

Software monitoring checklist

This checklist explores monitoring metrics like performance, availability, errors, and resource usage to enable proactive and robust software maintenance.

STEP 1

Uptime Tracking

- Track overall uptime percentage over time.
 - Set an availability benchmark (e.g., 99.95% uptime).
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STEP 2

Alert Configuration

- Configure alerts for unplanned outages or downtime.
 - Utilize robust tools for tracking availability and receiving outage alerts.
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STEP 3

Application Performance Metrics (APM)

- Monitor application response times to identify bottlenecks.
- Use synthetic monitoring to simulate user journeys for optimization insights.

STEP 4

Performance Goal Setting

- Establish goals for transaction speeds, load times, and latency.
 - Use performance data to optimize application speed and enable preemptive maintenance.
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STEP 5

Error Logging and Categorization

- Log and categorize all system and application errors by priority.
 - Analyze trends in error types and frequency.
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STEP 6

Proactive Error Prevention

- Utilize error rate tracking for addressing code defects, resource constraints, and architecture weaknesses.
- Set goals to reduce future errors and improve reliability.

STEP 7

Resource Usage Monitoring

- Monitor CPU, memory, storage, network, and cloud resource usage.
- Set utilization thresholds to trigger alerts for potential issues.

STEP 8

Resource Optimization

- Optimize resource use to reduce costs and improve efficiency.
- Analyze usage patterns to inform software or infrastructure changes.

STEP 9

Custom Metrics for Testing

- Track tailored metrics like defect rates, test coverage, automation level, and cycle time.
 - Complement standard metrics with customized ones based on specific applications.
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STEP 10

Custom Metrics for Support

- Monitor custom metrics such as ticket resolution rates, customer satisfaction, and service levels.
 - Use data-driven analysis to optimize maintenance decisions for unique software environments.
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STEP 11

Proactive Monitoring and Response

- Set alert thresholds for proactive maintenance responses.
- Integrate monitoring throughout the software development lifecycle.

STEP 12

Tailored Metrics and Visibility

- Customize metrics to align with specific business and application needs.
 - Ensure visibility in monitoring to make informed, data-driven maintenance decisions.
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