



MANAGED IT SUPPORT SERVICES CHECKLIST

You may have heard or read a lot lately about Managed IT Services and are wondering if it's a good fit for your business.

We've put together a checklist you can use to help you decide.

It's separated into 7 sections that cover most of what we're hearing from our customers. If you've checked off a lot of the boxes, you may want to explore a bit further. In any case, you'll get a good idea of things you may want to focus on.

Cybersecurity

Your IT infrastructure is vital to keeping your business available, efficient, and secure. With cyber-attacks evolving and increasing every day, it's important to have all of the updated protections you need in place.

- Are you regularly educating employees about cybersecurity best practices?
- Do you use a next-gen firewall?
- Do you limit access to sensitive information?
- Are you using DNS-based protection like OpenDNS or Cisco Umbrella?
- Do you use and regularly update anti-virus/anti-malware software?
- Do you use multi-factor authentication (MFA)?
- Do you have cybersecurity insurance?
- Are you using strong, unique passwords that follow best practices?
- Do you have any specific compliance or regulatory requirements?
- Have you suffered a data breach?
- Do you have a written cybersecurity policy?

Business Continuity & Disaster Recovery

Business leaders often want to know how they can recover once a cyber event happens. The best plan is to prepare for this eventuality ahead of time.

- Do you have a [disaster recovery plan](#)? Does everyone know about it?

- How often do you test your plan?
- How often do you backup your data? Where are backups located? Who has access?
- How quickly are you able to restore your data from backups?
- Have you performed a risk analysis?

Networking & Wireless

Your network provides key accessibility for customers and internal users. When it's not functioning optimally, efficiency and productivity are negatively impacted. Make sure your network has the care and tools it needs to optimize communication.

- How often do you experience internet or network outages?
- Are your employees able to work remotely and securely?
- Do you have the amount of bandwidth you need?
- Do you have a virtual private network (VPN)? Do you need one?
- Do you have the wireless access points you need? Are they located for full coverage?
- Is your equipment slow?

Help Desk Support

Support for your users is important to enable them to get their jobs done in a timely manner. If your IT staff is stretched thin, wait times may suffer.

- Do you have an internal help desk?
- Do you use an external provider for help desk support?
- Does your service organization meet or exceed your service level agreement for response and resolution time?
- Where is your support organization located? Is communication an issue?
- Do you have unlimited IT support? Do you pay per call?
- Do you have access to a full complement of engineers who can address any concern?

Current IT Provider (If Applicable)

Do you have trust that your provider is providing the support you need when you need it? Or are you unsure?

- Are you happy with the response and resolution time when you open a ticket?
- Are your costs predictable and manageable?
- Does your IT provider work with you to develop a long-term IT strategy so that your technology is ready to support your future business goals?
- Do you have a full complement of technical experts (i.e. vCIO, TAM) at your disposal?
- Do you know who to call for what?

Budget

IT budgets are often subject to unexpected costs. This unpredictability can be stressful and make planning difficult.

- Is your IT budget predictable?
- Do you find yourself scrambling to cover unexpected expenses?
- Does your IT budget allow for vital projects and reflect the current size of your organization?
- Do you know how much to include in your IT budget to support your business growth?
- Are you paying for more than you need? (i.e. licensing)

Staffing

Every IT infrastructure needs the same elements of care, no matter the size of your business. Do you have the full complement of IT staff and expertise you need to provide complete care for your organization's vital technology backbone?

- Do you have trouble finding, hiring, and retaining qualified IT staff?
- Do you need access to highly specialized IT staff, but can't justify the cost of a full-time position?
- Is the size of your IT staff adequate to meet all of the needs of your user base?
- What percentage of time does your IT staff spend on routine maintenance activities?
- Do you struggle to meet daily maintenance demands while providing high-quality service to your users and also implementing key projects?
- Are the skills and experience of your staff comprehensive enough to handle any situation?

How Managed IT Support Services Can Help

From cybersecurity to long-term planning, help desk to licensing, monitoring and patching, and more, managed IT provides a comprehensive, proactive solution that provides all of the resources every network needs to stay available, secure, and efficient. All this for one consistent monthly fee.

Here are the key elements included in most Managed Services agreements:

vCIO (Virtual Chief Information Officer)

Your Virtual Chief Information Officer blends deep understanding of your environment, the findings of your Technical Alignment Manager and the vast knowledge of current IT trends to provide actionable, strategic guidance and budgeting to be sure your technology strategy aligns with your business goals.

TAM (Technical Alignment Manager)

Your Technical Alignment Manager learns and maintains a detailed knowledge of your specific infrastructure, identifying possible risks and keeping an eye on your overall IT environment. Your TAM regularly schedules on-site or virtual visits and performs proactive services to keep your environment healthy, secure and efficient.

Service Desk

Your technical issues are handled by a dedicated support staff that provides all the benefits of an enterprise-grade IT support help desk but with the attention, care and urgency that you would expect from your own in-house team.

Managed Servers Including Disaster Recovery

Our enterprise-grade server services keep your servers patched, updated and running at lightning-fast speeds. With managed disaster recovery included, your data is backed up properly, verified and can be restored in a matter of minutes, making business continuity and disaster recovery easier.

Managed Network

You need a network that is reliable and free of bottlenecks, congestion, performance issues and failures. Our network services keep your network available, fast and capable of handling the demands of your environment including remote workers and cloud computing.

Managed Workstations with Automated Patching

You need your workstations to be secure, up-to-date and working efficiently. With automated patching, vulnerabilities are closed and updates applied without downtime. We monitor the health of your devices, and plan ahead for upgrades, replacements and asset disposition.

Automated Monitoring

Our automated tools and systems monitor your IT environment 24/7, notifying us of unusual activity, so that we can act quickly to minimize the impact.

Managed DNS-Based Protection

Domain Name Services (DNS) are addresses used by the internet to locate different web sites. DNS-based protection ensures that the address you think you are going to is legitimate and has not been compromised before you get there. It protects mobile users on and off your local network.

Managed Spam Filtering And Protection

Anti-spam filters check your emails against industry-standard and your specifically defined criteria for spam and virus controls. Inbound and outbound items that fail these checks are quarantined and not delivered to reduce dangerous and unnecessary email and prevent the distribution of malware, spam and viruses to your contacts.

Automated Maintenance

Scheduled automatic maintenance happens behind the scenes and keeps systems up-to-date, while minimizing downtime.

Incident Notification And Remediation

We provide notification of incidents that may occur in your environment and proactively recommend actions for remediation.

License Management

Our managed IT solution provides management of all of your licenses seamlessly, freeing you up to manage your business.

Managed Anti-Malware

Anti-malware thwarts attacks that would penetrate standard antivirus software. Anti-malware defends before, contains during, and helps remediate after an incident. It constantly tracks programs, so you know exactly what's running where and when across your endpoints and sends alerts if a program suddenly turns malicious.

Service Delivery Manager

Provides project management and acts as a liaison between our clients and internal resources for services needed outside of regular help desk support.

Strategic IT planning

This service, based on your priorities, ensures that you have proactive strategic and budgetary guidance to align your IT planning with your business needs.

Managed Employee Awareness Training

When it comes to cybersecurity, users can be the weakest link. By training your team to learn how to identify and recognize common threats, how to protect your company information and understand their role in the security of the business, you can significantly reduce the possibility of your greatest asset becoming your weakest link. This includes custom reporting, ongoing monthly learning modules and custom simulated phishing attacks keeping cybersecurity top-of-mind.

Email Support

You need mail systems that are efficient, available and meet the needs of your business. We handle day-to-day technical issues as well as big picture considerations to keep employees and clients connected.