Reliability, Maintainability, and Supportability: Best Practices for Systems Engineers (Wiley Series in Systems Engineering and Management)

By Michael Tortorella

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Focuses on the core systems engineering tasks of writing, managing, and tracking requirements for reliability, maintainability, and supportability that are most likely to satisfy customers and lead to success for suppliers

This book helps systems engineers lead the development of systems and services whose reliability, maintainability, and supportability meet and exceed the expectations of their customers and promote success and profit for their suppliers. This book is organized into three major parts: reliability, maintainability, and supportability engineering. Within each part, there is material on requirements development, quantitative modelling, statistical analysis, and best practices in each of these areas. Heavy emphasis is placed on correct use of language. The author discusses the use of various sustainability engineering methods and techniques in crafting requirements that are focused on the customers' needs, unambiguous, easily understood by the requirements' stakeholders, and verifiable. Part of each major division of the book is devoted to statistical analyses needed to determine when requirements are being met by systems operating in customer environments. To further support systems engineers in writing, analyzing, and interpreting sustainability requirements, this book also

- Contains "Language Tips" to help systems engineers learn the different languages spoken by specialists and non-specialists in the sustainability disciplines
- Provides exercises in each chapter, allowing the reader to try out some of the ideas and procedures presented in the chapter
- Delivers end-of-chapter summaries of the current reliability, maintainability, and supportability engineering best practices for systems engineers

Reliability, Maintainability, and Supportability is a reference for systems engineers and graduate students hoping to learn how to effectively determine and develop appropriate requirements so that designers may fulfil the intent of the customer.

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Editorial Review

From the Back Cover

Focuses on the core systems engineering tasks of developing, managing, and tracking requirements for reliability, maintainability, and supportability that are most likely to satisfy customers and lead to success for suppliers

This book helps systems engineers lead the development of systems and services whose reliability, maintainability, and supportability meet and exceed the expectations of their customers and promote success and profit for their providers. Each of its three major divisions, one each for reliability, maintainability, and supportability, tells how to create good requirements in the area and how to fulfill the requirements by using proactive design techniques. Each section also contains material on modeling and optimization, and statistical techniques needed to validate the achievement of requirements through collection and analysis of data from operating systems and services. Emphasis is placed on correct use of language as an enabler of clear communication across the entire stakeholder community. In short, the book takes the mystery out of designing systems and services to reliability, maintainability, and supportability standards.

To support the creation of requirements that are focused on customer needs, unambiguous, easily understood by all stakeholders, and verifiable, the book contains

- "Requirements Tips" that harmonize the structure and content of requirements in cases of possible confusion.
- "Modeling Tips" that suggest fruitful approaches to understanding sustainability in quantitative terms, and
- "Language Tips" that help clarify potentially confusing or ambiguous terminology used by various stakeholders in the systems engineering, design, management, and executive worlds.

Reliability, Maintainability, and Supportability is a reference for graduate students and working systems engineers who hope to learn how to be effective sustainability advocates for customers while supporting key design activities and promoting sensible economic outcomes.

About the Author
Michael Tortorella is a Visiting Professor at RUTCOR (Rutgers Center for Operations Research) at Rutgers University, New Jersey, and an Adjunct Professor of Systems Engineering at Stevens Institute of Technology. He is the Founder and Managing Director of Assured Networks LLC, a next-generation networks design, performance, and reliability consultancy. Tortorella was a Distinguished Member of Technical Staff at Bell Laboratories, where he was recognized as a thought leader in design for reliability processes and technologies and network design and performance analysis.

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