

# Roles and Responsibilities

Learn the division of responsibilities between your team and WordPress VIP.



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## WordPress VIP Platform

WordPress VIP excels in managing WordPress at scale, and as a result, our framework diverges from that of self-hosted and other variations of WordPress setups.

In order to uphold the strongest security and performance standards while enabling enterprise-level DevOps processes, there are a few key differences between developing for WordPress VIP and developing for other WordPress hosts.



# Software Updates

Component	VIP	Customer/ Agency	Docs	Notes
Core WordPress	✓	✓	<a href="#">WordPress upgrades</a>	<p>WordPress VIP is responsible for and maintains the version of WordPress core for all customer applications. We also offer a self-service tool for customers to update to the latest version of WordPress when their development team is ready. VIP supports the current version of WordPress, and one major version behind, e.g. 6.3 and 6.2.</p> <p>The customer is responsible for testing and ensuring that upcoming WordPress core releases won't introduce breaking changes to their application.</p>
"Must-use" Plugins	✓	*	<a href="#">VIP MU Plugins Documentation</a> <a href="#">VIP MU Plugins (GitHub)</a> <a href="#">VIP WordPress and Jetpack Versions</a>	<p>WordPress VIP incorporates and updates "must-use" plugins that provide additional functionality and enhancements. Jetpack's updates are managed by WordPress VIP but *customers must test these updates on their applications in a non-production environment.</p>
PHP	✓	✓	<a href="#">Version updates for PHP</a>	<p>As new PHP versions are released, WordPress VIP customers should prepare their application code for a PHP version update as soon as possible. VIP only supports versions of PHP that are currently eligible for security fixes.</p>

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## Platform Updates

Component	VIP	Customer/ Agency	Docs	Notes
Software Updates and Upgrades	✓	*	<a href="#">Infrastructure</a>	Sometimes, *customers will need to test their applications against different software versions required to keep WordPress VIP secure and up to date

## Security Monitoring

Component	VIP	Customer/ Agency	Docs	Notes
Penetration Testing	✓	✓	<a href="#">WordPress VIP Security Penetration Testing</a>	WordPress VIP utilizes Nessus and conducts annual penetration tests against platform and infrastructure but not against individual applications.  The customer can conduct their own penetration testing of their application.
Brute force detection & mitigation	✓	✓	<a href="#">WordPress VIP Security</a>	WordPress VIP monitors and automatically blocks failed repeated attempts to "break-in" to any customer's application authentication endpoints. VIP also protects against DDOS attacks at the platform/system level. Customers are responsible for providing reasonably performant code for protection at the application level.

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## Performance/Uptime

Component	VIP	Customer/ Agency	Docs	Notes
System Scaling and Performance	✓	✓	<a href="#">WordPress VIP Platform</a>	WordPress VIP automatically scales resources allocated to customer applications to avoid performance degradation under heavy traffic load. However, application inefficiencies will still negatively impact performance.
Platform Uptime	✓			WordPress VIP is a stable platform with guaranteed uptime. The exact percentage of guaranteed uptime is listed in the customer's contract.
Application Monitoring and Uptime		✓	<a href="#">Performance</a>	Customers are responsible for providing reasonably performant code at the application level. VIP provides tools for monitoring your application uptime, including New Relic, Query Monitor, and a Response Monitor view in the VIP Dashboard.

# WordPress VIP Integrations & Tools

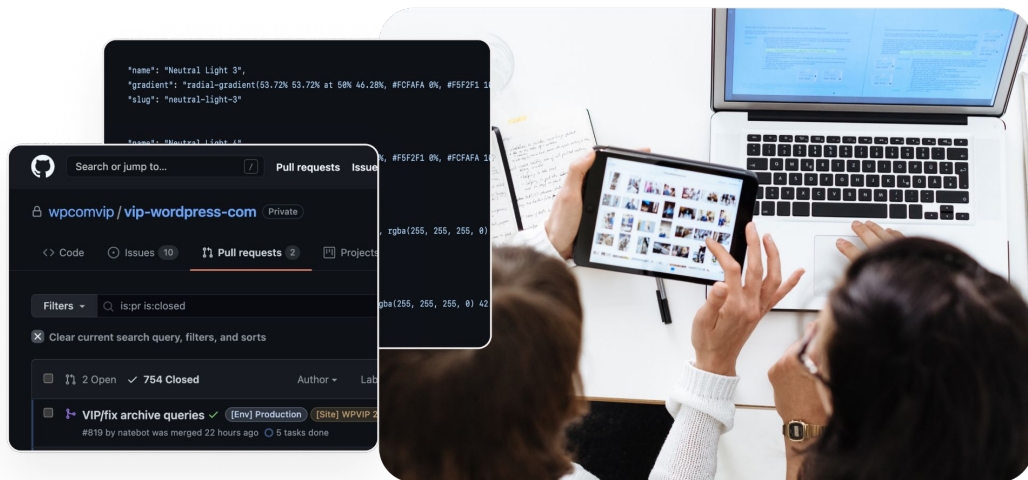
Component	VIP	Customer/ Agency	Docs	Notes
GitHub	✓	✓	<a href="#">GitHub user access</a>	WordPress VIP provides a GitHub code repository. The customer has complete control over defining access rights and permissions within the repository. Using the VIP workflow, the customer commits custom code, plugins, and themes to GitHub.
New Relic	✓	✓	<a href="#">New Relic</a>	WordPress VIP offers New Relic as part of our customers' contracts. Customers can request New Relic and VIP can add users at the customer's discretion.
Backups	✓		<a href="#">Database backups</a>	Database backups are taken in full every hour for launched production applications. Backups are encrypted-at-rest before being sent via encryption-in-transit to Amazon AWS S3. Customers can download backups from the VIP Dashboard and can set up backup shipping to their own Amazon AWS S3 bucket.
Elasticsearch	✓	✓	<a href="#">Enterprise Search</a>	WordPress VIP offers a secure, fast, reliable Enterprise Search solution for our customers to integrate into their application code.
VIP Dashboard	✓		<a href="#">VIP Dashboard</a>	WordPress VIP provides a centralized dashboard where customers can configure their application's domains, users, and settings, such as log and database backup shipping.
VIP-CLI	✓	✓	<a href="#">VIP-CLI</a>	WordPress VIP provides a Command Line Interface (CLI) tool that empowers customers to execute WP-CLI commands, create a local development environment, and import data and media to their hosted applications.

# WordPress Application

We provide robust developer tools that make it easy for teams to improve their WordPress applications. To be successful on VIP, your engineering team must be proficient with our Developer Toolkit.

Our Developer Toolkit:

- Purpose-built to manage your application from a dashboard and command line interface (e.g., sync data, run application commands, map domains)
- GitHub-based developer workflow optimized for speed, safety, and version control



# Setup and Development

Component	VIP	Customer/ Agency	Docs	Notes
<b>Themes</b>		✓	<a href="#">/themes directory</a>	Themes should be unzipped and added to the /themes directory within the WordPress VIP GitHub repository.  We encourage customers to have a solid QA process to test theme and plugin updates in a non-production environment before pushing updates live.
Theme selection, development, and customization		✓		The customer is responsible for maintaining, upgrading, and testing their themes. To ensure compatibility with WordPress VIP, scanning theme code via <a href="#">PHPCS for WordPress VIP</a> is recommended.
Theme updates		✓	<a href="#">VIP Code Analysis Bot</a>	The VIP Code Analysis Bot scans every pull request committed to GitHub, helping developers maintain the quality of the code submitted and ensuring the security and stability of your sites.
<b>Plugins</b>		✓	<a href="#">Installing plugins</a>	Plugins should be unzipped and added to the /plugins folder within the WordPress VIP GitHub repository. To ensure compatibility with WordPress VIP, scanning plugin code via PHPCS is recommended.
Plugin selection, development, and customization		✓	<a href="#">Plugin incompatibilities</a>	To ensure compatibility with WordPress VIP, scanning plugin code via PHPCS is recommended.
Plugin updates		✓	<a href="#">Version updates and maintenance</a>	The customer is responsible for maintaining, upgrading, and testing their plugins. The WordPress VIP Dashboard and VIP Code Analysis Bot shows which installed plugins have known vulnerabilities and need updating.





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## Migrating Your Existing WordPress Site

Your in-house development team or web development agency will be responsible for moving your theme(s) and plugins to your WPVIP GitHub repository, as well as migrating your database (content) and media using the VIP Command Line Interface (VIP-CLI) tool.

Plugins for importing and exporting content and media will not work as intended on WordPress VIP and are not needed, as the VIP-CLI has built-in tooling to import databases and media, and the VIP Dashboard has a push-button tool for downloading database backups.

Some plugins you may have used on a self-hosted WordPress application—like security, caching, and image resizing plugins—won't be needed on WordPress VIP, as they duplicate our existing infrastructure.

# Site Migration Components

Component	VIP	Customer/ Agency	Docs	Notes
Initial Export		✓	<a href="#">Import databases</a>	Ensure media and database are exported in SQL and Zip formats, respectively, from the current hosting environment. Download the most recent versions of third-party themes and plugins from the theme and plugin providers.
Migrating Themes		✓	<a href="#">/themes directory</a>	Commit themes to the /themes folder in GitHub and test.
Migrating Plugins		✓	<a href="#">Installing plugins</a>	Commit plugins to the /plugins folder in GitHub and test. Code and plugins that read/write directly to/from a filesystem will not work. Customers can only write to /tmp or /wp-content/uploads.
Migrating Database		✓	<a href="#">Data sync from production to non-production environments</a> <a href="#">Import databases</a>	The customer is responsible for the actions required for migrating onto WordPress VIP. Customers should import database content to their WordPress VIP production environment, which can then be synchronized to non-production environments.
Uploads/Migrating Media		✓	<a href="#">Import media files</a>	The customer is responsible for importing their media library and can accomplish this through VIP-CLI tooling. Media library assets imported into production environments are seamlessly and automatically shared with non-production environments after data sync.

# Any questions?

Contact your Relationship Manager or  
Account Executive!

