. Singapore and R.M.I.T. University Melbourne helped in deciding the contents of the book and its presentation format. I would especially like to thank Prof. Les Berry and Prof. Richard Harris of RMIT for their suggestions and advice. Prof. Bill Henderson of the University of Adelaide had originally suggested that I offer a course on queueing as a prerequisite to my course on Computer Networks. Since this book evolved from the teaching of that course, I would like to thank Bill for motivating this book. I would also like to thank my graduate students M.N. Umesh, D.M. Bhaskar and Hema Tahilramani for their valuable inputs to this text. The input received from Prof. D. Manjunath of I.I.T. Mumbai is also deeply appreciated.

The effort involved in writing the original set of lecture notes on which this book is based and the preparation of this text would not have been possible without the help and support of my wife Aditi and my daughter Atreyi. I hope they would forgive me now for the evenings I spent poring over the computer at home. This book is dedicated to them for their support and understanding. This book is also dedicated to Prof. Stephen S. Rappaport of S.U.N.Y., Stony Brook as he is the one who, many years ago, taught me the basics of queueing that I would like to think I know.