

[WordPress.org Recommended Hosts Page](#)

*“Requirement Matrix” Criteria - **Working Draft***

Note: This is a first pass meant only to drive discussion toward a collectively agreed criteria for the page. Drafted by @antpb

A requirement matrix should not result in a rank. This should be a filter based on the visitor's sought after requirements. This page should not aim to recommend hosts, but rather guide a WordPress user to the solution that is right for their specific needs and values.

WordPress is a global open source project. As such, usage of the word 'we' is limited with good reason. It's important to point out that the hosting page is a large "We" in terms of what `_we_`, WordPress, recommend as a provider of hosting services. The page should aim to only offer information on what options WordPress users have while outlining the host's alignment with open source and project values. This page should work to avoid comparing, quantifying, or interpreting features.

A few guidelines used in drafting criteria:

- Features not numbers
- Alignment with project values / mission
- Meet minimum technology requirements
- Inform on options and avoid comparing or interpreting features

What makes a recommendable WordPress host?

1. Uptime

- a. Avoid ranking on 9th digit of 99%
- b. Should maybe be a simple question of “Is there some sort of uptime guarantee offered?” T/F
- c. Isn't uptime just expected like “good customer service”? If it is, why would it need to be measured?
- d. Must have link to SLA? Indicates hosts assumes responsibility for server related downtime.

2. Security / Performance *Would love thoughts from more security focused individuals on security standards.*

- a. WAF offering T/F?
- b. Managed Server components
 - i. Greatest number of PHP version supported

- ii. Greatest mysql version supported
- iii. Caching layer managed by host
- iv. Regional datacenter options

3. Development Features

- a. Support for development environments (example: staging, production)
- b. migration tools or services (should they be free?)
- c. SSH support
- d. sftp support
- e. wpcli support

4. Meet WordPress Technical Requirements

- a. <https://wordpress.org/about/requirements/>

5. Support

- a. List of Support Channels available
- b. Supported Regions
- c. Support availability (is 24/7 T/F?)

6. Managed WordPress core

- a. WordPress is updated, or auto update is enforced T/F?

7. A clean path to and from hosts

- a. T/F is there work or penalty in moving?

8. Price

- a. This should probably be left out, but maybe offer a min and max to avoid price comparisons? Example (\$1-\$XXX,000/month or year)
- b. From a *user of the page* perspective, price is almost certainly one of the top three questions someone has when looking for a host. How and why would that question be ignored?

9. Percentage of customers on latest version of WordPress

- a. Managed core updates to latest - minor or major? T/F
- b. Managed/forced Security updates? T/F

10. AUP - harmful content / hate speech / content guidelines

- a. Publicly accessible AUP possibly linked from the matrix. Folks should know where a company stands on these issues relative to their content.

11. Core Community contribution / involvement / alignment

- a. Being that this is something difficult to quantify and validate, how can the Hosting group gauge this?
- b. Representation in the hosting room must be a requirement.
- c. GPL alignment in all publicly release plugins/tools

12. Alignment with WordPress code of conduct

- a. How do you gauge and enforce this as a hosting entity?

What makes a **non** recommendable WordPress host?

- 1. Is there criteria for this?
 - a. If a host is a reseller of an already approved/listed host, can they be listed?

2. Is there a committee to decide a violation?
3. How are problems surfaced?

Challenges:

1. How would a company prove that they meet the criteria?
 - a. If we are not talking about numbers, only features, it may not be necessary to prove more than a few baseline requirements (minimum customer base, age of the company, years participating in the WordPress community, etc.)
2. How do we avoid this page looking like a marketplace? This should be a place for information for WordPress users that are not deeply embedded in the community.
3. **How does the company scale hosting services? Is there a baseline requirement needed for these?**
 - a. **How many customers can the provider support?**
 - b. **How long has the company been established?**
4. Who is testing/validating this?
 - a. May not be needed, there is lots of trust in the community towards existing hosts. For a new host that is not yet active in the community, we must have an onboarding path for them to be listed when appropriate. Baseline requirements may help with signaling when it is appropriate to submit a request to be added to the page.
5. Will this curation process be made public or be transparent when complete?
 - a. Maybe a link to resources where users can validate the host's claims themselves. Maybe hosts should be required to provide a "More Details" page that does this?
6. **Folks can attempt to 'game' the system and pass with flying colors.**
 - a. **Option overload for visitors if too crowded**
 - b. Criteria might need to be a few baseline requirements in order to be listed. These baseline requirements could and probably should be based on numbers. (minimum customer base, age of the company, years participating in the WordPress community, etc.)