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

Maintainability
Operability: Good data systems can help as well

- Providing visibility into the runtime behavior and internals of the system, with good monitoring

- Providing good support fro automation and integration with standard tools

- Avoiding dependency on individual machines (allowing rolling-upgrade)

- Providing good documentation and an easy-to-understand operational model

- Providing good default behavior, but also giving administrators the freedom to override defaults when needed

- Self-healing where appropriate, but also giving administrators manual control over the system state when needed

- Exhibiting predictable behavior, minimizing surprises