



MANAGED IT SERVICES | TOLEDO, OHIO

---

# Is Your IT Provider Actually Doing Their Job?

A Scored Evaluation Checklist

---

20 questions every business owner should be asking about their IT support — with a scoring guide to know exactly where you stand.

# Why This Checklist Matters

Most businesses don't switch IT providers because they found something better. They switch because they finally realized how bad things had gotten — after a breach, a prolonged outage, or one too many "we'll get to it" responses.

The problem is that most business owners aren't IT experts (nor should they be). So when your provider says everything is fine, you take their word for it. But "fine" isn't a strategy. And "we haven't been hacked yet" isn't a security plan.

This checklist gives you a concrete, no-BS way to evaluate whether your IT provider is actually delivering the service you're paying for. It covers the areas that matter most: responsiveness, proactive maintenance, security, strategic guidance, and billing transparency.

Score each item honestly. At the end, you'll know exactly where you stand — and whether it's time for a serious conversation with your provider (or a new one entirely).

## How to Use This Scorecard

1. Read each question and check Yes, No, or Unsure.
2. Be honest — this is for your benefit, not anyone else's.
3. "Unsure" counts as a No when scoring. If you don't know, that's a problem.
4. Tally your Yes answers and check the scoring guide on the last page.

**Scoring: Yes = 1 point | No = 0 points | Unsure = 0 points**

"Unsure" means your provider hasn't made it clear — and that's on them.

## 01 RESPONSIVENESS & SUPPORT

Does your IT provider respond to urgent issues within 30 minutes or less?  YES  NO  UNSURE

Can you reach a real person (not a voicemail or ticket bot) when something is down?  YES  NO  UNSURE

Are non-urgent requests resolved within one business day?  YES  NO  UNSURE

Does your provider communicate clearly about what went wrong and what they did to fix it?  YES  NO  UNSURE

## 02 PROACTIVE MAINTENANCE

Does your provider perform regular patching and updates on all devices and servers?  YES  NO  UNSURE

Are your backups tested regularly (not just configured and forgotten)?  YES  NO  UNSURE

Do you receive a monthly or quarterly report on system health and issues resolved?  YES  NO  UNSURE

Has your provider recommended hardware or software upgrades before something failed?  YES  NO  UNSURE

### 03 SECURITY & COMPLIANCE

Is multi-factor authentication (MFA) enabled across your critical business systems?  YES  NO  UNSURE

Does your provider conduct regular security assessments or vulnerability scans?  YES  NO  UNSURE

Do your employees receive cybersecurity awareness training at least annually?  YES  NO  UNSURE

Does your provider have an incident response plan documented and shared with you?  YES  NO  UNSURE

### 04 STRATEGY & COMMUNICATION

Does your IT provider meet with you at least quarterly to discuss technology strategy?  YES  NO  UNSURE

Has your provider helped you create a technology roadmap or budget plan?  YES  NO  UNSURE

Does your provider explain things in plain English instead of hiding behind jargon?  YES  NO  UNSURE

Has your provider proactively suggested ways to improve efficiency or cut costs with technology?  YES  NO  UNSURE

Is your monthly IT bill predictable and easy to understand?

 YES NO UNSURE

Does your provider clearly define what is and isn't included in your contract?

 YES NO UNSURE

Are you free from surprise charges for basic support tasks?

 YES NO UNSURE

Does your provider offer a straightforward SLA with measurable commitments?

 YES NO UNSURE

# Your Score

Total "Yes" Answers: / 20 \_\_\_\_\_

15 — 20 YES

## SOLID

Your IT provider is doing a good job. You have a proactive, communicative partner. Keep them — and keep holding them to this standard. Consider this checklist a benchmark for your next contract renewal.

10 — 14 YES

## WARNING SIGNS

There are gaps in your IT support that could cost you. Some of these issues might seem minor now, but they compound. It's time for a direct conversation with your provider about what needs to change — and by when.

0 — 9 YES

## TIME TO SWITCH

Your business is exposed. Whether it's poor responsiveness, lack of security, or zero strategic guidance, you're not getting what you're paying for. Don't wait for a disaster to force the change.

*Remember: "Unsure" answers count as No. If your provider hasn't made these things clear to you, that's a failure of communication — and communication is the foundation of good IT support.*

# Ready for IT That Actually Delivers?

If your score wasn't where you wanted it to be, let's talk. We offer a free, no-pressure IT assessment where we take an honest look at your current setup and give you a clear picture of where things stand.

No sales pitch. No scare tactics. Just a straightforward conversation about whether your technology is helping your business grow — or holding it back.

**GET YOUR FREE ASSESSMENT**

[flygt.support/contact](https://flygt.support/contact)

419-670-7100

[support@flygt.support](mailto:support@flygt.support)

7430 W Central Ave., Toledo, OH 43617