CORPORATE TECHNOLOGIES LLC
gocorptech.com

# MANAGED IT VS INTERNAL IT CHECKLIST

## Executive Tool for IT Strategy & Support Decision

Built for business owners and operations leaders evaluating IT support models.
Use this checklist to assess internal vs managed IT readiness, cost, coverage, and risk.

## How to Use

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

1

## Support Coverage

- ☐ Document internal IT responsibilities
- ☐ Define hours internal IT is available
- ☐ Record after-hours support availability
- ☐ Compare response expectations vs reality
- ☐ Identify coverage gaps during critical hours
- ☐ Document escalation paths for outages

2

## Skill Set & Expertise

- ☐ List technologies internal staff supports
- ☐ Identify certifications held by internal IT
- ☐ Assess expertise gaps on core systems
- ☐ List capability gaps in internal IT
- ☐ Evaluate vendor support requirements
- ☐ Score risk of tasks outsourced to contractors

3

## Cost Transparency & Forecasting

- ☐ Document internal IT personnel costs
- ☐ Estimate recurring software & tool costs
- ☐ Track hardware maintenance expenses
- ☐ List consulting or contractor fees
- ☐ Compare projected costs year-over-year
- ☐ Identify unpredictable or emergency spend

4

## Security & Compliance

- ☐ Confirm internal IT manages security tools
- ☐ Audit patching and update processes
- ☐ Document access control processes
- ☐ Verify compliance requirements are met
- ☐ Identify security responsibilities not covered
- ☐ Record audit findings and remediation plans

5

## Monitoring & Maintenance

- ☐ Document uptime monitoring tools
- ☐ Track incident detection and alerts
- ☐ Review patch deployment consistency
- ☐ Record preventative maintenance schedules
- ☐ Identify recurring issue patterns
- ☐ Evaluate the ability to predict failures

6

## Managed IT Value Proposition

- ☐ List managed IT services under consideration
- ☐ Compare 24/7 support offerings
- ☐ Document managed security features offered
- ☐ Identify service-level guarantees (SLAs) available
- ☐ Estimate cost vs internal staffing solutions
- ☐ Assess impact on operational continuity

### Scoring Model

- Count the total number of checked items
- Total Possible Score: 36
- 0–12 → High Risk
- 13–27 → Moderate Risk
- 28–36 → Controlled / IT-Ready

### Immediate Red Flags

- No documented support expectations
- No after-hours or escalation support
- Major security tasks unmanaged
- No monitoring or alerting in place
- Unpredictable IT costs
- Internal team unable to handle core systems

### Next Step

If your score indicates exposure, schedule a Managed IT Strategy Assessment.

**Managed IT Strategy Assessment**