



## STUDY OF TWO-UNIT WARM STANDBY SYSTEM WITH DIFFERENT FAILURE MODES AND INSTRUCTIONS

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### Abstract

In this paper, we have analyzed a two-unit warm standby system with various types of failure and instruction. There are three types of failures that have been considered: operating unit or the warm standby unit failure, failure due to common error and the failure due to human error. There is repair faculty available for the repair of the failed unit. In case the repairman is unable to repair the failed unit, an expert repairman is called for the repair of the failed unit. Using semi-Markov process and regenerative point technique, various reliability measures have been derived. Also, the comparison analysis has been drawn graphically.

**Keywords:** Failed unit, repairman, instruction, MTSF, Availability.

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## 1. Introduction

A lot of work has been done in the field of reliability and redundant systems. In this paper, we are extending the work in redundant systems by taking a two-unit identical system in warm standby with three types of failure. The three types of failure are operating unit failure or the warm standby unit failure, failure due to common error and the failure due to human error. There is a repair faculty available at all times, so that the system can be taken care of as soon as the failure occurs. Now, there is a possibility that repairman is unable to repair the system by himself. In such a case, expert repairman is called and expert repairman helps via instruction and if need be, he also repairs the system himself.

In their analysis of a two-unit warm standby system with instructions at need, G.S. Mokaddis, Y.M. Ayed, and H.S. Al-Hajeri (2013) took into account two repairmen: an expert and an assistant. The assistant was only called in when the expert repairman was preoccupied with fixing a malfunctioning unit, as they regarded the main repair faculty to be skilled repairmen. The instructions for fixing the malfunctioning equipment may or may not be required by the assistant repairman, and various probabilities were taken into account. The implications of random replacement times were taken into account by G. Levitin, L. Xing, and Y. Dai (2015) when assessing and optimizing 1-out-of-N warm standby systems. When components fail to do a mission task within the allotted mission time, the system is said to have failed. They also examined the duration required to transition the unit from warm standby to operational. A stochastic model for a two-unit hot standby database system comprising an operational (main) unit and a hot standby unit was created by A. Manocha, G. Taneja, S. Singh, and R. Rishi (2019). The primary unit acted as the production unit and stayed in sync with the hot standby unit via the online transfer of archive redo logs. The primary unit's data was simultaneously saved in the hot standby unit. Various scenarios of the primary database failing were considered. In order to prevent data loss, a database administrator (DBA) randomly checked the standby unit to determine if any redo log files had been modified or created. The system that Lalji Munda and Gulshan Taneja (2023) examined consisted of three units: a warm standby, a cold standby, and an operating unit. They reasoned that when the main unit (operational) fails, the cold standby, when engaged, transforms to warm standby, and vice versa for warm standby. They computed a number of performance metrics using the Markov process and regeneration point technique. They also

derived cut-off values for the failure rate, activation rate, revenue cost, and cost per repairman visit in order to ascertain the system's optimal profit.

## 2. Description of model and Assumptions:

- i. System is made up of two identical units. One unit is operating and the other is kept as warm standby.
- ii. If there is a failure in one unit, the standby unit will be in operation automatically and the failed unit will go under repair.
- iii. The system is in failed state when both the units malfunction.
- iv. After the repair, the system acts like a new one.
- v. The time to failure for each unit is in exponential distribution and the repair time and instruction time are in arbitrary distribution.
- vi. All the random variables are mutually independent.

## 3. Nomenclature

P probability that the repairman repairs system without instructions

q probability that the repairman fails to repair system without instructions

$\lambda_0$  constant failure rate of the operative unit

O operative unit

WS warm standby

$\lambda_1$  constant failure rate of the warm standby unit

$\lambda_2$  constant failure rate of the system due to common cause failure

$\lambda_3$  constant failure rate of the system due to human error

$g_a(t)$  p.d.f. of repair time of failed unit by assistant repairman

$g_e(t)$  p.d.f. of repair time of failed unit by expert repairman

$g_2(t)$  p.d.f. of repair time of failed unit due to common error

$g_3(t)$  p.d.f. of repair time of failed unit due to human error

$G_a(t)$  c.d.f. of repair time of failed unit by assistant repairman

$G_e(t)$  c.d.f. of repair time of failed unit by expert repairman

$G_2(t)$  c.d.f. of repair time of failed unit due to common error

$G_3(t)$  c.d.f. of repair time of failed unit due to human error

$F_{uwi}$  failed unit waiting for repair while expert is giving instructions

$F_{uwe}$  repair by the repairman is continued from the previous state while

instructions are still being given

$F_{ura}$  failed unit under repair of assistant

$F_{ure}$  failed unit under repair of expert

$F_{uRa}$  failed unit under repair of assistant when repair is continued from the

previous state  
 $F_{uRe}$  failed unit under repair of expert when repair is continued from the

previous state  
 $F_{uw}$  failed unit waiting for repair after getting instructions

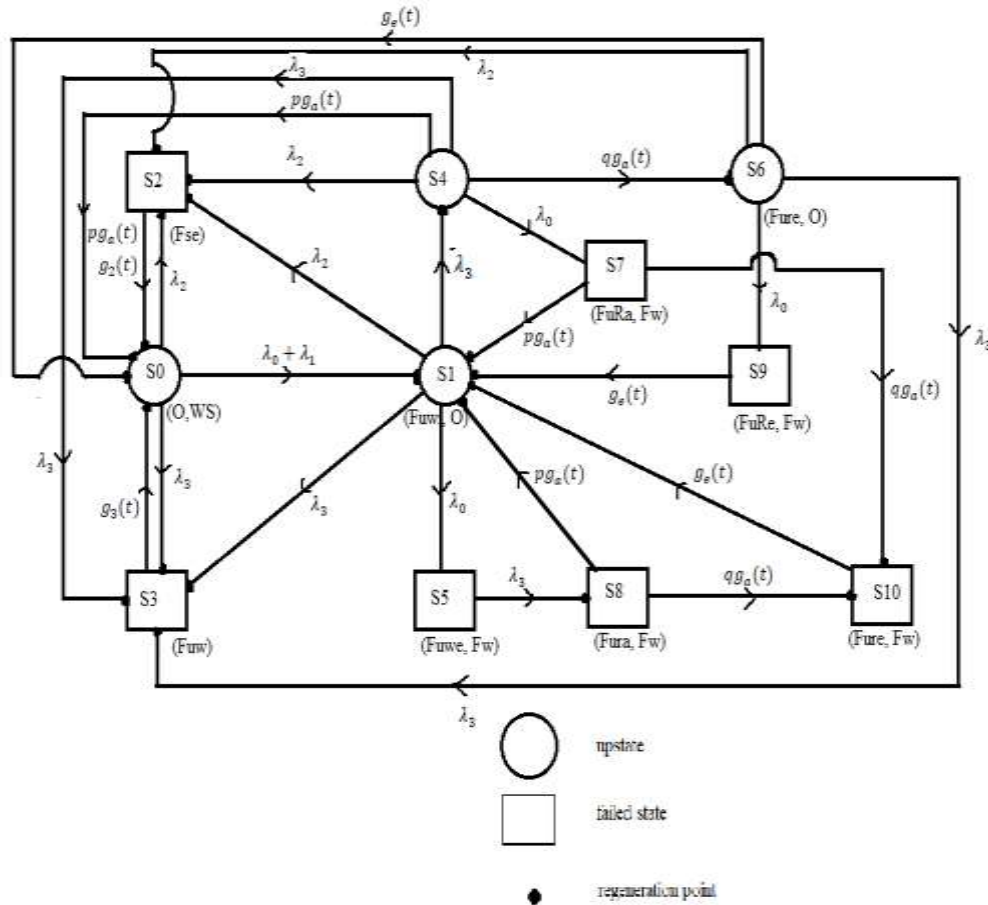


Fig. 1 (Transition Diagram)

4. Transition probabilities

The transition probabilities are:

$$dQ_{01}(t) = (\lambda_0 + \lambda_1)e^{-(\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3)t} dt$$

$$dQ_{02}(t) = \lambda_2 e^{-(\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3)t} dt$$

$$dQ_{03}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3)t} dt$$

$$dQ_{12}(t) = \lambda_2 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} dt$$

$$dQ_{13}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} dt$$

$$dQ_{14}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} dt$$

$$dQ_{15}(t) = \lambda_0 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} dt$$

$$dQ_{18}^{(5)}(t) = (\lambda_0 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} \odot \lambda_3 e^{-\lambda_3 t}) dt$$

$$= \frac{\lambda_0 \lambda_3}{\lambda_0 + \lambda_2 + \lambda_3} [e^{-\lambda_3 t} - e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t}] dt$$

$$dQ_{20}(t) = g_2(t) dt$$

$$dQ_{30}(t) = g_3(t) dt$$

$$dQ_{40}(t) = p e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} g_a(t) dt$$

$$dQ_{42}(t) = \lambda_2 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_a(t) dt$$

$$dQ_{43}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_a(t) dt$$

$$dQ_{46}(t) = q e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} g_a(t) dt$$

$$dQ_{47}(t) = \lambda_0 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_a(t) dt$$

$$dQ_{41}^{(7)}(t) = (\lambda_0 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \odot p) g_a(t) dt$$

$$= \frac{p \lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - e^{-(\lambda_0 + \lambda_2 + \lambda_3)t}] g_a(t) dt$$

$$dQ_{4,10}^{(7)}(t) = (\lambda_0 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \odot p) g_a(t) dt$$

$$= \frac{q \lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - e^{-(\lambda_0 + \lambda_2 + \lambda_3)t}] g_a(t) dt$$

$$dQ_{60}(t) = e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} g_e(t) dt$$

$$dQ_{62}(t) = \lambda_2 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_e(t) dt$$

$$dQ_{63}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_e(t) dt$$

$$dQ_{69}(t) = \lambda_3 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G}_e(t) dt$$

$$dQ_{61}^{(9)}(t) = (\lambda_0 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \odot 1) g_e(t) dt$$

$$= \frac{\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - e^{-(\lambda_0 + \lambda_2 + \lambda_3)t}] g_e(t) dt$$

$$dQ_{81}(t) = p g_a(t) dt$$

$$dQ_{8,10}(t) = q g_a(t) dt$$

$$dQ_{10,1}(t) = g_e(t) dt$$

The non-zero elements  $p_{ij}$  are as follows:

$$\begin{aligned}
 p_{01} &= \frac{\lambda_0 + \lambda_1}{\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3}, & p_{02} &= \frac{\lambda_2}{\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3}, & p_{03} &= \frac{\lambda_3}{\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3}, \\
 p_{12} &= \frac{\lambda_2}{\lambda_0 + \lambda_2 + 2\lambda_3}, & p_{13} &= \frac{\lambda_3}{\lambda_0 + \lambda_2 + 2\lambda_3}, & p_{14} &= \frac{\lambda_3}{\lambda_0 + \lambda_2 + 2\lambda_3}, \\
 p_{15} &= \frac{\lambda_0}{\lambda_0 + \lambda_2 + 2\lambda_3}, & p_{18}^{(5)} &= \frac{\lambda_0}{\lambda_0 + \lambda_2 + 2\lambda_3}, \\
 p_{20} &= p_{30} = 1, & p_{40} &= pg_a^*(\lambda_0 + \lambda_2 + \lambda_3), & p_{42} &= \frac{\lambda_2}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)], \\
 p_{43} &= \frac{\lambda_3}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)], & p_{46} &= qg_a^*(\lambda_0 + \lambda_2 + \lambda_3), \\
 p_{47} &= \frac{\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)], & p_{41}^{(7)} &= \frac{p\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)], \\
 p_{4,10}^{(7)} &= \frac{q\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)], \\
 p_{60} &= g_e^*(\lambda_0 + \lambda_2 + \lambda_3), & p_{62} &= \frac{\lambda_2}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_e^*(\lambda_0 + \lambda_2 + \lambda_3)], \\
 p_{63} &= \frac{\lambda_3}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_e^*(\lambda_0 + \lambda_2 + \lambda_3)], & p_{69} &= \frac{\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_e^*(\lambda_0 + \lambda_2 + \lambda_3)], \\
 p_{61}^{(9)} &= \frac{\lambda_0}{\lambda_0 + \lambda_2 + \lambda_3} [1 - g_e^*(\lambda_0 + \lambda_2 + \lambda_3)], & p_{81} &= p, & p_{8,10} &= q, & p_{10,1} &= 1
 \end{aligned}$$

From the transition probabilities, it can be verified that

$$\begin{aligned}
 p_{01} + p_{02} + p_{03} &= 1 \\
 p_{12} + p_{13} + p_{14} + p_{15} &= p_{12} + p_{13} + p_{14} + p_{18}^{(5)} = 1 \\
 p_{20} &= p_{30} = 1 \\
 p_{40} + p_{42} + p_{43} + p_{46} + p_{47} &= p_{40} + p_{42} + p_{43} + p_{46} + p_{41}^{(7)} + p_{4,10}^{(7)} = 1 \\
 p_{60} + p_{62} + p_{63} + p_{69} &= p_{60} + p_{62} + p_{63} + p_{61}^{(9)} = 1 \\
 p_{81} + p_{8,10} &= p + q = 1, \quad p_{10,1} = 1
 \end{aligned}$$

### 5. Mean Sojourn Time

If T denotes mean sojourn time in state 0, then

$$\begin{aligned}
 \mu_0 &= \int P(T > t) dt = \frac{1}{\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3}, & \mu_1 &= \frac{1}{\lambda_0 + \lambda_2 + 2\lambda_3}, & \mu_2 &= \int_0^\infty G_2(t) dt, & \mu_3 &= \int_0^\infty G_3(t) dt, \\
 \mu_4 &= \frac{1 - g_a^*(\lambda_0 + \lambda_2 + \lambda_3)}{\lambda_0 + \lambda_2 + \lambda_3}, & \mu_6 &= \frac{1 - g_e^*(\lambda_0 + \lambda_2 + \lambda_3)}{\lambda_0 + \lambda_2 + \lambda_3}, \\
 \mu_8 &= \int_0^\infty G_a(t) dt, & \mu_{10} &= \int_0^\infty G_e(t) dt
 \end{aligned}$$

The unconditional mean time taken by the system to transit to any regenerative state i when it is counted from the epoch of entrance into that state is, mathematically, stated as

$$\begin{aligned}
 m_{ij} &= \int_0^\infty t dQ_{ij}(t) = -\frac{d}{ds} q_{ij}^*|_{s=0} \\
 \therefore m_{01} + m_{02} + m_{03} &= \mu_0 \\
 m_{12} + m_{13} + m_{14} + m_{15} &= \mu_1
 \end{aligned}$$

$$\begin{aligned}
 m_{40} + m_{42} + m_{43} + m_{46} + m_{47} &= m_{40} + m_{42} + m_{43} + m_{46} + m_{41}^{(7)} + m_{4,10}^{(7)} = \mu_4 \\
 m_{60} + m_{62} + m_{63} + m_{69} &= m_{60} + m_{62} + m_{63} + m_{61}^{(9)} = \mu_6 \\
 m_{12} + m_{13} + m_{14} + m_{18}^{(5)} &= k_1
 \end{aligned}$$

### 6. Mean time to system failure

To determine the MTSF of the system, we regard the failed states of the system as absorbing. By probabilistic arguments, we have

$$\begin{aligned}
 \phi_0(t) &= Q_{02}(t) + Q_{03}(t) + Q_{01}(t) \otimes \phi_1(t) \\
 \phi_1(t) &= Q_{12}(t) + Q_{13}(t) + Q_{15}(t) + Q_{14}(t) \otimes \phi_4(t) \\
 \phi_4(t) &= Q_{42}(t) + Q_{43}(t) + Q_{47}(t) + Q_{40}(t) \otimes \phi_0(t) + Q_{46}(t) \otimes \phi_6(t)
 \end{aligned}$$

$$\phi_6(t) = Q_{62}(t) + Q_{63}(t) + Q_{69}(t) + Q_{60}(t) \otimes \phi_0(t)$$

Now the MTSF, given that the system started at the beginning of state 0 is

$$\begin{aligned}
 T_0 &= \lim_{s \rightarrow 0} \frac{1 - \phi_0^*(s)}{s} \\
 &= \frac{\mu_0 + P_{01} \{ \mu_1 + P_{14} [ \mu_4 + P_{46} \mu_6 ] \}}{1 - p_{01} p_{14} (p_{40} + p_{46} p_{60})}
 \end{aligned}$$

### 7. Availability Analysis

$M_i(t)$  denotes the probability that the system starting in up regenerative state is up at time t without passing through any regenerative state. Thus, we have

$$\begin{aligned}
 M_0(t) &= e^{-(\lambda_0 + \lambda_1 + \lambda_2 + \lambda_3)t}, & M_1(t) &= e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t}, & M_4(t) &= e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} G_a(t) \\
 M_6(t) &= e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} G_e(t)
 \end{aligned}$$

Taking Laplace transform of the above equations and solving them for  $s \rightarrow 0$ , we get

$$\begin{aligned}
 M_0^*(0) &= \mu_0, & M_1^*(0) &= \mu_1, & M_4^*(0) &= \mu_4, \\
 M_6^*(0) &= \mu_6
 \end{aligned}$$

Using the arguments of the theory of regenerative processes, the availability  $A_i(t)$  is seen to satisfy

$$\begin{aligned}
 A_0(t) &= M_0(t) + q_{01}(t) \otimes A_1(t) + q_{02}(t) \otimes A_2(t) + q_{03}(t) \otimes A_3(t) \\
 A_1(t) &= M_1(t) + q_{12}(t) \otimes A_2(t) + q_{13}(t) \otimes A_3(t) + q_{14}(t) \otimes A_4(t) + q_{18}^{(5)}(t) \otimes A_8(t) \\
 A_2(t) &= q_{20}(t) \otimes A_0(t) \\
 A_3(t) &= q_{30}(t) \otimes A_0(t)
 \end{aligned}$$

$$A_4(t) = M_4(t) + q_{40}(t) \odot A_0(t) + q_{42}(t) \odot A_2(t) + q_{43}(t) \odot A_3(t) + q_{46}(t) \odot A_6(t) + q_{41}^{(7)}(t) \odot A_1(t) + q_{4,10}^{(7)}(t) \odot A_{10}(t)$$

$$A_6(t) = M_6(t) + q_{60}(t) \odot A_0(t) + q_{62}(t) \odot A_2(t) + q_{63}(t) \odot A_3(t) + q_{61}^{(9)}(t) \odot A_1(t)$$

$$A_8(t) = q_{81}(t) \odot A_1(t) + q_{8,10}(t) \odot A_{10}(t)$$

$$A_{10}(t) = q_{10,1}(t) \odot A_1(t)$$

The steady state availability of the system is given by  $A_0 = \lim_{s \rightarrow 0} s A_0^*(s) = \frac{N_1}{D_1}$

Where  $N_1 = \mu_0 [p_{14} p_{46} p_{81} - p_{14} p_{46} p_{61}^{(9)} - p_{14} p_{4,10}^{(7)} + p_{18}^{(5)} p_{8,10}] + p_{01} [\mu_1 + p_{14} \{\mu_4 + p_{46} \mu_6\}]$   
 and  $D_1 = \mu_0 [1 - p_{18}^{(5)} - p_{14} \{p_{41}^{(7)} + p_{4,10}^{(7)} + p_{46} p_{61}^{(9)}\}] + p_{01} \xi_1 + p_{01} [p_{12} \mu_2 + p_{13} \mu_3 + p_{14} \{p_{42} \mu_2 + p_{43} \mu_3 + p_{46} (p_{62} \mu_2 + p_{63} \mu_3)\}] + p_{02} \mu_2 + p_{43} \mu_3 + p_{46} (p_{62} \mu_2 + p_{63} \mu_3) + (p_{02} \mu_2 + p_{03} \mu_3) [1 - p_{18}^{(5)} - p_{14} \{p_{41}^{(7)} + p_{4,10}^{(7)} + p_{46} p_{61}^{(9)}\}] + p_{01} [p_{14} (\xi_2 + p_{46} \xi_3) + p_{18}^{(5)} \mu_8 + (p_{14} p_{4,10}^{(7)} + p_{18}^{(5)} p_{8,10}) \mu_{10}]$

**8. Busy period analysis**

**Busy period analysis of the assistant repairman:**

Using probabilistic arguments, we have

$$B_0^a(t) = q_{01}(t) \odot B_1^a(t) + q_{02}(t) \odot B_2^a(t) + q_{03}(t) \odot B_3^a(t)$$

$$B_1^a(t) = q_{12}(t) \odot B_2^a(t) + q_{13}(t) \odot B_3^a(t) + q_{14}(t) \odot B_4^a(t) + q_{18}^{(5)}(t) \odot B_8^a(t)$$

$$B_2^a(t) = q_{20}(t) \odot B_0^a(t)$$

$$B_3^a(t) = q_{30}(t) \odot B_0^a(t)$$

$$B_4^a(t) = W_4(t) + q_{40}(t) \odot B_0^a(t) + q_{41}^{(7)}(t) \odot B_1^a(t) + q_{42}(t) \odot B_2^a(t) + q_{43}(t) \odot B_3^a(t) + q_{46}(t) \odot B_6^a(t) + q_{4,10}^{(7)}(t) \odot B_{10}^a(t)$$

$$B_6^a(t) = q_{60}(t) \odot B_0^a(t) + q_{61}^{(9)}(t) \odot B_1^a(t) + q_{62}(t) \odot B_2^a(t) + q_{63}(t) \odot B_3^a(t)$$

$$B_8^a(t) = W_8(t) + q_{81}(t) \odot B_1^a(t) + q_{8,10}(t) \odot B_{10}^a(t)$$

$$B_{10}^a(t) = q_{10,1}(t) \odot B_1^a(t)$$

Where  $W_4(t) = \frac{1}{\lambda_0 + \lambda_2 + \lambda_3} [\lambda_0 + (\lambda_2 + \lambda_3) e^{-(\lambda_0 + \lambda_2 + \lambda_3)t}] \overline{G_a(t)}$  and  $W_8(t) = \overline{G_a(t)}$

Taking Laplace transform of the above equations and taking  $s \rightarrow 0$ , we will get

$$W_4^*(0) = \xi_2, W_8^*(0) = \mu_8$$

In steady-state solution, the total fraction of time under which system is under repair of assistant repairman is given by  $B_0^a = \lim_{s \rightarrow 0} s B_0^{a*} = \frac{N_2}{D_1}$

Where  $N_2 = p_{01} (p_{14} \xi_2 + p_{18}^{(5)} \mu_8)$  and  $D_1$  is same as above.

**Busy period analysis of the expert repairman:**

Using probabilistic arguments, we have

$$B_0^e(t) = q_{01}(t) \odot B_1^e(t) + q_{02}(t) \odot B_2^e(t) + q_{03}(t) \odot B_3^e(t)$$

$$B_1^e(t) = W_1(t) + q_{12}(t) \odot B_2^e(t) + q_{13}(t) \odot B_3^e(t) + q_{14}(t) \odot B_4^e(t) + q_{18}^{(5)}(t) \odot B_8^e(t)$$

$$B_2^e(t) = W_2(t) + q_{20}(t) \odot B_0^e(t)$$

$$B_3^e(t) = W_3(t) + q_{30}(t) \odot B_0^e(t)$$

$$B_4^e(t) = q_{40}(t) \odot B_0^e(t) + q_{41}^{(7)}(t) \odot B_1^e(t) + q_{42}(t) \odot B_2^e(t) + q_{43}(t) \odot B_3^e(t) + q_{46}(t) \odot B_6^e(t) + q_{4,10}^{(7)}(t) \odot B_{10}^e(t)$$

$$B_6^e(t) = W_6(t) + q_{60}(t) \odot B_0^e(t) + q_{61}^{(9)}(t) \odot B_1^e(t) + q_{62}(t) \odot B_2^e(t) + q_{63}(t) \odot B_3^e(t)$$

$$B_8^e(t) = q_{81}(t) \odot B_1^e(t) + q_{8,10}(t) \odot B_{10}^e(t)$$

$$B_{10}^e(t) = W_{10}(t) + q_{10,1}(t) \odot B_1^e(t)$$

Where  $W_1(t) = e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} + [\lambda_3 e^{-(\lambda_0 + \lambda_2 + 2\lambda_3)t} \odot 1]$ ,  $W_2(t) = \overline{G_2(t)}$ ,  $W_3(t) = \overline{G_3(t)}$ ,

$$W_6(t) = e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \overline{G_e(t)} +$$

$$[\lambda_0 e^{-(\lambda_0 + \lambda_2 + \lambda_3)t} \odot 1] \overline{G_e(t)}, W_{10}(t) = \overline{G_e(t)}$$

Taking Laplace transform of the above equations and taking  $s \rightarrow 0$ , we will get

$$W_1^*(0) = \xi_1, W_2^*(0) = \mu_2, W_3^*(0) = \mu_3,$$

$$W_6^*(0) = \xi_3, W_{10}^*(0) = \mu_{10}$$

In steady-state solution, the total fraction of time for which expert repairman is busy is given by

$$B_0^e = \lim_{s \rightarrow 0} s B_0^{e*} = \frac{N_3}{D_1}$$

Where  $N_3 = p_{01} [\xi_1 + p_{12} \mu_2 + p_{13} \mu_3 + p_{14} \{p_{42} \mu_2 + p_{43} \mu_3 + p_{46} (p_{62} \mu_2 + p_{63} \mu_3)\}] + (p_{02} \mu_2 + p_{03} \mu_3) [1 - p_{14} p_{41}^{(7)} - p_{14} p_{4,10}^{(7)} - p_{18}^{(5)} - p_{14} p_{46} p_{61}^{(9)}] + p_{01} p_{14} p_{46} \xi_3 + p_{01} \mu_{10} (p_{14} p_{4,10}^{(7)} + p_{18}^{(5)} p_{8,10})$

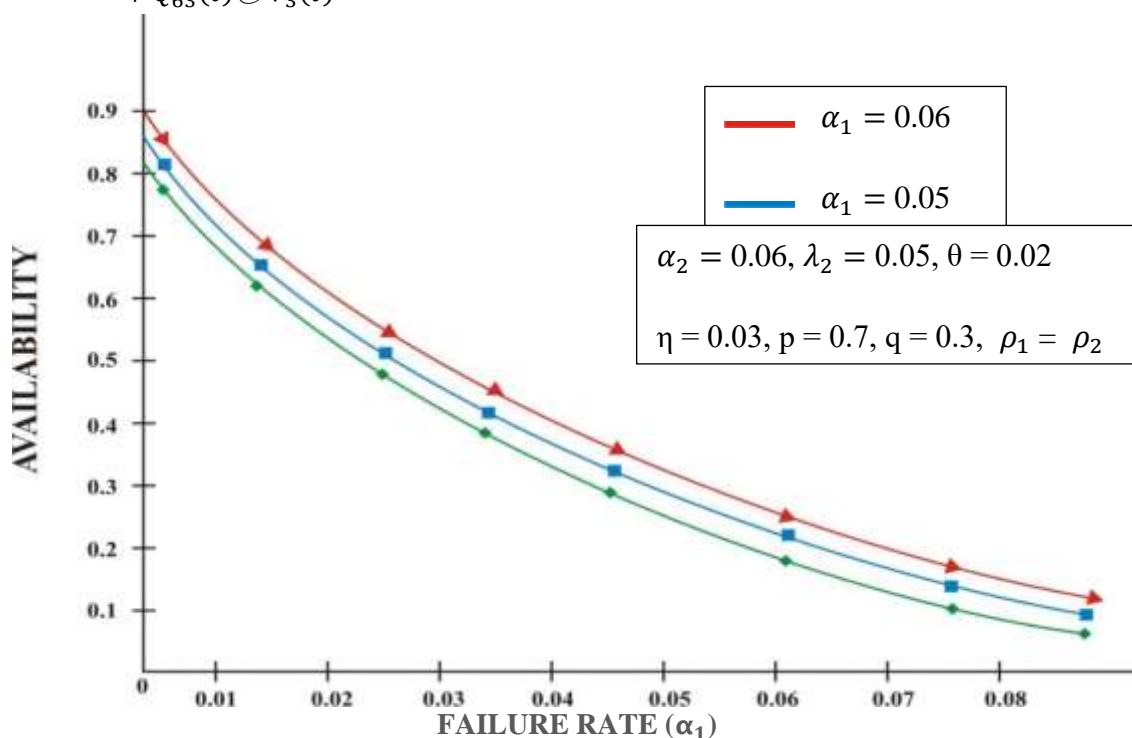
And  $D_1$  is same as above.

**9. Expected number of visits by expert repairman**

Using probabilistic arguments, we have the following relations for expert visits i.e.  $V_i(t)$ :

$$\begin{aligned}
 V_0(t) &= Q_{01}(t) \otimes [1 + V_1(t)] \\
 &\quad + Q_{02}(t) \otimes [1 + V_2(t)] \\
 &\quad + Q_{03}(t) \otimes [1 + V_3(t)] \\
 V_1(t) &= Q_{12}(t) \otimes V_2(t) + Q_{13}(t) \otimes V_3(t) \\
 &\quad + Q_{14}(t) \otimes V_4(t) \\
 &\quad + Q_{18}^{(5)}(t) \otimes V_8(t) \\
 V_2(t) &= Q_{20}(t) \otimes V_0(t) \\
 V_3(t) &= Q_{30}(t) \otimes V_0(t) \\
 V_4(t) &= Q_{40}(t) \otimes V_0(t) + Q_{41}^{(7)}(t) \otimes [1 + V_1(t)] \\
 &\quad + Q_{42}(t) \otimes [1 + V_2(t)] \\
 &\quad + Q_{43}(t) \otimes [1 + V_3(t)] \\
 &\quad + Q_{46}(t) \otimes [1 + V_6(t)] \\
 &\quad + Q_{4,10}^{(7)}(t) \otimes [1 + V_{10}(t)] \\
 V_6(t) &= Q_{60}(t) \otimes [1 + V_0(t)] + Q_{61}^{(9)}(t) \otimes V_1(t) \\
 &\quad + Q_{62}(t) \otimes V_2(t) \\
 &\quad + Q_{63}(t) \otimes V_3(t)
 \end{aligned}$$

**11. Graphical Analysis**



$$V_8(t) = Q_{81}(t) \otimes [1 + V_1(t)] + Q_{8,10}(t) \otimes [1 + V_{10}(t)]$$

$$V_{10}(t) = Q_{10,1}(t) \otimes V_1(t)$$

In steady-state, the number of visits per unit time is given by taking  $s \rightarrow 0$  and  $t \rightarrow \infty$

$$V_0 = \lim_{t \rightarrow \infty} \frac{V_0(t)}{t} = \lim_{s \rightarrow \infty} [sV_0^{**}(s)] = \frac{N_4}{D_1}$$

$$\text{Where } N_4 = 1 - p_{14} \left( p_{41}^{(7)} + p_{4,10}^{(7)} + p_{46} p_{61}^{(9)} \right) - p_{18}^{(5)} - p_{01} p_{14} p_{40} + p_{01} \left[ p_{18}^{(5)} + p_{14} + p_{14} p_{46} p_{60} \right]$$

And  $D_1$  is same as above.

**10. Cost-Benefit analysis**

The expected total profit in steady state is given by  $P_2 = C_0 A_0 - C_1 B_0^a - C_2 B_0^e - C_3 V_0$

Where  $C_0$  is total revenue per unit time of the system.

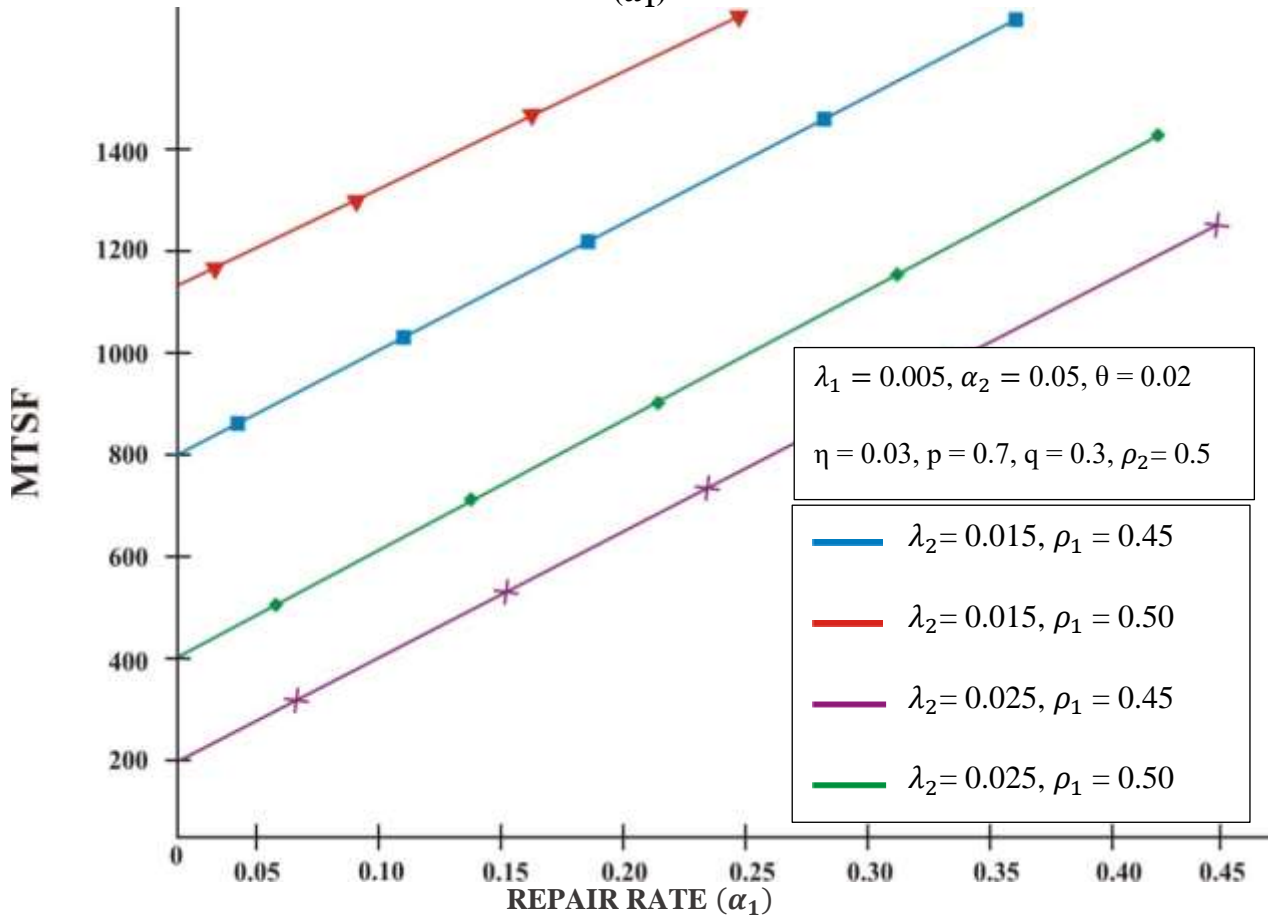
$C_1$  is cost per unit time for which the assistant repairman is busy.

$C_2$  is cost per unit time for which the expert repairman is busy.

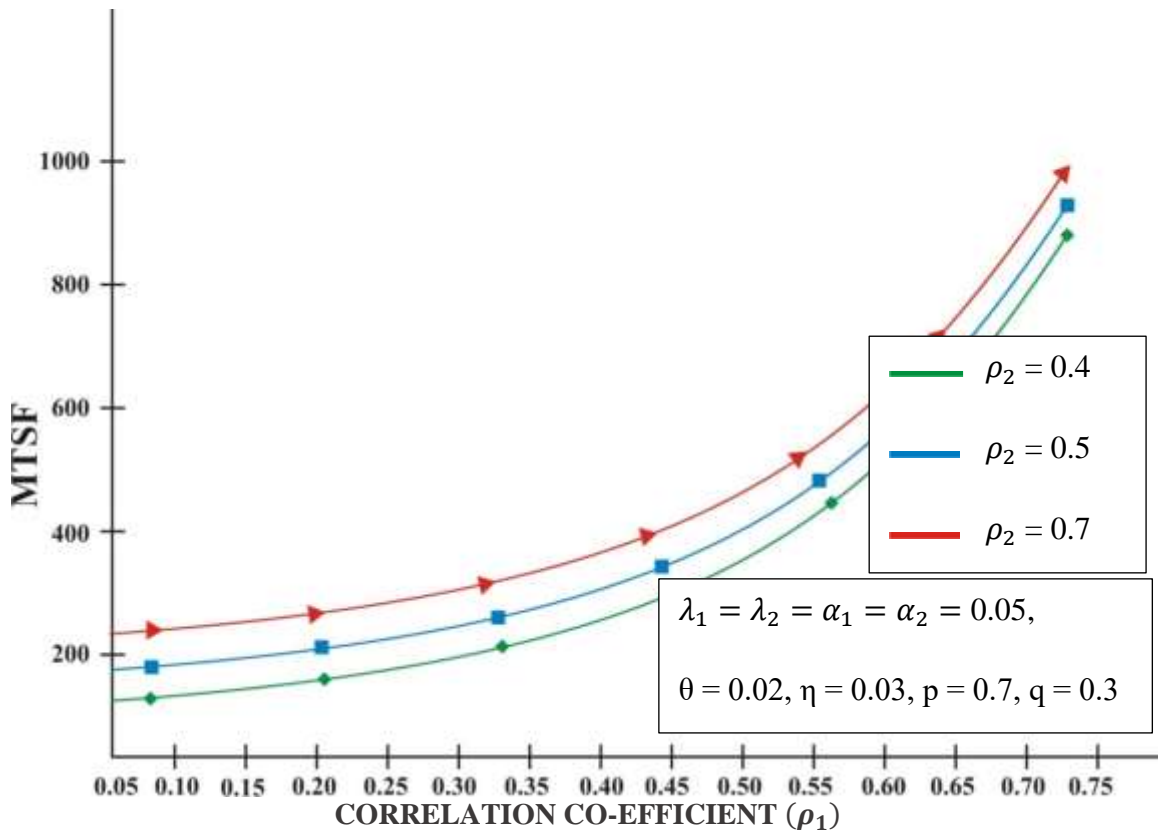
$C_3$  is cost per visit of the expert repairman.



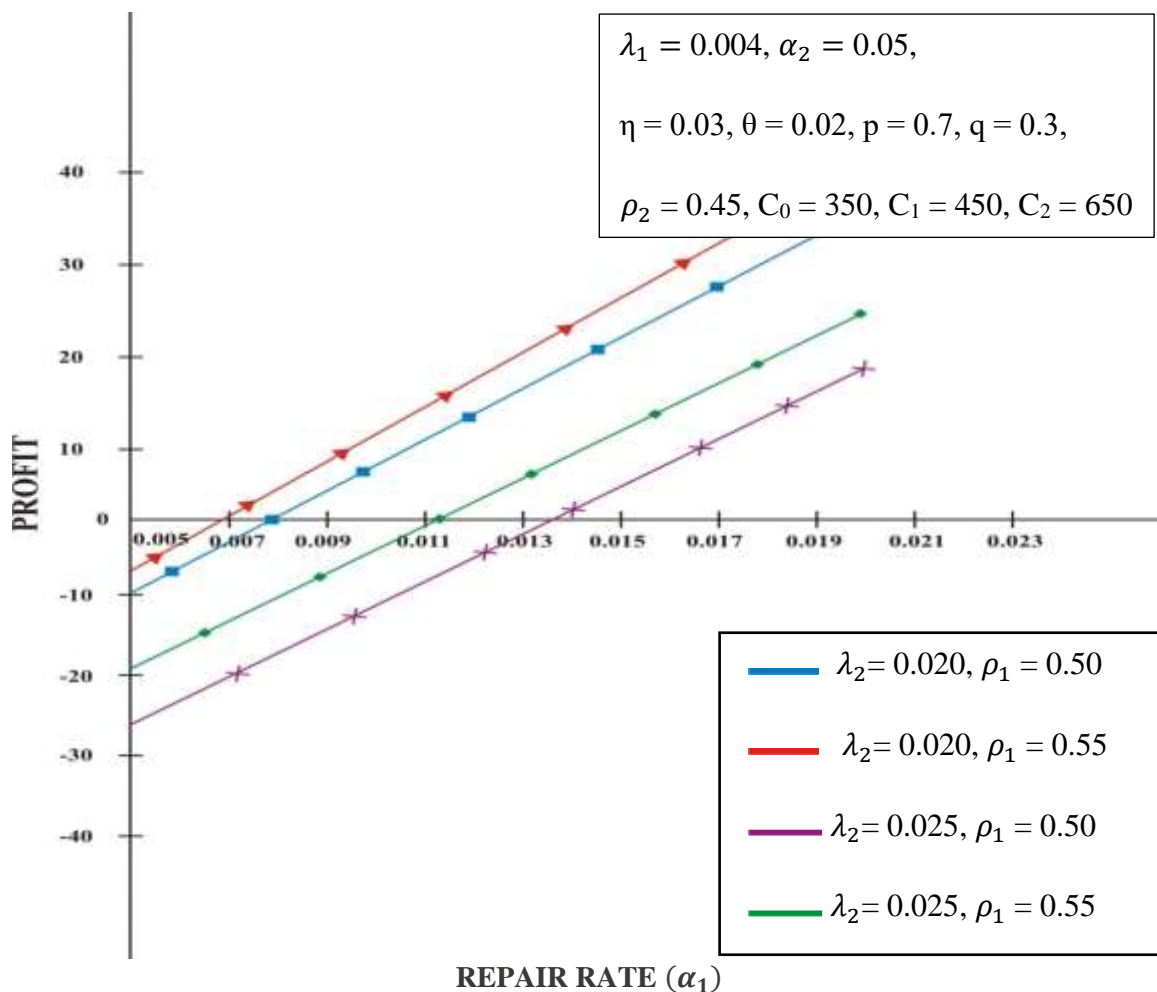
**Fig. 2: AVAILABILITY VS. FAILURE RATE ( $\lambda_1$ ) FOR DIFFERENT VALUES OF REPAIR RATE ( $\alpha_1$ )**



**Fig. 3: MTSF Vs. REPAIR RATE ( $\alpha_1$ ) FOR DIFFERENT VALUES OF FAILURE RATE ( $\lambda_2$ ) AND CORRELATION CO-EFFICIENT ( $\rho_1$ )**



**Fig. 4: MTSF Vs. CORRELATION CO-EFFICIENT ( $\rho_1$ ) FOR DIFFERENT VALUES OF  $\rho_2$**



**Fig. 5: PROFIT Vs. REPAIR RATE ( $\alpha_1$ ) FOR DIFFERENT VALUES OF FAILURE RATE ( $\lambda_2$ ) AND CORRELATION CO-EFFICIENT ( $\rho_1$ )**

**12. Conclusion**

Fig. 2 shows that the behavior of availability with respect to failure rate ( $\lambda_1$ ). It gets decrease with increase in the values of failure rate.

Fig. 3 shows the behavior of MTSF with respect to repair rate ( $\alpha_1$ ) for different values of failure rate ( $\lambda_2$ ) and correlation coefficient ( $\rho_1$ ). It gets increases with increase in the values of repair rate ( $\alpha_1$ ). It is lower for higher values of failure rate ( $\lambda_2$ ) but it is higher for higher values of correlation coefficient ( $\rho_1$ ).

Fig. 4 reveals the pattern of MTSF with respect to correlation coefficient ( $\rho_1$ ) for different values of ( $\rho_2$ ). It is observed that the MTSF gets increase with increase in the values of correlation coefficient ( $\rho_1$ ) and it is higher for higher values of ( $\rho_2$ )

Fig. 5 reveals the pattern of the profit with respect to repair rate ( $\alpha_1$ ) for different values of failure rate ( $\lambda_2$ ) and correlation coefficient ( $\rho_1$ ). It is clear from the graph that the profit increases with increase in the value of repair rate ( $\alpha_1$ ) and it is lower for higher value of repair rate ( $\alpha_1$ ) but higher for the higher values of correlation coefficient ( $\rho_1$ ).

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