Discrete-Time Markov Chains

Topics

- State-transition matrix
- Network diagrams
- Examples: gambler's ruin, brand switching, IRS, craps
- Transient probabilities
- Steady-state probabilities

Discrete – Time Markov Chains

Many real-world systems contain uncertainty and evolve over time.

Stochastic processes (and Markov chains) are probability models for such systems.

A discrete-time stochastic process is a sequence of random variables X_0, X_1, X_2, \ldots typically denoted by $\{X_n\}$.

Origins: Galton-Watson process \rightarrow When and with what probability will a family name become extinct?

Components of Stochastic Processes

The state space of a stochastic process is the set of all values that the X_n's can take.
(we will be concerned with stochastic processes with a finite # of states)

Time: n = 0, 1, 2, ...

State: v-dimensional vector, $\mathbf{s} = (s_1, s_2, \dots, s_v)$

In general, there are *m* states,

 $\mathbf{s}^1, \mathbf{s}^2, \dots, \mathbf{s}^m$ or $\mathbf{s}^0, \mathbf{s}^1, \dots, \mathbf{s}^{m-1}$ Also, X_n takes one of m values, so $X_n \leftrightarrow \mathbf{s}$.

Gambler's Ruin

At time 0 I have $X_0 =$ \$2, and each day I make a \$1 bet. I win with probability *p* and lose with probability 1– *p*. I'll quit if I ever obtain \$4 or if I lose all my money.

State space is $S = \{0, 1, 2, 3, 4\}$

Let X_n = amount of money I have after the bet on day n.

So, $X_1 = \begin{cases} 3 \text{ with probability } p \\ 1 \text{ with probability } 1 - p \end{cases}$ If $X_n = 4$, then $X_{n+1} = X_{n+2} = \cdots = 4$. If $X_n = 0$, then $X_{n+1} = X_{n+2} = \cdots = 0$.

Markov Chain Definition

A stochastic process $\{X_n\}$ is called a Markov chain if $\Pr\{X_{n+1} = j \mid X_0 = k_0, \ldots, X_{n-1} = k_{n-1}, X_n = i\}$ = $\Pr\{X_{n+1} = j \mid X_n = i\}$ \leftarrow transition probabilities for every $i, j, k_0, \ldots, k_{n-1}$ and for every n. Discrete time means $n \in N = \{0, 1, 2, ...\}$. The future behavior of the system depends only on the current state *i* and not on any of the previous states.

Stationary Transition Probabilities $Pr{X_{n+1} = j | X_n = i} = Pr{X_1 = j | X_0 = i}$ for all *n* (They don't change over time) We will only consider stationary Markov chains. The one-step transition matrix for a Markov chain with states $S = \{0, 1, 2\}$ is

| | p_{00} | p_{01} | p_{02} |
|------------|----------|----------|------------------------|
| P = | p_{10} | p_{11} | <i>p</i> ₁₂ |
| | p_{20} | p_{21} | p_{22} |

where $p_{ij} = \Pr\{X_1 = j \mid X_0 = i\}$

Properties of Transition Matrix

If the state space $\mathbf{S} = \{0, 1, \ldots, m-1\}$ then we have

 $\sum_{i} p_{ij} = 1 \quad \forall i \text{ and } p_{ij} \geq 0 \quad \forall i, j$

(we must go somewhere) (each transition has probability ≥ 0)

Gambler's Ruin Example

| | 0 | 1 | 2 | 3 | 4 |
|---|--------|--------|--------|---|---|
| 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 1- p | 0 | p | 0 | 0 |
| 2 | 0 | 1- p | 0 | p | 0 |
| 3 | 0 | 0 | 1- p | 0 | p |
| 4 | 0 | 0 | 0 | 0 | 1 |

Computer Repair Example

- Two aging computers are used for word processing.
- When both are working in morning, there is a 30% chance that one will fail by the evening and a 10% chance that both will fail.
- If only one computer is working at the beginning of the day, there is a 20% chance that it will fail by the close of business.
- If neither is working in the morning, the office sends all work to a typing service.
- Computers that fail during the day are picked up the following morning, repaired, and then returned the next morning.
- The system is observed after the repaired computers have been returned and before any new failures occur.

States for Computer Repair Example

| Index | State | State definitions |
|-------|--------------------|---|
| 0 | $\mathbf{s} = (0)$ | No computers have failed. The office starts the day with both computers functioning properly. |
| 1 | s = (1) | One computer has failed. The office starts the day with one working computer and the other in the shop until the next morning. |
| 2 | s = (2) | Both computers have failed. All work must be sent out for the day. |

Events and Probabilities for Computer Repair Example

| Index | Current state | Events | Prob- ability | Next state |
|-------|------------------|---|------------------|---------------------|
| 0 | $s^0 = (0)$ | Neither computer fails. | 0.6 | s' = (0) |
| | | One computer fails. | 0.3 | s' = (1) |
| | | Both computers fail. | 0.1 | s' = (2) |
| 1 | $s^1 = (1)$ | Remaining computer does not fail and the other is returned. | 0.8 | s' = (0) |
| | | Remaining computer fails and the other is returned. | 0.2 | s' = (1) |
| 2 | $s^2 = (2)$ | Both computers are returned. | 1.0 | $\mathbf{s'} = (0)$ |

State-Transition Matrix and Network

The events associated with a Markov chain can be described by the $m \times m$ matrix: $\mathbf{P} = (p_{ij})$.

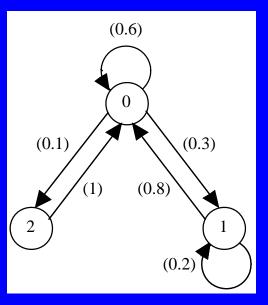
For computer repair example, we have:

State-Transition Network

- Node for each state
- Arc from node *i* to node *j* if $p_{ij} > 0$.

For computer repair example:

| | 0.6 | 0.3 | 0.1 |
|------------|-----|-----|-----|
| P = | 0.8 | 0.2 | 0 |
| | 1 | 0 | 0 |



Procedure for Setting Up a DTMC

- 1. Specify the times when the system is to be observed.
- 2. Define the state vector $\mathbf{s} = (s_1, s_2, \dots, s_v)$ and list all the states. Number the states.
- 3. For each state **s** at time *n* identify all possible next states **s'** that may occur when the system is observed at time n + 1.
- 4. Determine the state-transition matrix $\mathbf{P} = (p_{ii})$.
- 5. Draw the state-transition diagram.

Repair Operation Takes Two Days

One repairman, two days to fix computer.

→ new state definition required: s = (s₁, s₂)
 s₁ = day of repair of the first machine
 s₂ = status of the second machine (working or needing repair)
 For s₁, assign 0 if 1st machine has not failed
 1 if today is the first day of repair
 2 if to device the second days of repair

2 if today is the second day of repair

For s_2 , assign 0 if 2^{nd} machine has not failed

1 if it has failed

State Definitions for 2-Day Repair Times

| Index | State | State definitions |
|-------|----------------|---|
| 0 | $s^0 = (0, 0)$ | No machines have failed. |
| 1 | $s^1 = (1, 0)$ | One machine has failed and today is in the first day of repair. |
| 2 | $s^2 = (2, 0)$ | One machine has failed and today is in the second day of repair. |
| 3 | $s^3 = (1, 1)$ | Both machines have failed; today one is in the first day of repair and the other is waiting. |
| 4 | $s^4 = (2, 1)$ | Both machines have failed; today one is in the second day of repair and the other is waiting. |

State-Transition Matrix for 2-Day Repair Times

| | 0 | 1 | 2 | 3 | 4 | |
|------------|-----|---------------------------|-----|-----|-----|---|
| | 0.6 | 0.3 | 0 | 0.1 | 0 | 0 |
| | 0 | 1 0.3 0 0.2 0 | 0.8 | 0 | 0.2 | 1 |
| P = | 0.8 | 0.2 | 0 | 0 | 0 | 2 |
| | 0 | 0 | 0 | 0 | 1 | 3 |
| | 0 | 1 | 0 | 0 | 0 | 4 |

For example, $p_{14} = 0.2$ is probability of going from state 1 to state 4 in one day, where $s^1 = (1, 0)$ and $s^4 = (2, 1)$

Brand Switching Example

Number of consumers switching from brand *i* in week 26 to brand *j* in week 27

| Brand | (<i>j</i>) 1 | 2 | 3 | Total |
|------------|----------------|-----|-----|-------|
| <i>(i)</i> | | | | |
| 1 | 90 | 7 | 3 | 100 |
| 2 | 5 | 205 | 40 | 250 |
| 3 | 30 | 18 | 102 | 150 |
| Total | 125 | 230 | 145 | 500 |

This is called a contingency table.

 \rightarrow Used to construct transition probabilities.

Empirical Transition Probabilities for Brand Switching, p_{ij}

| Brand | (<i>j</i>) 1 | 2 | 3 |
|--------------|-------------------------|--------------------------|--------------------------|
| (<i>i</i>) | 90 | 7 | 3 |
| 1 | $\frac{90}{100} = 0.90$ | $\frac{7}{100} = 0.07$ | $\frac{3}{100} = 0.03$ |
| 2 | $\frac{5}{250} = 0.02$ | $\frac{205}{250} = 0.82$ | $\frac{40}{250} = 0.16$ |
| 3 | $\frac{30}{150} = 0.20$ | $\frac{18}{150} = 0.12$ | $\frac{102}{150} = 0.68$ |



Markov Analysis

- State variable, X_n = brand purchased in week n
- { X_n } represents a discrete state and discrete time stochastic process, where $S = \{1, 2, 3\}$ and $N = \{0, 1, 2, ...\}$.
- If {X_n} has Markovian property and P is stationary, then a Markov chain should be a reasonable representation of aggregate consumer brand switching behavior.

Potential Studies

- Predict market shares at specific future points in time.
- Assess rates of change in market shares over time.
- Predict market share equilibriums (if they exist).
- Evaluate the process for introducing new products.

Transform a Process to a Markov Chain

Sometimes a non-Markovian stochastic process can be transformed into a Markov chain by expanding the state space.

Example: Suppose that the chance of rain tomorrow depends on the weather conditions for the previous two days (yesterday and today).

Specifically,Pr{ rain tomorrowrain last 2 days (RR) }= 0.7Pr{ rain tomorrowrain today but not yesterday (NR) }= 0.5Pr{ rain tomorrowrain yesterday but not today (RN) }= 0.4Pr{ rain tomorrowno rain in last 2 days (NN) }= 0.2

Does the Markovian Property Hold?

The Weather Prediction Problem

How to model this problem as a Markov Process ?

The state space: 0 = (RR) 1 = (NR) 2 = (RN) 3 = (NN)The transition matrix:

| | | 0(RR) | 1(NR) | 2(RN) | 3(NN) |
|------------|--------|-------|-------|-------|-------|
| 0 (RR) | 0.7 | 0 | 0.3 | 0 | |
| P = | 1 (NR) | 0.5 | 0 | 0.5 | 0 |
| 2 (RN) | 0 | 0.4 | 0 | 0.6 | |
| 3 (NN) | 0 | 0.2 | 0 | 0.8 | |

This is a discrete-time Markov process.

Multi-step (*n*-step) Transitions

The **P** matrix is for one step: n to n + 1.

How do we calculate the probabilities for transitions involving more than one step?

Consider an IRS auditing example:

Two states: $s^0 = 0$ (no audit), $s^1 = 1$ (audit)

Transition matrix
$$\mathbf{P} = \begin{bmatrix} 0.6 & 0.4 \\ 0.5 & 0.5 \end{bmatrix}$$

Interpretation: $p_{01} = 0.4$, for example, is conditional probability of an audit next year given no audit this year.

Two-step Transition Probabilities

Let $p_{ij}^{(2)}$ be probability of going from *i* to *j* in two transitions. In matrix form, $\mathbf{P}^{(2)} = \mathbf{P} \times \mathbf{P}$, so for IRS example we have

$$\mathbf{P}^{(2)} = \begin{bmatrix} 0.6 & 0.4 \\ 0.5 & 0.5 \end{bmatrix} \times \begin{bmatrix} 0.6 & 0.4 \\ 0.5 & 0.5 \end{bmatrix} = \begin{bmatrix} 0.56 & 0.44 \\ 0.55 & 0.45 \end{bmatrix}$$

The resultant matrix indicates, for example, that the probability of no audit 2 years from now given that the current year there was no audit is $p_{00}^{(2)} = 0.56$.

n-Step Transition Probabilities

This idea generalizes to an arbitrary number of steps. For n = 3: $P^{(3)} = P^{(2)}P = P^2P = P^3$

or more generally, $P^{(n)} = P^{(m)} P^{(n-m)}$

The *ij* th entry of this reduces to

$$p_{ij}^{(n)} = \sum_{k=0}^{m} p_{ik}^{(m)} p_{kj}^{(n-m)} \qquad 1 \le m \le n-1$$

Chapman - Kolmogorov Equations

Interpretation:

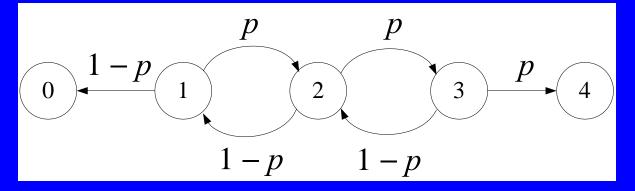
RHS is the probability of going from *i* to *k* in *m* steps & then going from *k* to *j* in the remaining n - m steps, summed over all possible intermediate states *k*.

n-Step Transition Matrix for IRS Example

| Time, <i>n</i> | Transition matrix, $\mathbf{P}^{(n)}$ |
|----------------|--|
| 1 | $\begin{bmatrix} 0.6 & 0.4 \\ 0.5 & 0.5 \end{bmatrix}$ |
| 2 | $\begin{bmatrix} 0.56 & 0.44 \\ 0.55 & 0.45 \end{bmatrix}$ |
| 3 | $\begin{bmatrix} 0.556 & 0.444 \\ 0.555 & 0.445 \end{bmatrix}$ |
| 4 | $\begin{bmatrix} 0.5556 & 0.4444 \\ 0.5555 & 0.4445 \end{bmatrix}$ |
| 5 | $\begin{bmatrix} 0.55556 & 0.44444 \\ 0.55555 & 0.44445 \end{bmatrix}$ |

Gambler's Ruin Revisited for p = 0.75

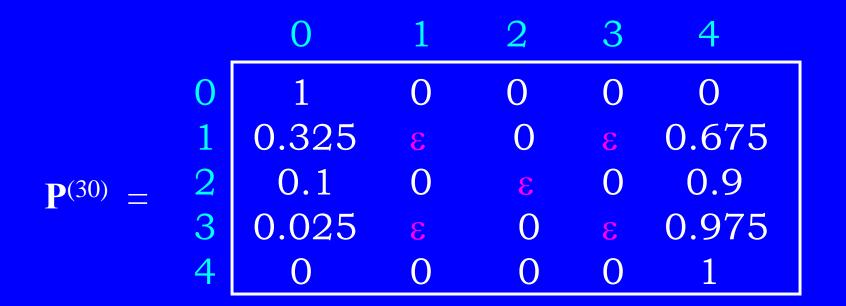
State-transition network



State-transition matrix

| | 0 | 1 | 2 | 3 | 4 |
|---|------|------|------|------|------|
| 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 0.25 | 0 | 0.75 | 0 | 0 |
| 2 | 0 | 0.25 | 0 | 0.75 | 0 |
| 3 | 0 | 0 | 0.25 | 0 | 0.75 |
| 4 | 0 | 0 | 0 | 0 | 1 |

Gambler's Ruin with p = 0.75, n = 30

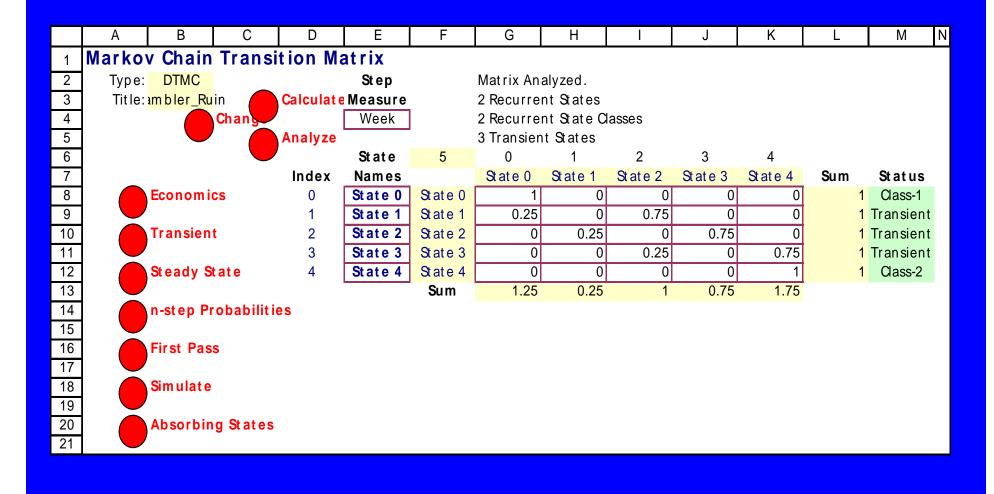


(*c* is very small nonunique number)

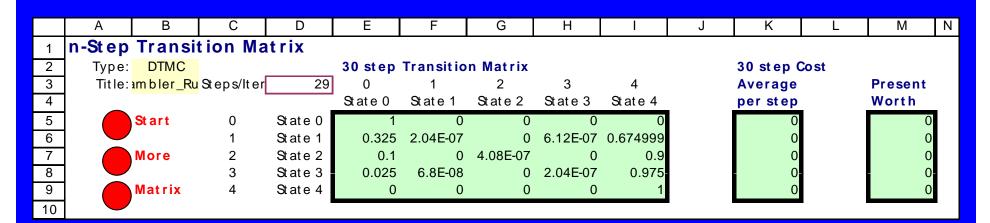
What does matrix mean?

A steady state probability does not exist.

DTMC Add-in for Gambler's Ruin



30-Step Transition Matrix for Gambler's Ruin



Limiting probabilities

| | A | В | С | D | E | F | G | Н | I | J | K |
|----|---|-----------|---------|------------|-----------|-----------|-------------|------------|-----------|------------|-------|
| 1 | Absorbing State Ana 2 absorbing state classes | | | | | | | | | | |
| 2 | Type: DTMC 3 transient states | | | | | | | | | | |
| 3 | Title: | ambler_Ru | in | | | | | | | | |
| 4 | _ | | | Matrix sho | owslong t | erm trans | sition prob | abilitiesf | rom trans | ient to ab | sorbi |
| 5 | | Matrix | | Class-1 | Class-2 | | | | | | |
| 6 | | | | State 0 | State 4 | | | | | | |
| 7 | | Transient | State 1 | 0.325 | 0.675 | | | | | | |
| 8 | | Transient | State 2 | 0.1 | 0.9 | | | | | | |
| 9 | | Transient | State 3 | 0.025 | 0.975 | | | | | | |
| 10 | | | | | | | | | | | |

Conditional vs. Unconditional Probabilities

Let state space $S = \{1, 2, ..., m\}$.

Let $p_{ii}^{(n)}$ be conditional *n*-step transition probability $\rightarrow P^{(n)}$.

Let $\mathbf{q}(n) = (q_1(n), \ldots, q_m(n))$ be vector of all unconditional probabilities for all *m* states after *n* transitions.

Perform the following calculations: $\mathbf{q}(n) = \mathbf{q}(0)\mathbf{P}^{(n)}$ or $\mathbf{q}(n) = \mathbf{q}(n-1)\mathbf{P}$ where $\mathbf{q}(0)$ is initial unconditional probability. The components of $\mathbf{q}(n)$ are called the transient probabilities.

Brand Switching Example >

We approximate $q_i(0)$ by dividing total customers using brand *i* in week 27 by total sample size of 500:

 $\mathbf{q}(0) = (125/500, 230/500, 145/500) = (0.25, 0.46, 0.29)$

To predict market shares for, say, week 29 (that is, 2 weeks into the future), we simply apply equation with n = 2:

 $\mathbf{q}(2) = \mathbf{q}(0)\mathbf{P}^{(2)}$

| | 0.90 | 0.07 | 0.03^{2} |
|--------------------------------------|------|------|------------|
| $\mathbf{q}(2) = (0.25, 0.46, 0.29)$ | 0.02 | 0.82 | 0.16 |
| | 0.20 | 0.12 | 0.68 |

= (0.327, 0.406, 0.267)

= expected market share from brands 1, 2, 3

Transition Probabilities for *n* Steps

Property 1: Let $\{X_n : n = 0, 1, ...\}$ be a Markov chain with state space *S* and state-transition matrix **P**. Then for *i* and $j \in S$, and n = 1, 2, ...

$$\Pr\{X_n = j \mid X_0 = i\} = p_{ij}^{(n)}$$

where the right-hand side represents the ij^{th} element of the matrix $\mathbf{P}^{(n)}$.

Steady-State Probabilities

Property 2: Let $\pi = (\pi_1, \pi_2, ..., \pi_m)$ is the *m*-dimensional row vector of steady-state (unconditional) probabilities for the state space $S = \{1, ..., m\}$. To find steady-state probabilities, solve linear system:

$$\pi = \pi \mathbf{P}, \ \Sigma_{j=1,m} \ \pi_j = 1, \ \pi_j \ge 0, \ j = 1,...,m$$

Brand switching example:

| | 0.90 | 0.07 | 0.03 |
|---|------|------|------|
| $(\pi_1, \pi_2, \pi_3) = (\pi_1, \pi_2, \pi_3)$ | 0.02 | 0.82 | 0.16 |
| | 0.20 | 0.12 | 0.68 |

 $\pi_1 + \pi_2 + \pi_2 = 1, \ \pi_1 \ge 0, \ \pi_2 \ge 0, \ \pi_3 \ge 0$

Steady-State Equations for Brand Switching Example

 $\pi_{1} = 0.90\pi_{1} + 0.02\pi_{2} + 0.20\pi_{3}$ $\pi_{2} = 0.07\pi_{1} + 0.82\pi_{2} + 0.12\pi_{3}$ $\pi_{3} = 0.03\pi_{1} + 0.16\pi_{2} + 0.68\pi_{3}$ $\pi_{1} + \pi_{2} + \pi_{3} = 1$ $\pi_{1} \ge 0, \ \pi_{2} \ge 0, \ \pi_{3} \ge 0$

Total of 4 equations in 3 unknowns

→ Discard 3rd equation and solve the remaining system to get :
 π₁ = 0.474, π₂ = 0.321, π₃ = 0.205
 → Recall: q₁(0) = 0.25, q₂(0) = 0.46, q₃(0) = 0.29

Comments on Steady-State Results

- 1. Steady-state predictions are never achieved in actuality due to a combination of
 - (i) errors in estimating **P**
 - (ii) changes in **P** over time
 - (iii) changes in the nature of dependence relationships among the states.
- 2. Nevertheless, the use of steady-state values is an important diagnostic tool for the decision maker.
- 3. Steady-state probabilities might not exist unless the Markov chain is ergodic.

Existence of Steady-State Probabilities

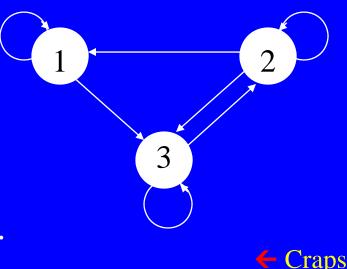
A Markov chain is ergodic if it is aperiodic and allows the attainment of any future state from any initial state after one or more transitions. If these conditions hold, then

$$\pi_j = \lim_{n \to \infty} p_{ij}^{(n)}$$

For example,

| | 0.8 | 0 | 0.2 |
|------------|-----|-----|-----|
| P = | 0.4 | 0.3 | 0.3 |
| | 0 | 0.9 | 0.1 |

State-transition network



Conclusion: chain is ergodic.

Game of Craps

The game of craps is played as follows. The player rolls a pair of dice and sums the numbers showing.

- Total of 7 or 11 on the first rolls wins for the player
- Total of 2, 3, 12 loses
- Any other number is called the point.

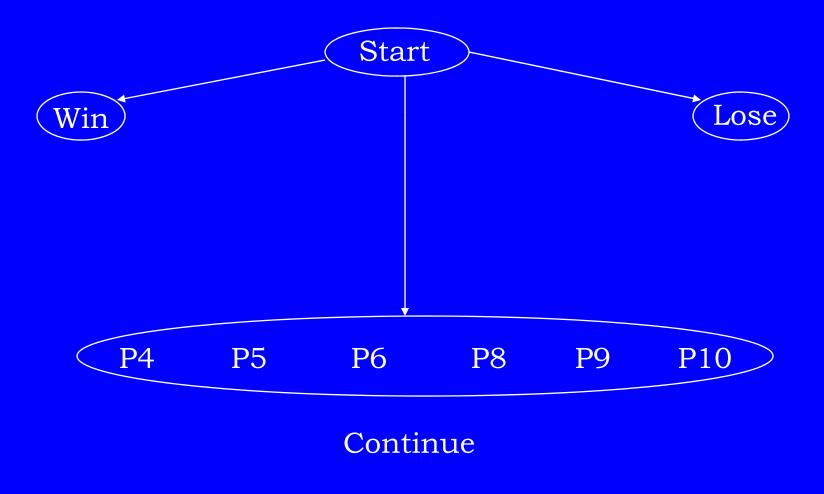
The player rolls the dice again.

- If she rolls the point number, she wins
- If she rolls number 7, she loses

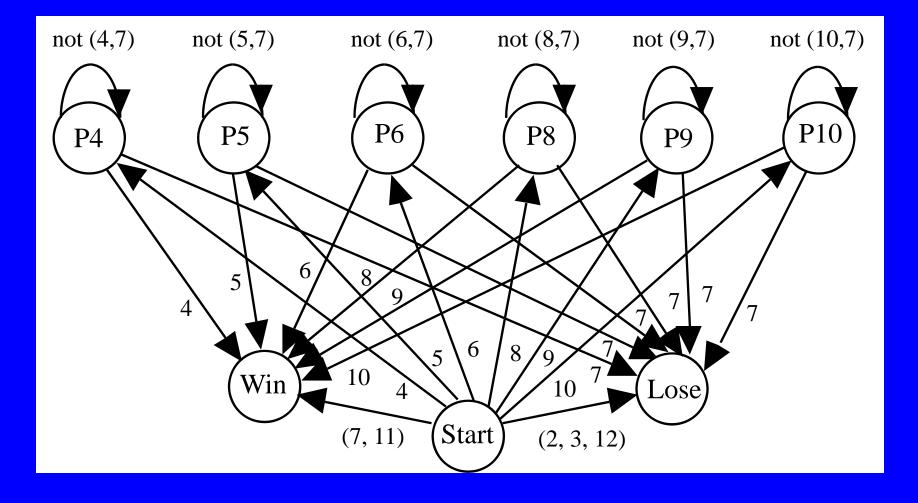
• Any other number requires another roll The game continues until he/she wins or loses

Game of Craps as a Markov Chain

All the possible states



Game of Craps Network



Game of Craps

| Sum | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Prob. | 0.028 | 0.056 | 0.083 | 0.111 | 0.139 | 0.167 | 0.139 | 0.111 | 0.083 | 0.056 | 0.028 |

Probability of win = Pr{ 7 or 11 } = 0.167 + 0.056 = 0.223 Probability of loss = Pr{ 2, 3, 12 } = 0.028 + 0.056 + 0.028 = 0.112

| | | Start | Win | Lose | P4 | P5 | P6 | P8 | Р9 | P10 |
|------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| | Start | 0 | 0.222 | 0.111 | 0.083 | 0.111 | 0.139 | 0.139 | 0.111 | 0.083 |
| | Win | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Lose | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| | P4 | 0 | 0.083 | 0.167 | 0.75 | 0 | 0 | 0 | 0 | 0 |
| P = | P5 | 0 | 0.111 | 0.167 | 0 | 0.722 | 0 | 0 | 0 | 0 |
| | P6 | 0 | 0.139 | 0.167 | 0 | 0 | 0.694 | 0 | 0 | 0 |
| | P8 | 0 | 0.139 | 0.167 | 0 | 0 | 0 | 0.694 | 0 | 0 |
| | P9 | 0 | 0.111 | 0.167 | 0 | 0 | 0 | 0 | 0.722 | 0 |
| | P10 | 0 | 0.083 | 0.167 | 0 | 0 | 0 | 0 | 0 | 0.75 |

Transient Probabilities for Craps

| Roll, <i>n</i> | q (<i>n</i>) | Start | Win | Lose | P4 | P5 | Рб | P 8 | P 9 | P10 |
|----------------|-----------------------|-------|-------|-------|-------|-------|-------|------------|------------|-------|
| 0 | q (0) | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | q (1) | 0 | 0.222 | 0.111 | 0.083 | 0.111 | 0.139 | 0.139 | 0.111 | 0.083 |
| 2 | q (2) | 0 | 0.299 | 0.222 | 0.063 | 0.08 | 0.096 | 0.096 | 0.080 | 0.063 |
| 3 | q (3) | 0 | 0.354 | 0.302 | 0.047 | 0.058 | 0.067 | 0.067 | 0.058 | 0.047 |
| 4 | q (4) | 0 | 0.394 | 0.359 | 0.035 | 0.042 | 0.047 | 0.047 | 0.042 | 0.035 |
| 5 | q (5) | 0 | 0.422 | 0.400 | 0.026 | 0.030 | 0.032 | 0.032 | 0.030 | 0.026 |

This is not an <u>ergodic</u> Markov chain so where you start is important.

Absorbing State Probabilities for Craps

| Initial state | Win | Lose |
|---------------|-------|-------|
| Start | 0.493 | 0.507 |
| P4 | 0.333 | 0.667 |
| P5 | 0.400 | 0.600 |
| P6 | 0.455 | 0.545 |
| P8 | 0.455 | 0.545 |
| P9 | 0.400 | 0.600 |
| P10 | 0.333 | 0.667 |

Interpretation of Steady-State Conditions

- 1. Just because an ergodic system has steady-state probabilities does not mean that the system "settles down" into any one state.
- 2. The limiting probability π_j is simply the likelihood of finding the system in state *j* after a large number of steps.
- 3. The probability that the process is in state *j* after a large number of steps is also equals the long-run proportion of time that the process will be in state *j*.
- When the Markov chain is finite, irreducible and *periodic*, we still have the result that the □_j, j ∈ S, uniquely solve the steady-state equations, but now π_j must be interpreted as the long-run proportion of time that the chain is in state *j*.

What You Should Know About Markov Chains

- How to define states of a discrete time process.
- How to construct a state-transition matrix.
- How to find the *n*-step state-transition probabilities (using the Excel add-in).
- How to determine the unconditional probabilities after *n* steps
- How to determine steady-state probabilities (using the Excel add-in).