

MANAGED IT SERVICES CHECKLIST



Managed IT Services are essential for businesses looking to streamline their technology operations, reduce downtime, and ensure optimal cybersecurity. Whether you're evaluating a new provider or auditing your current IT environment, this checklist will help you ensure all critical areas are covered to maximize performance, protection, and productivity.

Core IT Support

- ☐ 24/7 help desk support availability
- ☐ Remote and onsite support coverage
- ☐ Service Level Agreements (SLAs) defined and documented
- ☐ Support ticketing system in place
- ☐ Clear escalation paths for unresolved issues

Cybersecurity Services

- ☐ Firewall and antivirus management
- ☐ Patch management for all systems
- ☐ Endpoint protection monitoring
- ☐ Email filtering and phishing protection
- ☐ Multi-factor authentication (MFA) implementation
- ☐ Dark web monitoring for compromised credentials

Network Monitoring & Management

- ☐ Proactive monitoring of servers and workstations
- ☐ Network performance monitoring tools implemented
- ☐ Alerts configured for outages or anomalies
- ☐ Routine network assessments and health checks

Backup & Disaster Recovery

- ☐ Regular backups for critical data (daily/hourly where applicable)
- ☐ Cloud and/or offsite backup solutions in place
- ☐ Periodic disaster recovery testing performed
- ☐ Defined Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

User & Device Management

- ☐ Onboarding/offboarding processes for users
- ☐ Asset inventory and device lifecycle tracking
- ☐ Mobile device management (MDM) solutions in place
- ☐ Standardized software image deployment

Cloud & Productivity Tools

- ☐ Microsoft 365 or Google Workspace management
- ☐ Cloud file storage and sharing solutions deployed
- ☐ Cloud security configurations reviewed regularly
- ☐ User training on collaboration tools provided

Compliance & Reporting

- ☐ Monthly or quarterly IT performance reports delivered
- ☐ Security incident reporting procedures defined
- ☐ Compliance alignment with HIPAA, CMMC, PCI-DSS, etc.
- ☐ End-user cybersecurity training provided regularly

Ready to Optimize Your IT Operations?

Take control of your business technology with a trusted Managed IT Services partner. Captain IT delivers fast, reliable, and security-focused support tailored to your business needs.

Contact us for a FREE consultation!



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You can find this checklist at

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