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*QUEUEING MODELS FOR COMPUTING SYSTEMS MANAGEMENT AND
MAINTENANCE*

Abstract: Software development is a special activity typically carried out by individuals that work best on their own. Recently, it is full accepted that software products require documentation, testing, quality assurance and a complete understanding of customer requirements. Such activities are better carried under an efficient software management and by maintenance actions which do not increase the overall system cost. This paper presents some queueing models, successfully used for hardware service systems, in order to provide appropriate tools in the decision process related to resource allocation for developing, testing, and upgrading or maintaining the software under current exploitation.

Keywords: queueing models, software management