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DIY IT SUPPORT RISK CHECKLIST

Executive Tool for Identifying Hidden IT Risks

Built for business owners and operations leaders. Use this checklist to evaluate risks of unmanaged IT environments.

How to Use

1. Takes 20–30 minutes
2. Check each box that applies
3. Count the total number of checked items
4. Identify unmanaged IT risk exposure

1 IT Ownership & Responsibility

- ☐ Define who manages daily IT tasks
- ☐ Document system administration roles
- ☐ Assign responsibility for infrastructure changes
- ☐ Review access to admin credentials
- ☐ Audit undocumented IT changes
- ☐ Confirm accountability for IT decisions

2 Security Configuration

- ☐ Require multi-factor authentication
- ☐ Deploy endpoint protection tools
- ☐ Secure cloud storage permissions
- ☐ Encrypt sensitive business data
- ☐ Restrict admin access privileges
- ☐ Audit firewall configuration settings

3 Patch & System Maintenance

- ☐ Apply operating system updates regularly
- ☐ Deploy automated patch management
- ☐ Review outdated software versions
- ☐ Track security patch compliance
- ☐ Audit unsupported operating systems
- ☐ Verify firmware update schedules

4 Backup & Recovery Planning

- ☐ Back up critical data daily
- ☐ Store backups offsite or cloud
- ☐ Monitor backup job success
- ☐ Test restoration procedures regularly
- ☐ Document disaster recovery steps
- ☐ Assign recovery plan ownership

5

Infrastructure Design & Scalability

- ☐ Document network architecture clearly
- ☐ Review server capacity and performance
- ☐ Plan infrastructure for business growth
- ☐ Audit cloud resource configurations
- ☐ Identify infrastructure bottlenecks early
- ☐ Standardize system deployment practices

6

Monitoring & Incident Response

- ☐ Deploy system monitoring tools
- ☐ Enable alerts for system failures
- ☐ Log security and system events
- ☐ Document incident response procedures
- ☐ Assign escalation contacts for incidents
- ☐ Review incident reports regularly

Scoring Model

- Count the total number of checked items
- Total Possible Score: 36
- 0–12 → High Risk
- 13–29 → Moderate Risk
- 30–36 → Controlled / IT-Managed

Immediate Red Flags

- No IT ownership defined
- Cloud storage misconfigured
- No automated patching process
- No tested backup recovery
- No system monitoring tools
- No incident response procedures

Next Step

If your score indicates exposure, schedule an IT Environment Risk Review.

IT Environment Risk Review