

CSCE 740 - Availability Activity

Name(s):

You are testing a gadget - the “new new thing” - for your very own startup. You know your competition just released their product, but they have gotten really bad press because of its poor quality. You want to wow your customers (and investors) with a cool gadget that actually works. From your competitor’s experience (you have been following their product release very closely), you know the customer wants an **availability** of at least 99% and a **rate of fault occurrence** of less than 2 failures per 8-hour work period.

After the last fixes to your code, you have been testing your product for exactly 6 full (24 hour) days. The product failed a total of 27 times during this period and it took an average of 32 minutes to restart the product after each failure (mainly because of the difficulty of getting to the very small and poorly placed hardware reset button - it is placed on the back of your very heavy gadget and your gadget is always placed under a desk).

You are about to make a critical presentation to your investors. They want to know the measured availability and rate of fault occurrence, and they want to know if you can start shipping. If you cannot start shipping, they also want to get an idea of how the problem can be addressed.

1. What is the rate of fault occurrence?
2. What is the availability?
3. Is the product ready to ship?
4. If not, why not? Any suggestions on how to fix it?