



CHECKLIST

How To Evaluate Your Managed IT Services Provider

Evaluating Your IT Provider's Strategic Benefits

- Are Service-Level Agreements Being Met?*
- Do You Have an Account Manager, and Do They Meet With You on a Regular Basis?*
- Do They Develop a Strategy to Leverage Technology?*
- Do They Communicate With You Often?*
- Is Your Current Provider Educating You on Current Technology?*
- Are Your Systems Experiencing Consistent Uptime?*
- Are You Waiting for Less Than 24 Hours for Tickets Response?*
- Do You Have Transparency Into All Open Tickets and the Status of Open Jobs?*

Evaluating Your IT Provider's Risk Mitigation Strategy

- Have They Provided Documentation on Your Backup/Disaster Recovery Plans?*
- Do They Test Your Backup and Disaster Recovery Plan?*

Evaluating Your IT Provider's Cybersecurity Benefits

- Does Your MSP Provide Reports or Any Information on Cybersecurity?*
- Are They Transparent with Their Findings?*