

## Managed IT Services Checklist

Utilizing a Managed IT Services Checklist such as the one below can help streamline the evaluation process when considering which managed service provider to partner with. Here are some key questions to ask when evaluating a managed service provider.

### Expertise and Experience

- Does your team have advanced security knowledge?
- Is your organization a Managed Security Service Provider (MSSP)?
- How many years of experience do you have?
- Do you have experience working with other organizations in my industry?

### References and Reviews

- Are there client testimonials available?
- How many stars do you have on Google and what is the sentiment of the reviews?
- Do you have any case studies or references you can share?
- Are you audited by a third party?

### Communication and Support

- Who would be our point(s) of contact?
- What is the reporting cadence?
- Are quarterly business reviews available?
- Who answers our support inquiries and what does your helpdesk coverage look like?
- Are there clear service level agreement (SLA) response times?

### Services and Solutions

- What is included in your managed IT services?
- Can you help us meet our compliance and auditing requirements?
- Is there a disaster recovery plan if my infrastructure goes down?
- What is your data privacy policy and internal process for information security?
- Can you help with new technology upgrades or implementations?
- Can your services grow with our business?
- Does the contract provide clear and transparent pricing?

A sound technology partner should have answers to these questions and be able to support your business goals with strategic planning and comprehensive managed IT services.

*Note: This managed IT service checklist is not comprehensive and is not intended to ensure a comprehensive and secure IT operating environment.*