

QUESTIONS TO ASK AN IT FIRM CHECKLIST



Executive Tool for Evaluating IT Providers

Built for business owners and operations leaders. Use this checklist before hiring an IT service provider.



How to Use

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

1

Service Agreements & SLAs

- Review service level agreement terms
- Verify response time guarantees
- Define remediation time targets
- Confirm issue severity categories
- Request sample SLA reports
- Review penalties for missed SLAs

3

Compliance & Regulatory Support

- Confirm compliance expertise available
- Review regulatory framework experience
- Verify encryption configuration standards
- Audit compliance monitoring practices
- Request compliance documentation samples
- Confirm audit support procedures

2

Maintenance & Patch Management

- Confirm regular patch management
- Verify firmware update procedures
- Review system update schedules
- Track patch compliance reporting
- Test vulnerability remediation process
- Audit outdated software risks

4

Support Coverage & Availability

- Confirm help desk availability hours
- Verify after-hours support coverage
- Review holiday support policies
- Request escalation contact procedures
- Confirm onsite support availability
- Test support response channels



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Security & Incident Response

- Review incident response procedures
- Confirm threat detection monitoring
- Verify breach containment process
- Audit forensic investigation support
- Review incident reporting workflow
- Test response escalation procedures

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Backup & Disaster Recovery

- Confirm disaster recovery planning
- Verify backup frequency schedules
- Review data restoration procedures
- Test recovery time expectations
- Audit backup storage locations
- Validate recovery testing reports



Scoring Model

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



Immediate Red Flags

- No SLA response guarantees
- No patch management process
- No compliance experience
- No after-hours support coverage
- No incident response procedures
- No disaster recovery plan



Next Step

If your score indicates exposure, schedule an IT Vendor Evaluation Review.

IT Vendor Evaluation Review