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# CHECKLIST: Evaluating your External IT Provider

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**AT A GLANCE:** Questions you need to ask to determine whether your **technology services are all-encompassing and will sustain your short-and long-term needs:**

- Does your IT provider have a **strategic technology plan** in place for your business?
- Is your IT strategy **customized and in alignment** with your business goals?
- Is your relationship with your IT provider a **partnership where they understand your business** and work to ensure technology helps your organization thrive?
- Does your organization receive **effective and timely IT support** (24x7x365)?
- Does your business receive a **regular assessment of IT performance**, systems, security, software vulnerabilities, etc.?
- Are IT **costs continually evaluated** to ensure you are receiving maximum business value?
- Is your IT environment **documented and updated** regularly?
- Does your business have **tools in place for monitoring**? For example, if your server went down, would your IT company know about it before you?
- What other tools are currently in place?  
**Ticketing? Documentation?**
- Does your IT provider have **strong relationships with world class technology vendors**?
- Do you know where your **data is stored**? Is **this data** safe?
- Are **disaster recovery and business continuity plans** in place to ensure your business is always up and running?
- Is your **software effectively maintained** (patches, renewals, updates)?
- Does your IT provider have an **enhanced security offering for cybersecurity protection**?
- Do you have a **hardware inventory management system** to ensure your technology is up to date and serves your needs?
- Does your IT provider adhere to **ITIL best practices**?
- Do you discuss **IT policies**? Ex. internet usage or bring your own device (BYOD)?