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ABSTRACT

The objective of SDDL is to provide an effective communications medium to support the design and documentation of complex software applications. This objective is met by providing (1) a processor which can express design specifications in an intelligible, informative, machine-reproducible document, (2) a design and documentation language with forms and syntax that are simple, unrestrictive, and communicative, and (3) methodology for effective use of the language and processor.

The application of SDDL to the specific problems of simulation models is discussed, with emphasis on the potential of SDDL for developing and specifying design and documentation standards for simulation and modeling.

INTRODUCTION

Effective communication is an essential part of science and engineering. Although secondary in importance to the original creative thinking, without the ability to communicate creative thoughts effectively, progress in science would be impossible. Computer program development especially requires effective communication since the resultant product, aptly named "software," consists entirely of large volumes of complex creative thoughts.

SOFTWARE DEVELOPMENT TEAM COMMUNICATIONS

A complex software project usually involves many team members and many different kinds of communication links. Figure 1 identifies these team members and shows the many links over which information must flow. As suggested in the diagram, programming languages are satisfactory for only a few of the links. Older programming larguages were barely suitable for the programmermachine link, while modern languages which provide Structured Programming capability [1] are becoming very effective for this and also for part of the programmer-programmer communication needs.

The remaining links, which must convey such information as the program's justification, functional requirements, design/documentation, and development status, also have a critical need for an effective communication capability. This need is being met by the Software Design and Documentation Language (SDDL) [2] and other processors

SOFTWARE DESIGN AND DOCUMENTATION LANGUAGE

The SDDL approach supports effective communication for software design and documentation by providing:

- (1) A processor which can express design specifications in an intelligble, informative, machine reproducible Software Design Document (SDD).
- (2) A program design and documentation language with forms and syntax that are simple, unrestrictive and communicative.
- (3) A methodology for effective use of the language and the processor.

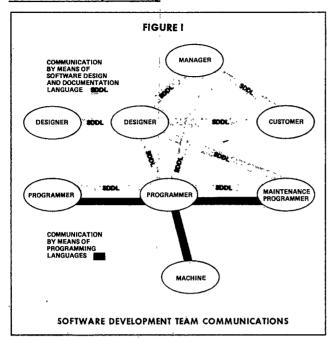
The purpose of the SDDL processor is to translate the designer's creative thinking into an effective communications document. The processor must perform as many automatic functions as possible, thereby freeing the designer's energy for the creative design effort. Many new automatic functions have been added to the processor's capability and more are being discovered through continuing SDDL applications.

The SDDL syntax is the means by which the designer communicates the design to the SDDL processor. The syntax is comprised of keywords. used to invoke design structures, and a collection of directives which provide the user with control of processor actions such as indentation, page width, start of a new page, etc.

The third component of the SDDL approach is the methodology for using the language and

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Simulation Programming (continued)



the processor to express program design concepts in lucid, meaningful, precise terms. Since SDDL functions by operating on certain keywords, any or all of which the user may select, complete freedom of creative expression is provided, and therefore the methodology is a valuable guideline. Most of the existing SDDL syntax and processor functions were implemented to support the methodology developed while SDDL was being used on two simulation programs [4].

STANDARDS FOR SOFTWARE DESIGN AND DOCUMENTATION

Effective communication of software design can be further enhanced by adopting standards or conventions for using systems such as SDDL to express design concepts and other software project information. SDDL, which was designed for maximum flexibility, may be used as a vehicle for creating and testing methods and techniques to be considered for adoption as software design standards. Once standards have been agreed upon they could be enforced by generating a special version of the SDDL processor which accommodates the standards without the flexibility of the general version.

DESIGN STANDARDS FOR SIMULATION MODELING

To illustrate some candidate standards for expressing simulation and modeling design concepts, the design of a barber shop simulation is presented below. All information regarding the simulation model itself is contained entirely within the example, but some preliminary remarks will help the reader to approach the examination of the illustration from an appropriate perspective:

- 1. The SDDL processor reads the designer's input expressed in SDDL syntax, augments the input data with structure indentation, cross reference tables, etc., and produces the SDD.
- The SDD is the medium for communicating the high-level design and project management information among the members of the software development team. It serves as the current, definitive statement of the status of the project and the design.
- 3. The SDD shown below presents a simulation program under development. It should be evaluated with respect to how well it performs its function of communicating information regarding the status and content of the model and of the project. The SDD must communicate to programmers who will implement the design and to other team members who must evaluate the progress and direction of the design effort.
- 4. The organization, structures, and statements used in the SDD to convey the information should be evaluated with respect to their usefulness as standards for specifying simulation programs.
- 5. Following the evaluation of the SDD, the SDDL system should be evaluated with respect to how well it supports and facilitates the production of the SDD. It is difficult to judge the efficacy of the SDDL system without actually using it, but some evaluation can be made by comparing the SDD to the input data from which it was generated. Documentation of the SDDL system can be obtained from the Jet Propulsion Laboratory.

Items to note while making this comparison are:

- a. Line numbers on the SDD correspond exactly to input line numbers of the source data.
- b. Indentation in the style of Structured Programming is provided by the processor by recognition of certain keywords.
- Keywords can be established freely by the user.
- flow lines and page reference numbers augment the information content.
- e. Parts of lines may be automatically right justified for emphasis.
- Document format (page width, indentation amount, etc.) can be specified by the user.
- g. Gross reference tables and the table of contents are supplied automatically.
- e. Logic errors are detected and reported by the processor.

EXAMPLE SDD FOR A BARBER SHOP SIMULATION

THE

SOFTWARE DESIGN AND DEVELOPMENT LANGUAGE

SAMPLE DESIGN FOR

YE OLDE BARBER SHOPPE

PAGE NUMBER		+++++++++++++++++++++++++++++++++++++++	PAGE ++++++	.+
0	4	TITLE SDOL EXAMPLE		
1	16	PROGRAM MEMORANDUM		
2	32	PROGRAM OBJECTIVES		
3	62	PROGRAM MAIN ROUTINE		
4	77	PROCEDURE EVENT_SELECTOR		
5	96	EVENT FOR CUSTOMER_ARRIVAL ACTIONS		
6	119	EVENT FOR HAIRCUT_COMPLETION ACTIONS		
7	142	EVENT FOR ARRIVAL_RATE_CHANGE ACTIONS		
8		MODULE REFERENCE TREE		
9		MODJLE - CROSS REFERENCE LISTING		
10		MODEL PARAMETERS - CROSS REFERENCE LISTING		

```
LINE
                                                                                          PAGE
  16 PROGRAM MEMORANDUM
  17
  18
          • NOTE: BECAUSE OF SPACE LIMITATIONS SOME DESIGN MODULES AND DESIGN DETAIL + HAD TO BE EXCLUDED. TO ACCOUNT FOR THIS INCOMPLETENESS THE SDD SHOULD BE
   19
  20
          . UNDERSTOOD TO REPRESENT AN IN-PROGRESS. PARTIALLY COMPLETE DESIGN.
  21
  22
                SOME OF THE PROJECT CONTROL MODULES WHICH HAD TO BE OMITTED ARE: CALENDAR OF TEAM MEET! 'S AND AGENDA
  23
  24
                    ACKNOWLEDGEMENTS OF TEAM MEMBERS AND OTHER CONTRIBUTORS
  25
                    DOCUMENT READING CONVENTIONS
   26
                    LIST OF HIGH PRIORITY PROBLEM AREAS
  27
                    DATA STRUCTURE LIST AND EXPLANATIONS
  28
  29
  30
   31 ENDPROGRAM
```

Simulation Programming (continued)

```
PAGE
                                                                                 2
LINE
  32 PROGRAM OBJECTIVES
           SIMULATE ORE DAY'S OPERATION OF A BARBER SHOP WITH THE
  33
        FOLLOWING OPERATING CHARACTERISTICS:
  34
  35
  36
           THE SHOP:
             1. OPENING AND CLOSING TIMES ARE INPUT PARAMETERS.
  37
             2. CUSTOMERS IN THE SHOP BEFORE CLOSING TIME MUST BE SERVICED.
  38
  39
           THE CUSTOMERS:
  40
             1. CUSTOMER ARRIVAL TIMES ARE EXPONENTIALLY DISTRIBUTED.
  41
             2. MEAN TIME BETWEEN ARRIVALS IS AN INPUT PARAMETER WHICH VARIES
  42
                THROUGHOUT THE DAY.
  43
             3. CUSTOMERS HAVE BARBER PREFERENCES.
  44
             4. EACH CUSTOMER HAS A WAITING TIME PATIENCE FACTOR.
  45
  46
  47
           THE BARBERS:
             1. THE NUMBER OF BARBERS IS AN INPUT PARAMETER.
  48
             2. BARBERS SHOULD HAVE A LUNCH BREAK AFTER 3 AND BEFORE 5
  49
                HOURS OF WORK.
  50
             3. BARBERS ARE PAID 1.5 TIMES NORMAL RATE FOR TIME WORKED IN
  51
               EXCESS OF 5 HOURS WITHOUT A BREAK AND 8 HOURS IN ONE DAY
  52
              4. EACH BARBER HAS A SERVICE RATE.
  53
             5. EACH BARBER HAS A CUSTOMER POPULARITY FACTOR.
  54
  55
           SIMULATION OUTPUT:
  56
             1. CUSTOMER WAITING TIME
  5.7
              2. QUEUE LENGTHS
  58
              3. BARBER UTILIZATION
  59
  60 ENDPROGRAM OBJECTIVES
```

```
LINE
                    PAGE
62 PROGRAM MAIN ROUTINE
  63
64
  65
  . GIVING EVENT TIME . IMMEDIATE
66
  67
  68
69
  . GIVING EVENT TIME - CLOSING.TIME
70
71
  72
73
  74
75
76 ENDPROGRAM HAIN ROUTINE
```

```
LINE
                                        PAGE
 77 PROCEDURE EVENT_SELECTOR
 78
     IN SOME PROGRAMMING LANGUAGES ( ... SIMSCRIPT) THIS .
 79
 80
     FUNCTION IS SUPPLIED AUTOMATICALLY.
 81
 82
 83
 84
    SEARCH THE EVENT.SCHEDULE FOR THE NEXT MOST IMMINENT EVENT
    SELECT THE APPROPRIATE EVENT ROUTINE
 85
 86
    CASE 1
      87
 88
    CASE 2
 AQ
      90
    CASE 3
 91
      92
 93
      94
    ENDSELECT
 95 ENDPROCEDURE
```

```
LINE
                                                                         PAGE
                                                                                 5
     EVENT FOR CUSTOMER_ARRIVAL ACTIONS
  96
  97
        IF IT IS PAST CLOSING. TIME
     <---- EXITEVENT WITHOUT FURTHER ACTION
  98
  99
        ELSE
 100
           SCHEDULE CUSTOMER_ARRIVAL EVENT ON THE EVENT.SCHEDULE--------(
           . GIVING DELAY TIME . EXPONENTIAL DRAW (MEAN. TIME. BETWEEN. CUSTOMERS)
 101
 102
           MAKE A RANDOM SELECTION OF A BARBER CHOICE
           . USING BARBER. PREFERENCE FACTORRS
 103
 104
           SELECT ACTION BASED ON BARBER ACTIVITY.STATUS
 105
           CASE: BARBER IS ON A BREAK
 104
              REMOVE THE CUSTOMER FROM THE SHOP
 107
              TALLY LAST CUSTOMER STATISTICS
 108
           CASE: BARBER IS BUSY
 109
 110
              PLACE THE CUSTOMER IN THE WAITING QUEUE
              RECORD THE CUSTOMER'S QUEUE ENTRY TIME
 111
                 BARBER IS IDLE
 112
           CASE:
              SCHEDULE HAIRCUT_COMPLETION ON THE EVENT.SCHEDULE---------->(
 113
              . GIVING SERVICE. RATE OF THE BARBER
 114
           OTHER CASES: PROGRAM FAULT
 115
              PROVIDE PROGRAM DIAGNOSTIC
 116
           ENDSELECT - STHT SUPPLIED BY PROCESSOR
        ENDIF
 117
 118 ENDEVENT FOR CUSTOMER_ARRIVAL ACTIONS
```

```
PAGE
LINE
119 EVENT FOR HAIRCUT_COMPLETION ACTIONS
        . GIVEN BARBER AND CUSTOMER
120
121
        ACCUMULATE AVERAGE.SERVICE.TIME AND CUSTOMERS.SERVICED
122
123
        IF THE BARBER HAS WORKED MORE THAN 5 CONSECUTIVE HOURS
124
           SEARCH THE WAITING QUEUE FOR A CUSTOMER WAITING FOR THIS BARBER
125
126
           IF A CUSTOMER IS WAITING
127
              REMOVE THE CUSTOMER FROM THE WAITING QUEUE
 128
              ACCUMULATE AVERAGE . WAITING . TIME
              SCHEDULE HAIRCUT_COMPLETION EVENT ON THE EVENT.SCHEDULE---->(
129
              . GIVEN BARBER. CUSTOMER, AND SERVICE TIME
130
131
           ELSE
              IF THE BARBER HAS WORKED MORE THAN 3 CONSECUTIVE HOURS
 132
                 SET THE BARBER'S ACTIVITY STATUS TO "ON BREAK"
133
                 134
135
                 . GIVEN BARBER. BREAK TIME = 30 MINUTES
 136
              ELSE
137
                 SET BARBER'S ACTIVITY STATUS TO "IDLE"
 138
              ENDIF
 139
           ENDIF
        ENDIF
 140
141 ENDEVENT
LINE
                                                                       PAGE
                                                                               7
142 EVENT FOR ARRIVAL_RATE_CHANGE ACTIONS
143 READ IN A NEW VALUE FOR MEAN.TIME_BETWEEN.CUSTOMERS
144
        READ IN THE DURATION TIME FOR THIS ARRIVAL RATE
145
        IF THE NEXT RATE CHANGE IS DUE BEFORE CLOSING. TIME
           146
147
           . GIVING EVENT TIME - DURATION
 148
        ENDIF
 149 ENDEVENT
                   MODULE REFERENCE TREE .....
                                                                       PAGE
     PAGE
 LN
           MEMORANDUM
 2
        2
           OBJECTIVES
           MAIN
              INITIALIZATION
 5
        5
              CUSTOMER_ARRIVAL
 6
        5
                CUSTOMER_ARRIVAL
                 .. EXPANDED ON LINE
 8
                HAIRCUT_COMPLETION
 9
                   HAIRCUT_COMPLETION
10
                    ** EXPANDED ON LINE
11
                   END_OF_BREAK
             ARRIVAL_RATE_CHANGE
12
       7
13
       7
                ARRIVAL_RATE_CHANGE
14
                ** EXPANDED ON LINE
                                     12
15
             END_OF_SIMULATION
16
             EVENT_SELECTOR
                CUSTOMER_ARRIVAL ... EXPANDED ON LINE
17
       5
18
19
                HAIRCUT_COMPLETION
20
                .. EXPANDED ON LINE
21
                END_OF_BREAK
22
                ARRIVAL_RATE_CHANGE
23
                .. EXPANDED ON LINE
             SUMMARY_AND_REPORT
```

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MODEL PARAMETERS		
CROSS REFERENCE LISTING	PAGE	10
IDENTIFIER+++++++++++++++++++++++++++++++++++	+++++	•
	•	•
ACTIVITY.STATUS		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 105		
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 133		
AVERAGE.SERVICE.TIME		
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 122		
AVERAGE. WAITING. TIME		
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 128		
BARBER.PREFERENCE		
LINES 103		
CLOSING.TIME		
PAGE 3 PROGRAM MAIN		
LINES 70		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 97		
PAGE 7 EVENT FOR ARRIVAL_RATE_CHANGE		
LINES 145		
CUSTOMERS.SERVICED	,	
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 122		
EVENT+SCHEDULE		
PAGE 3 PROGRAM MAIN		
LINES 65, 67, 69		
- PAGE 4 PROCEDURE EVENT_SELECTOR		
LINES 84		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 100, 113		•
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 129, 134		
PAGE 7 EVENT FOR ARRIVAL_RATE_CHANGE		
LINES 146		
MEAN.TIME.BETWEEN.CUSTOMERS		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 101		
PAGE 7 EVENT FOR ARRIVAL_RATE_CHANGE		
LINES 143		
QUEUE+ENTRY.TIMF		
· · · · · · · · · · · · · · · · · · ·		
The state of the s		
LINES 111		
SERVICE RATE		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 114		
WAITING.QUEUE		
PAGE 5 EVENT FOR CUSTOMER_ARRIVAL		
LINES 110		
PAGE 6 EVENT FOR HAIRCUT_COMPLETION		
LINES 125, 127		

SOURCE INPUT FOR THE BARBER SHOP SIMULATION SDD

```
1: *DEFINE MODULE EVENT ENDEVENT EXITEVENT
 2: *DEFINE BLOCK SELECT, . .OTHER 3: *DEFINE CALL SCHEDULE
 4: #TITLE SODL EXAMPLE
 5:
 6: THE
 7:
 BISOFTWARE DESIGN AND DEVELOPMENT LANGUAGE
10:SAMPLE DESIGN FOR
11:
12:
13:YE OLDE BARBER SHOPPE
14:
15: #END
16: PROGRAM MEMORANDUM
17: *TEXT
18:
19:
       NOTE: BECAUSE OF SPACE LIMITATIONS SOME DESIGN MODULES AND DESIGN DETAIL
20: HAD TO BE EXCLUDED. TO ACCOUNT FOR THIS INCOMPLETENESS THE SDD SHOULD. BE
21: UNDERSTOOD TO REPRESENT AN IN-PROGRESS, PARTIALLY COMPLETE DESIGN.
22:
23:
       SOME OF THE PROJECT CONTROL MODULES WHICH HAD TO BE OMITTED ARE:
          CALENDAR OF TEAM MEETINGS AND AGENDA
24:
          ACKNOWLEDGEMENTS OF TEAM MEMBERS AND OTHER CONTRIBUTORS
25:
26;
          DOCUMENT READING CONVENTIONS
          LIST OF HIGH PRIORITY PROBLEM AREAS
27:
          DATA STRUCTURE LIST AND EXPLANATIONS
28:
29:
30: #END
31:ENDPROGRAM
32:PROGRAM OBJECTIVES
       SIMULATE ONE DAY'S OPERATION OF A BARBER SHOP WITH THE
33:
34: FOLLOWING OPERATING CHARACTERISTICS:
35:
36:
       THE SHOP:
         1. OPENING AND CLOSING TIMES ARE INPUT PARAMETERS.
37;
38:
         2. CUSTOHERS IN THE SHOP BEFORE CLOSING TIME MUST BE SERVICED.
39:
40:
       THE CUSTOMERS:
         1. CUSTOMER ARRIVAL TIMES ARE EXPONENTIALLY DISTRIBUTED.
2. MEAN TIME BETWEEN ARRIVALS IS AN INPUT PARAMETER WHICH VARIES
41:
42:
43:
            THROUGHOUT THE DAY.
44:
         3. CUSTOMERS HAVE BARBER PRÉFERENCES.
451
         4. EACH CUSTOMER HAS A WAITING TIME PATIENCE FACTOR.
46:
47:
       THE BARBERS:
         1. THE NUMBER OF BARBERS IS AN INPUT PARAMETER.
2. BARBERS SHOULD HAVE A LUNCH BREAK AFTER 3 AND BEFORE 5
48:
49:
50:
            HOURS OF WORK.
51:
         3. BARBERS ARE PAID 1.5 TIMES NORMAL RATE FOR TIME WORKED IN
52:
         EXCESS OF 5 HOURS WITHOUT A BREAK AND 8 HOURS IN ONE DAY 4. EACH BARBER HAS A SERVICE RATE.
53:
34:
         5. EACH BARBER HAS A CUSTOMER POPULARITY FACTOR.
55:
56:
       SIMULATION OUTPUT:
         1. CUSTOMER WAITING TIME
57:
```

Simulation Programming (continued)

```
58:
           2. QUEUE LENGTHS
 59:
           3. BARBER UTILIZATION
  60: ENDPROGRAM OBJECTIVES
 61: #MARK MOJEL PARAMETERS . MODULES .
  52: PROGRAM TAIN ROUTINE
  43: CALL INITIALIZATION TO READ DATA AND SET UP THE MODEL
 54:
 SS:SCHEDULE CUSTOMER_ARRIVAL ON THE EVENT.SCHEDULE
 66: GIVING EVENT TIME = IMMEDIATE
 67:SCHEDULE ARRIVAL_RATE_CHANGE ON THE EVENT.SCHEDULE 68: GIVING EVENT TIME = IMMEDIATE
 69:SCHEDULE END_OF_SIMULATION ON THE EVENT.SCHEDULE 70: GIVING EVENT TIME = CLOSING.TIME
 71:
 72: CALL EVENT_SELECTOR TO BEGIN THE SIMULATION
 731
 74: CALL SUMMARY_AND_REPORT ROUTINE
 75:
 76: ENDPROGRAM MAIN ROUTINE
 17: PROCEDURE EVENT_SELECTOR
 78: #TEXT
 79: IN SOME PROGRAMMING LANGUAGES (E.G. SIMSCRIPT) THIS
 BO: FUNCTION IS SUPPLIED AUTOMATICALLY.
 B1:#END
 82:
 33;
 84:SEARCH THE EVENT SCHEDULE FOR THE NEXT MOST IMMINENT EVENT 85:SELECT THE APPROPRIATE EVENT ROUTINE
 86:CASE 1
 87: CALL CUSTOMER_ARRIVAL EVENT
88: CASE 2
 89: CALL HAIRCUT_COMPLETION EVENT
 90:CASE 3
 91: CALL END_OF_BREAK EVENT
92: CASE 4
 93: CALL ARRIVAL_RATE_CHANGE EVENT
 94: ENDSELECT .
 75: ENDPROCEDURE
 96:EVENT FOR CUSTOMER_ARRIVAL ACTIONS
. 77: IF IT IS PAST CLOSING . TIME
 98: EXITEVENT WITHOUT FURTHER ACTION
 99:ELSE
100:SCHEDULE CUSTOMER_ARRIVAL EVENT ON THE EVENT. SCHEDULE
101: GIVING DELAY TIME = EXPONENTIAL DRAW (MEAN.TIME.BETWEEN.CUSTOMERS)
103: * USING BARBER-PREFERENCE FACTORRE
105: SELECT ACTION BASED ON BARBER ACTIVITY . STATUS
196: CASE: BARBER IS ON A BREAK
197: REMOVE THE CUSTOMER FROM THE SHOP
108: TALLY LAST CUSTOMER STATISTICS
109: CASE: BARBER IS BUSY
110:PLACE THE CUSTOMER IN THE WAITING QUEUE 111:RECORD THE CUSTOMER'S QUEUE, ENTRY TIME
112: CASE: BARBER IS IDLE
113:5CHEDULE HAIRCUT_COMPLETION ON THE EVENT.SCHEDULE
114: GIVING SERVICE . RATE OF THE BARBER
```

```
115:OTHER CASES: PROGRAM FAULT
116: PROVIDE PROGRAM DIAGNOSTIC
118: ENDEVENT FOR CUSTOMER_ARRIVAL ACTIONS
119:EVENT FOR HAIRCUT_COMPLETION ACTIONS
120: + GIVEN BARBER AND CUSTOMER
121:
122:ACCUMULATE AVERAGE.SERVICE.TIME AND CUSTOMERS.SERVICED
123:
124: IF THE BARBER HAS WORKED MORE THAN 5 CONSECUTIVE HOURS
125:SEARCH THE WAITING QUEUE FOR A CUSTOMER WAITING FOR THIS BARBER
126: IF A CUSTOMER IS WAITING
127 REMOVE THE CUSTOMER FROM THE WAITING. QUEUE
128:ACCUMULATE AVERAGE.WAITING.TIME
129:SCHEDULE HAIRCUT_COMPLETION EVENT ON THE EVENT.SCHEDULE
130: GIVEN BARBER, CUSTOMER, AND SERVICE TIME
131:ELSE
132: IF THE BARBER HAS WORKED MORE THAN 3 CONSECUTIVE HOURS
133:SET THE BARBER'S ACTIVITY STATUS TO "ON BREAK"
134:SCHEDULE END_OF_BREAK ON THE EVENT.SCHEDULE
135: GIVEN BARBER, BREAK TIME = 30 HINUTES
137:SET BARBER'S ACTIVITY STATUS TO "TOLE"
138:ENDIF
139: ENDIF
140:ENDIF
141: ENDEVENT.
142:EVENT FOR ARRIVAL_RATE_CHANGE ACTIONS
143: READ IN A NEW VALUE FOR MEAN. TIME BETWEEN. CUSTOMERS
144: READ IN THE DURATION TIME FOR THIS ARRIVAL RATE
145: IF THE NEXT RATE CHANGE IS DUE BEFORE CLOSING. TIME
146:SCHEDULE ARRIVAL_RATE_CHANGE ON THE EVENT.SCHEDULE
147: * GIVING EVENT TIME = DURATION .
148:ENDIF
149: ENDEVENT
```

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