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Abstract: In this paper we consider Virtual Learning Systems (VLSs) in which users utilize educational programs. Regarding the role of each system, some infrastructure as software and hardware exist. While several users exist in the VLS, a queue of users is configured. Fault would break down the system and cause learning defects being more serious in virtual learning environment. We consider the queue of users to determine system reliability and propose an alarm system to warn non-reliable services of the system for improvements. The validity of the proposed reliability assessment model is presented in a numerical illustration.

Keywords: virtual learning system, reliability, queue system