Quality Requirements 3.4 – 3.6

* 1. **Reliability and Availability**
     1. Required by:
        1. The Users and administrators/moderators.
     2. Context:
        1. Reliability in providing a service to the users that will react predictably is key. The system needs to be online and functional.
     3. Details:
        1. The system should not crash, freeze or hang.
        2. The system must be available 99% of the time.
        3. If the system encounters an error, administrators should be notified.
  2. **Security**
     1. Required by:
        1. The Users and the systems with which Buzz integrates
     2. Context:
        1. Users’ privacy must be protected at all times. Buzz must not put other systems with which it integrates at risk.
     3. Details:
        1. User log-in should be secure.
        2. Encryption should be used wherever possible.
        3. It should be assumed that any attackers would know the internal structure of the system, and implementation should be done accordingly.
        4. Administrators’ accounts and details should be further protected with passwords of certain length and strength
  3. **Monitorability and Auditability**
     1. Required by: Administrators, Maintenance staff, The Buzz system.
     2. Context:
        1. History should be kept on user activity so that system abuse, suspicious patterns and other unwanted behaviour can be identified.
        2. Logs must be detailed so that they are useful in bug-finding.
     3. Details:
        1. User history should be logged.
        2. Administrator actions should be logged.
        3. System maintenance and downtime should be logged.
        4. A separate back-end account type should be available for auditing.
        5. Logs should be accessible in read-only mode.
        6. Logs should be accessible via secure login only.