

# SIGNS YOU'VE OUTGROWN BREAK-FIX IT CHECKLIST



## Executive Tool for IT Maturity Assessment

Built for business owners and operations leaders. Use this checklist to evaluate if reactive IT support still fits your business.



## How to Use

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

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## Downtime & Productivity Impact

- Track recurring system outages
- Measure downtime impact on staff
- Record repeated IT issues weekly
- Review productivity loss from outages
- Identify systems frequently rebooted
- Analyze root causes of failures

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## Security & Compliance Readiness

- Monitor systems for security threats
- Log user access and audit events
- Segment networks for sensitive data
- Configure firewall protection properly
- Review compliance requirements regularly
- Track vulnerability remediation actions

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## Infrastructure & Environment Design

- Review server placement and cooling
- Secure equipment from theft or damage
- Document structured network layout
- Organize cabling and hardware safely
- Audit infrastructure configuration standards
- Monitor hardware environment conditions

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## Scalability & Infrastructure Growth

- Plan infrastructure for business growth
- Evaluate server and network capacity
- Document cloud and on-premise architecture
- Assess support for new users and devices
- Review application performance under load
- Identify infrastructure bottlenecks



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### IT Support & Expertise Coverage

- Review internal IT knowledge gaps
- Track help desk request volume
- Assess support response times
- Document unresolved technical issues
- Evaluate vendor support capabilities
- Identify need for specialized expertise

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### IT Cost & Resource Optimization

- Review monthly IT spending trends
- Identify unused cloud resources
- Audit legacy systems and hardware
- Evaluate cost of emergency repairs
- Compare costs of proactive support
- Plan infrastructure consolidation



#### 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-Mature



#### Immediate Red Flags

- Recurring downtime affecting productivity
- Servers placed in unsecured locations
- No monitoring or threat detection
- No plan for infrastructure growth
- Frequent emergency IT spending
- No documented IT strategy



#### Next Step

If your score indicates exposure, schedule a Break-Fix IT Risk Assessment.

**Break-Fix IT Risk Assessment** 