Maintenance Metrics

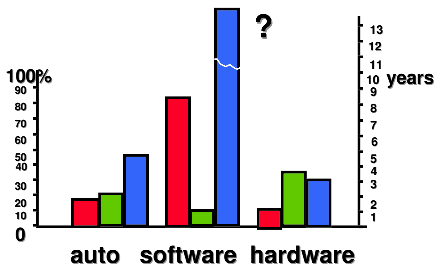
Want good BENEFIT/COST

- **Benefits** to customer
  - usage if choice
  - *happiness?* if no choice

Depend on relevant information, requires constant updating

  - leads to growth
  - growth leads to heterogeneity

- **Cost**
  - initial
  - maintenance (60-80% SW)



long lifetime

low depreciation = 1 / lifetime

high maintenance cost