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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

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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

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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!

✉ Hello@CaptainIT.com   ☎ (800) 834-9795

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