

Maintenance Outcome

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Discussion

A Maintenance Outcome records the result produced when a maintenance activity is completed or terminated. It states what happened without assuming that the intended change succeeded or that the Maintained Item satisfied its applicable Requirements.

A Maintenance Outcome may indicate that the maintenance activity:

- Completed successfully
- Completed with identified deviations
- Failed
- Was suspended
- Was canceled
- Was rolled back
- Produced no change

The Maintenance Outcome may reference the [Maintained Item](#), authorized change, implemented change, verification results, regression-test results, applicable [Baseline](#), and responsible [Authority](#).

Definition

result produced by the completion or termination of a maintenance activity

Source

Dido Solutions, Inc. and Jackrabbit Consulting, Inc., derived from the maintenance-process concepts in ISO/IEC/IEEE 14764:2022

Note

A Maintenance Outcome is not necessarily a successful result. Recording unsuccessful, suspended, canceled, rolled-back, and no-change outcomes prevents an attempted maintenance activity from disappearing from the record.

A Maintenance Outcome differs from a [Validation Decision](#). A Maintenance Outcome records what resulted from the maintenance activity. A Validation Decision determines whether applicable Validation Criteria are satisfied.

The outcome may be used as [Evidence](#) and should retain [Provenance](#) and [Traceability](#).

Example

A maintenance activity replaces a [Test Executable](#), but regression testing identifies an unintended change in previously verified behavior. The recorded Maintenance Outcome indicates that the change was rolled back and references the regression-test results that caused the rollback.

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