

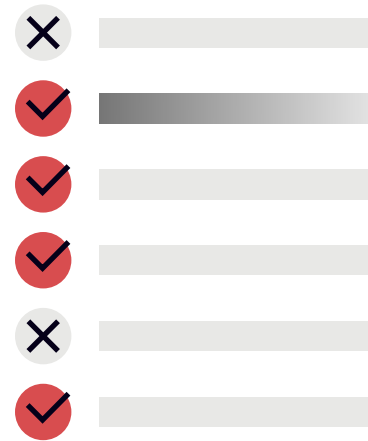
# Managed IT Services & Cyber Security Assessment for SMBs



## *A checklist for evaluating your IT management & data security*

When you're running a small to medium sized business (SMB), you wear many hats. Between serving existing customers, closing new business, and working toward established business goals, things like IT management and data security may not be getting the attention they need. You may be trying to handle IT functions in house, using an outside consultant, or contracting with multiple vendors to get the job done. No matter which approach you take, it's never been more important to ensure your business is prepared and protected.

Don't wait until a security breach or system outage disrupts your business to make IT management and data security top priorities.



## How it Works

### 1 Gather the Information

The amount and the quality of information will determine the level of understanding when it comes to IT decision making. At the very least, use this checklist to assess the current state of your IT operations and identify where critical gaps may be costing you money, hampering your productivity, or putting your business at risk.

### 2 Gather Stakeholders

At the decision-making stage, it's important to not only consult the IT subject experts but also involve the business owners and employees who will be directly affected by your decision.

### 4 Brainstorm

Through the use of tools such as the decision-making matrix, your team can go over all risks and opportunities involved in your IT environment.

### 5 Analysis

Analyze all information you've so far gathered to make an informed decision.

### 6 Decision Making

Work towards developing an action plan that will improve the IT environment.

7 If this exercise reveals gaps in your IT management and data security, or if you're simply dissatisfied with your current IT approach, contact [Infinitely Virtual](#) or call 866-257-8455. Let's discuss how IV can help optimize your IT operations for higher productivity, reduced costs, and lower business risk.

**Duration**

60 MIN

**Complexity**

Low

**# of Participants**

1 - 4

**Who to Involve**

Business Stakeholders, IT Managers

## Strategy and Planning

Evaluate Coverage	No	Yes (unsatisfied)	Yes (satisfied)	Score
Do you currently have an IT strategy?	0	10	20	
Do you have a Managed Service Provider (MSP) or vendor who can guide you in developing a comprehensive and forward-looking IT strategy?	0	10	20	
Do you or your vendors hold frequent IT strategy meetings to get ahead of potential issues?	0	10	20	
Do you or your vendors discuss the latest technologies that could improve your business and lower cost?	0	10	20	
Does your business have a WISP (Written Information Security Plan)?	0	10	20	
<b>Total Score</b> (out of a possible 100 points)				

## Overall IT Operations and Management

Evaluate Coverage	No	Yes (unsatisfied)	Yes (satisfied)	Score
Do you manage your own IT?	0	10	20	
Does one vendor manage all your IT needs (application/data hosting, onsite device management, user support, cybersecurity, etc.)?	0	10	20	
Do you use multiple vendors to manage your IT operations (application/data hosting, onsite device management, user support, cybersecurity, etc.)?	0	10	20	
Has your business considered consolidating IT to lower cost and improve productivity?	0	10	20	
Would it be beneficial to have one bill and one support team for all your IT and cybersecurity needs including application hosting, local device management, Microsoft 365, user onboarding, help desk support, email security, MFA, MDR, antivirus/anti-malware, and more?	0	10	20	
<b>Total Score</b> (out of a possible 100 points)				

## Onsite Device Management and User Support

Evaluate Coverage	No	Yes (unsatisfied)	Yes (satisfied)	Score
Are your local devices, such as servers, PCs, and laptops, up to date with the latest patches and monitoring software to ensure peak performance and avoid downtime?	0	10	20	
Do you have a streamlined automated onboarding process when adding new users/employees?	0	10	20	
Do you perform monthly health checks of your IT environment to identify potential issues, vulnerabilities, and opportunities for optimization?	0	10	20	
Does your IT vendor offer 24/7 remote IT support to ensure your end-users stay productive and engaged?	0	10	20	
Does your IT vendor include unlimited support in its monthly fee, or does the vendor charge by support call or incident?	0	10	20	
<b>Total Score (out of a possible 100 points)</b>				

## Cybersecurity

Evaluate Coverage	No	Yes (unsatisfied)	Yes (satisfied)	Score
Do you currently have enhanced email security to protect against phishing threats?	0	10	20	
Do you provide security awareness training to your employees?	0	10	20	
Do you currently use MFA (Multi-Factor Authentication) to enhance security?	0	10	20	
Are your servers and workstations up to date with the latest MDR (Managed Detection and Response) solutions to detect and eliminate threats in real time?	0	10	20	
Are your antivirus and anti-malware solutions administered on all devices and updated regularly?	0	10	20	
<b>Total Score (out of a possible 100 points)</b>				