Infrastructure provider's features

Materials to use with the session "Choosing a Service Provider"

	Most negotiable		No negotiable
Inexpensive			
Customer Service			
Usability			
Feature-full			
Reliability			
Security			
Data sovereignty			
Privacy			
Diversity			
Politics			
Local			

Note: the columns are priorities and the rows are features.

Features

- Inexpensive: How inexpensive is it compared to other similar services.
- Customer Service: Can I talk to a human being in my language?
- Usability: How intuitive is to use?
- Feature-full: How many features does the service provide (e.g. good performance, control panel, amount of options per web service, self-installed plugins and themes, etc)?
- Reliable: Is it available all the time, the whole year? How probable is it that the provider will shut down?
- Secure: How resistant is the server to attacks?
- Data sovereignty: Can you export, own and control your data stored on their servers?
- Privacy by design: Is privacy taken into account when designing the technology used in the infrastructure (e.g. not keeping historical data of users for long periods of time, not capturing user data that can reveal their specific geographical location, choosing software that encrypts data by default, etc)?
  - Does the tech they use include plans in case that the government confiscates their servers?
  - Does the service leak data unintentionally (e.g. through a 'back door') to governments, corporations or possible attackers?
  - Does the service profit from your data being stored on their servers?
- Diversity: How diverse is the group of people that are running the tech infrastructure behind the services?
- Consent-minded technology: Does it respect the users's decisions?
- Common values and politics: How important is that their politics align with our own?
- Local: Is it from your community, does it include local allies, identity-wise (sexual orientation, gender, race, class, diverse cognitive/physical functionality, etc)?