

2. Business Objectives

2.1 Primary Objectives

- Maximize Uptime: Achieve 99.9% website availability
- Enhance Security: Protect against cyber threats and vulnerabilities
- Optimize Performance: Maintain page load times under 3 seconds
- Ensure Data Protection: Weekly backups with 24-hour recovery capability
- Provide Responsive Support: Emergency response within 2 hours

2.2 Success Metrics

- 99.9% uptime achievement
- Zero security breaches
- Page load time < 3 seconds
- 100% backup success rate
- Support response time < 4 hours (standard), < 2 hours (emergency)

4. Business Requirements

BR 001: Website Availability (Critical)

Requirement: Website must be available 24/7 with continuous monitoring.

Justification: Downtime directly impacts revenue and customer satisfaction.

Success Criteria: 99.9% uptime; automated alerts for any downtime.

BR 002: Security Protection (Critical)

Requirement: Comprehensive security measures to protect against threats.

Justification: Security breaches result in data loss, legal liability, and reputation damage.

Success Criteria: Zero breaches; security patches applied within 48 hours; malware protection active 24/7.

BR 003: Performance Standards (High)

Requirement: Website must load quickly and perform optimally.

Justification: Performance impacts user experience, conversions, and SEO.

Success Criteria: Page load time < 3 seconds; Google Page Speed score > 85.