

Managed IT Services Checklist

✓ Service Scope and Agreement :

- ☐ Is there a clear and comprehensive Service Level Agreement (SLA) with the managed service provider (MSP)?
- ☐ Does the SLA define the scope of services, responsibilities, and performance metrics?
- ☐ Are service hours and support availability clearly defined?
- ☐ Are escalation procedures and contact points defined for issues?
- ☐ Are reporting and communication requirements outlined in the SLA?
- ☐ Are contract terms, renewal, and termination clauses clearly understood?

✓ Service Delivery and Performance :

- ☐ Are services delivered according to the SLA and agreed-upon standards?
- ☐ Is the MSP responsive to support requests and incidents?
- ☐ Are service performance metrics (e.g., uptime, response time) monitored and reported?
- ☐ Are proactive maintenance and monitoring services provided?
- ☐ Are regular service reviews conducted with the MSP to discuss performance and improvements?

✓ Security and Compliance :

- ☐ Does the MSP have adequate security measures in place to protect client data and systems?
- ☐ Is the MSP compliant with relevant security and privacy regulations (e.g., GDPR, HIPAA)?
- ☐ Are security responsibilities clearly defined between the organization and the MSP?
- ☐ Does the MSP provide security monitoring and incident response services?
- ☐ Are security audits and assessments conducted on the MSP's services?

✓ Technical Capabilities and Expertise :

- ☐ Does the MSP have the necessary technical expertise and certifications to support your IT environment?
- ☐ Does the MSP stay up-to-date with technology trends and best practices?
- ☐ Does the MSP have experience in your industry or with similar organizations?
- ☐ Does the MSP provide adequate documentation and knowledge transfer?

✓ Cost and Value :

- ☐ Are managed IT service costs transparent and competitive?
- ☐ Is the value provided by the MSP justified by the cost?
- ☐ Are there any hidden fees or unexpected charges?
- ☐ Is the MSP helping to improve IT efficiency and reduce overall IT costs?

✓ Relationship and Communication :

- ☐ Is there a good working relationship with the MSP?
- ☐ Is communication with the MSP effective and timely?
- ☐ Does the MSP understand your business needs and objectives?
- ☐ Is the MSP proactive in suggesting improvements and solutions?

You can find this checklist at

<https://www.cloudavize.com/managed-it-services-checklist>