Panel

Customer point of view on dependability benchmarking

39th Meeting of IFIP Working Group 10.4, Parati, Brazil, March 1-3, 2001

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Customer point of view on dependability benchmarking

• Who are the customers?
  − System buyers?
  − System vendors?
  − End users?
  − System developers?

• What do customers want?
  − What kind of dependability benchmark measures?
  − Performance, dependability, and price!

• Customer needs are dependent on the application area.
  Example for transactional servers:
  − Am I buying the right system (i.e., best trade-off)?
  − What is the availability?
  − Is the system big enough to run my workload?