

## DAFTAR GAMBAR

Gambar 1.1 Logo Open Library Telkom University .....	1
Gambar 2.1 Variasi sistem antrian.....	12
Gambar 2.2 Kerangka pemikiran layanan Open Library Telkom University .....	25
Gambar 3.1 Tahapan penelitian.....	29
Gambar 4.1 Uji distribusi poisson offline ganjil .....	35
Gambar 4.2 Uji distribusi poisson offline genap .....	35
Gambar 4.3 Uji distribusi eksponensial offline ganjil .....	36
Gambar 4.4 Uji distribusi eksponensial offline genap.....	36
Gambar 4.5 Uji distribusi poisson online genap .....	37
Gambar 4.6 Uji distribusi poisson online ganjil.....	37
Gambar 4.7 Uji distribusi eksponensial online ganjil.....	38
Gambar 4.8 Uji distribusi eksponensial online genap .....	38
Gambar 4.9 uji system performance summary offline ganjil.....	39
Gambar 4.10 uji sensitivity analysis of number of servers offline ganjil .....	40
Gambar 4.11 uji system performance summary offline genap .....	41
Gambar 4.12 uji sensitivity analysis of number of servers offline genap.....	42
Gambar 4.13 uji system performance summary online ganjil.....	43
Gambar 4.14 uji sensitivity analysis of number of servers online ganjil .....	44
Gambar 4.15 uji system performance summary online genap .....	45
Gambar 4.16 uji sensitivity analysis of number of servers online genap .....	46