

# Maintainability

## Operability: Making Life Easy for Operations

- “Good operations can afterwork around the limitations of bad (or incomplete) software, but good software cannot run reliably with bad operations”

# Maintainability

## Operability: A good operations team

- Monitoring the health of the system and quickly restoring service if it goes into a bad state
- Tracking down the cause of problems, such as system failures or degraded performance
- Keeping software and platforms up to date, including security patches
- Keeping tabs on how different systems affect each other, so that a problematic change can be avoided before it causes damage
- Anticipating future problems and solving them before they occur (e.g., capacity planning)
- Establishing good practices and tools for deployment, configuration management, and more
- Performing complex maintenance tasks, such as migrating applications across platforms
- Maintaining the security of the system as configuration changes are made
- Defining processes that make operations predictable and help keep the production environment stable
- Preserving the organization's knowledge about the system, even as individual people come and go