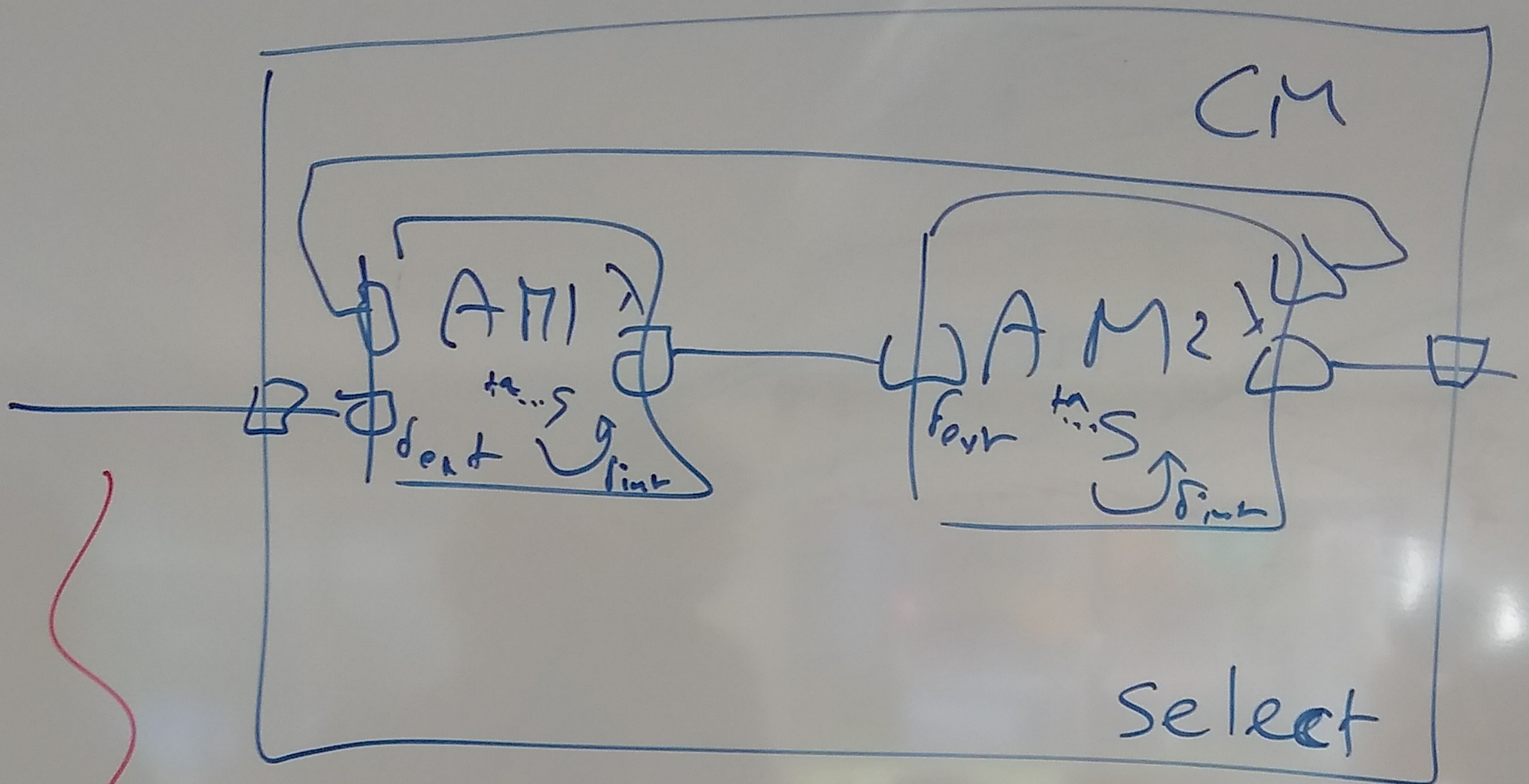
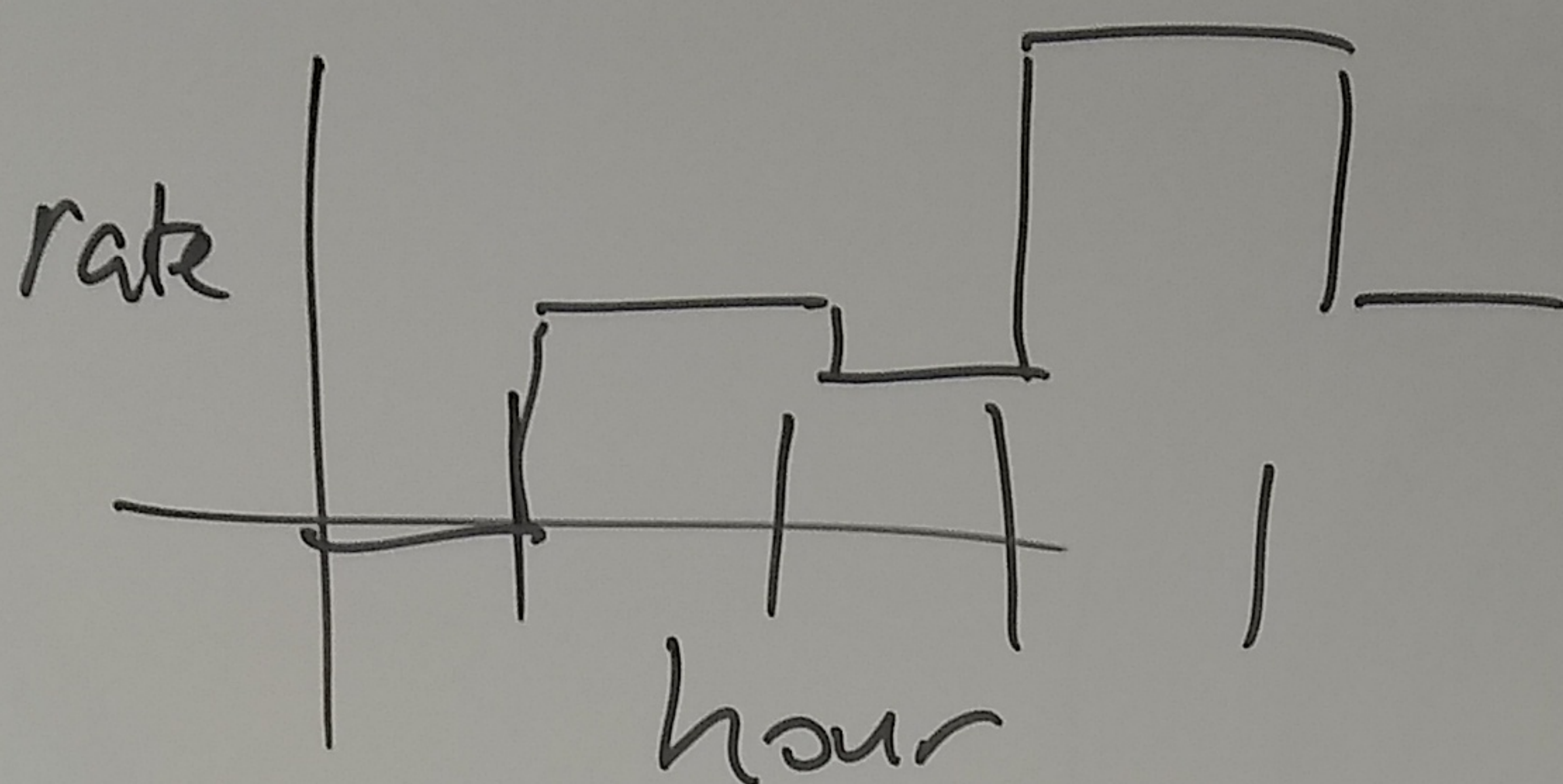


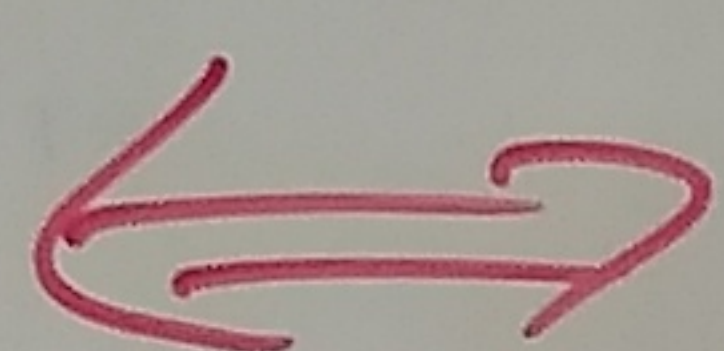


- ↓
- entity
  - information
  - both

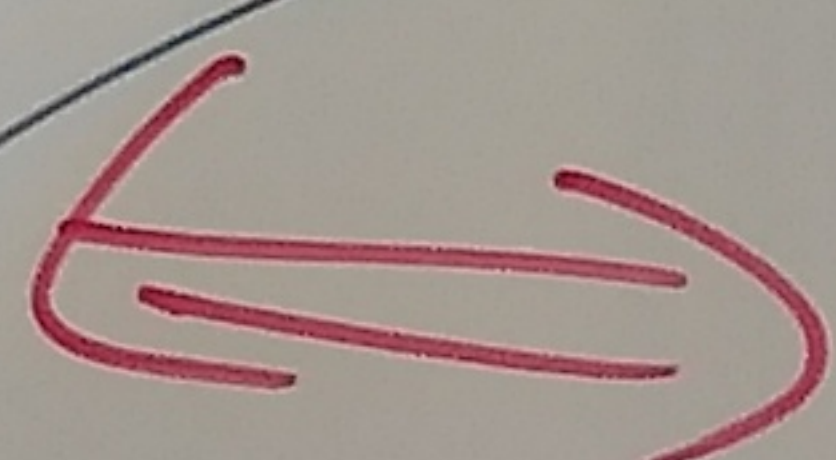


avg # arr / hour

actual Poisson (avg#)



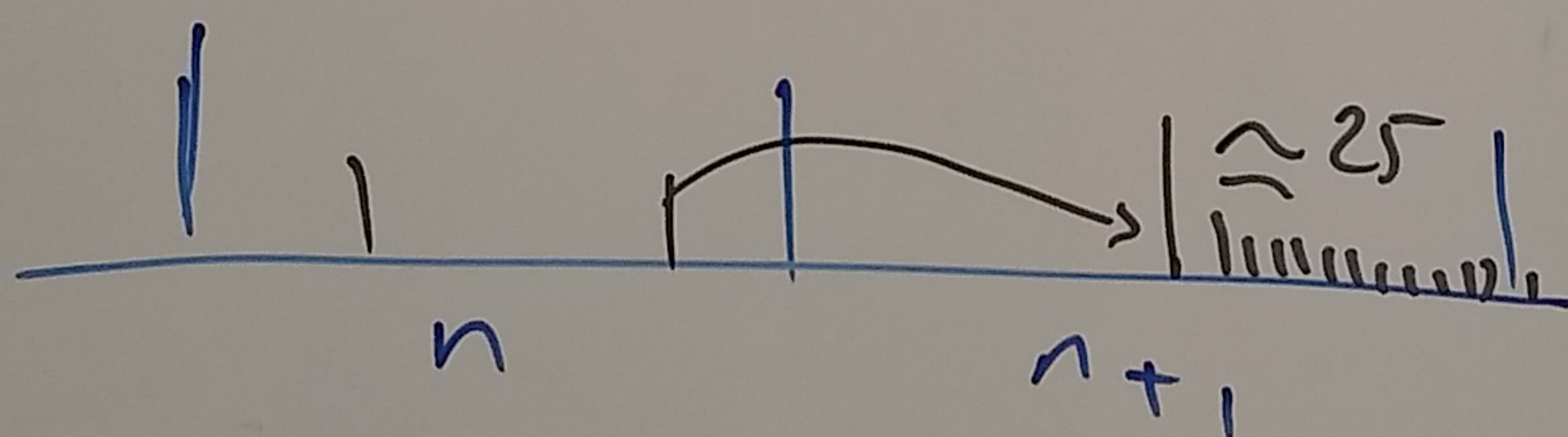
exponential inter-arrival time

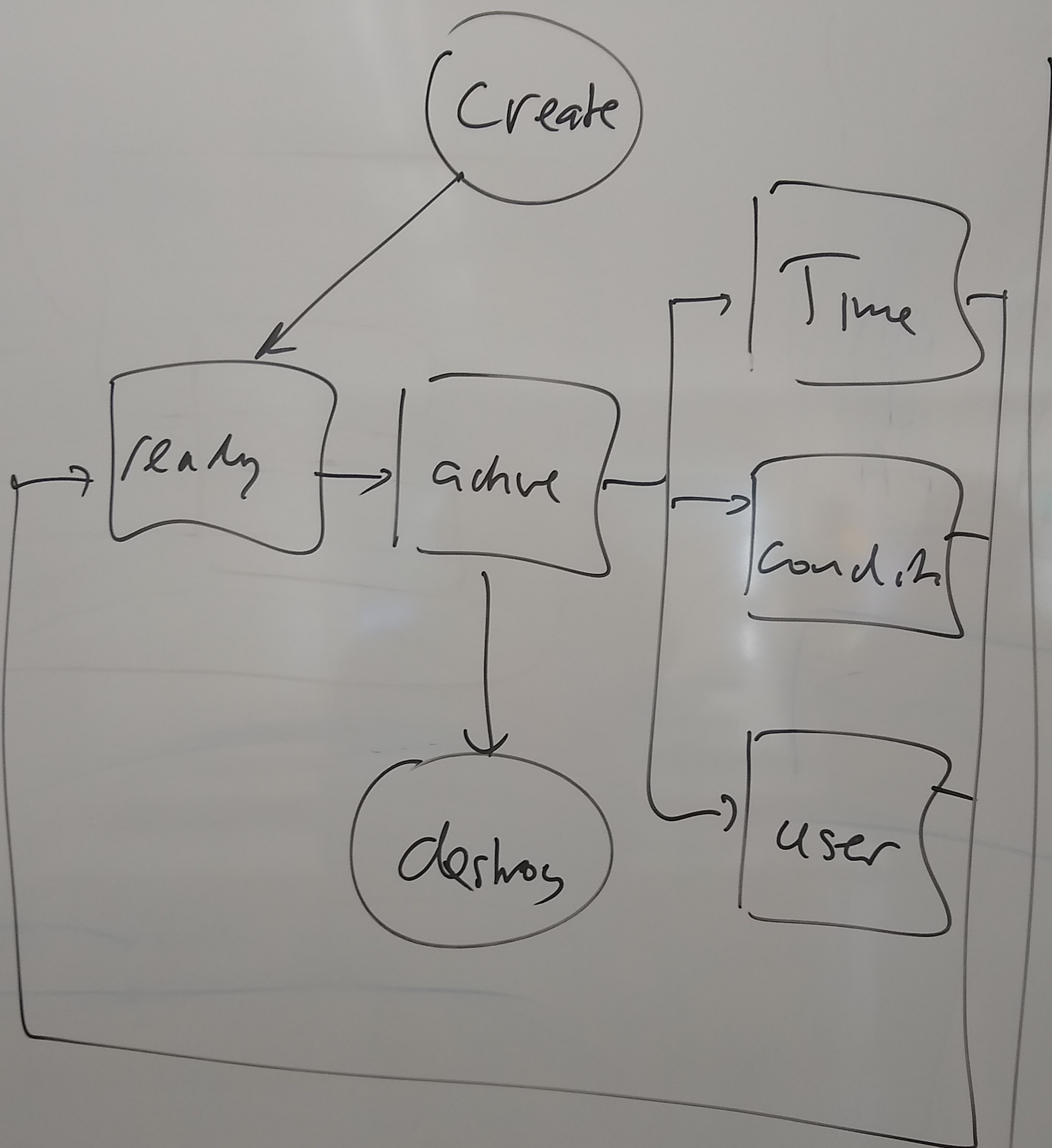


distributing Uniform (0...1) over hour

hour hour n+1

3 48  
Pois(3) 2 Pois(48) 50





function acts

on objects  
(state)

method acts on  
the internal state  
of the object

class — "template"  
Customer

instance cust #5

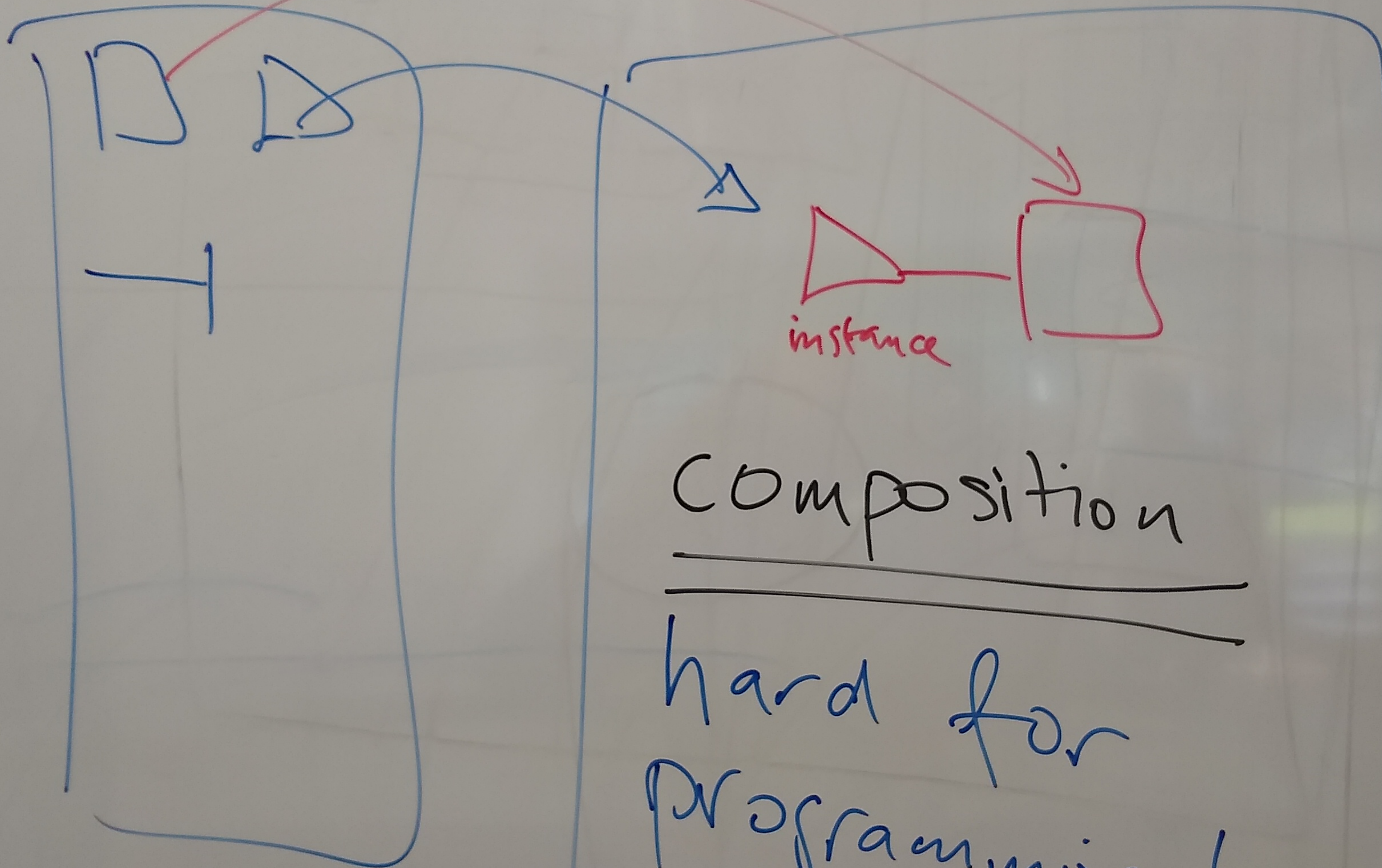
Var

Values

lib

NOT  
inheritance?

model



Composition

hard for  
programming lang.