



YOUR ULTIMATE IT DUE DILIGENCE CHECKLIST

39 QUESTIONS TO ASK WHEN EVALUATING
A MANAGED OR CO-MANAGED SERVICE PROVIDER

GENERAL

- | | |
|---|--|
| <input type="checkbox"/> How long has the MSP been in business? | <input type="checkbox"/> Will they perform an IT assessment before preparing a proposal? |
| <input type="checkbox"/> How does the MSP describe its culture? | <input type="checkbox"/> Do they have tenure and a respectable reputation in the community and industry? |
| <input type="checkbox"/> What are their core values & why? | <input type="checkbox"/> Do they have a comprehensive onboarding process they will share with you? |
| <input type="checkbox"/> What is their business roadmap? | <input type="checkbox"/> What do they think sets them apart from other service providers? |
| <input type="checkbox"/> How many team members do they have? | <input type="checkbox"/> What is the MSP's customer satisfaction score? |
| <input type="checkbox"/> Do you have references we may contact? | |
| <input type="checkbox"/> Do they have testimonials available? | |
| <input type="checkbox"/> What technical certifications and skills do they have? | |

SUPPORT & MONITORING

- | | |
|--|--|
| <input type="checkbox"/> What support is outsourced? | <input type="checkbox"/> What is out of their scope? |
| <input type="checkbox"/> Will they work with our vendors if needed? (Xfinity, AT&T....) | <input type="checkbox"/> How will their services improve your company's efficiency? |
| <input type="checkbox"/> How will they support your remote or out of area employees? | <input type="checkbox"/> What is their average response time? |
| <input type="checkbox"/> Will they scale with your growth? | <input type="checkbox"/> Do they offer remote and local on-site support? |
| <input type="checkbox"/> Do they offer both managed and co-managed services? | <input type="checkbox"/> Will they be able to migrate necessary data or systems for you? |
| <input type="checkbox"/> Do they offer 24/7, 365 remote network, data and application management and monitoring? | |



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39 QUESTIONS TO ASK WHEN EVALUATING
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CONTINUED

SECURITY & RECOVERY

- | | |
|---|---|
| <input type="checkbox"/> Do they deliver cybersecurity solutions? | <input type="checkbox"/> Has the MSP performed an internal risk assessment? |
| <input type="checkbox"/> Will they provide security training for your employees as part of their service? | <input type="checkbox"/> What were the results and what is the roadmap for remediation? |
| <input type="checkbox"/> Do they have a disaster recovery or continuity plan? | <input type="checkbox"/> Does the MSP have an incident response plan? |
| <input type="checkbox"/> Have they gone through a recovery test and what were the results? | <input type="checkbox"/> Has it been tested? |
| <input type="checkbox"/> Will they perform regular patching and updates? | <input type="checkbox"/> What were the results and what is the roadmap for remediation? |
| <input type="checkbox"/> How often do you update, or perform maintenance on your internal infrastructure? | <input type="checkbox"/> Does the MSP perform regular table top exercises? |
| | <input type="checkbox"/> What was the results of the last exercise? |

TERMS

- | | |
|---|--|
| <input type="checkbox"/> Does the MSP require a long term contract or is it month to month? | <input type="checkbox"/> Will they provide a formal and comprehensive service level agreement (SLA) that is right for your company, or is it a "one size fits all" solution? |
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TALK TO US!

Want to learn more? Call or email us!

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Empowering People and Organizations
Through Right-Sized Technology Solutions and Meaningful Partnerships.