

IS ANYONE ACTUALLY WATCHING YOUR IT?

Ask your IT provider these questions and check off the answers

YES

PARTIALLY

NO / UNKNOWN

SECURITY AND ENDPOINT

- ☐ Backups monitored for successful completion daily
- ☐ Failed backup jobs alert an engineer the same day
- ☐ Backup data verified for completeness
- ☐ Restore tested in the last 3 months
- ☐ Cloud backups monitored (Microsoft 365, cloud storage)
- ☐ Backup storage capacity tracked
- ☐ Antivirus / Microsoft Defender active on all devices
- ☐ Antivirus definitions current
- ☐ Security alerts reviewed and investigated
- ☐ BitLocker / device encryption monitored
- ☐ Patching status monitored for all devices
- ☐ Security patch backlog reported

ACCOUNTS AND ACCESS

- ☐ Server CPU, memory and disk monitored
- ☐ Server services monitored and alerting on failure
- ☐ Disk health (SMART data) monitored
- ☐ RAID array status monitored
- ☐ Hardware events and firmware alerts monitored
- ☐ UPS battery health monitored
- ☐ Account lockouts monitored and investigated
- ☐ Failed login attempts monitored
- ☐ Suspicious authentication activity alerted
- ☐ Microsoft 365 security alerts reviewed
- ☐ Account compromise indicators monitored

LICENCES AND RENEWALS

NETWORK AND CONNECTIVITY

- ☐ Internet uptime and packet loss monitored
- ☐ Firewall health and availability monitored
- ☐ Firewall firmware current
- ☐ Wi-Fi access point availability monitored
- ☐ VPN availability monitored
- ☐ SSL certificates monitored for expiry
- ☐ Domain name renewals tracked
- ☐ Microsoft 365 licence usage monitored
- ☐ Hardware warranty expiry tracked
- ☐ IT contract renewals tracked

REMOTE AND MOBILE

STORAGE

- ☐ Storage volume capacity thresholds monitored
- ☐ Alert raised before disk fills completely
- ☐ Capacity growth tracked and reported
- ☐ Laptops and remote-worker devices monitored
- ☐ Battery health tracked for remote laptops
- ☐ Mobile device management in place
- ☐ Remote device security compliance monitored

Reporting and Response

- ☐ Internet uptime measurement
- ☐ Upcoming licence and certificate renewals
- ☐ Outstanding risks and recommended actions
- ☐ Work completed during the month

MONTHLY REPORTING: DOES YOUR PROVIDER PROVIDE THIS?

- ☐ Backup success rate and failures this month

QUESTIONS TO ASK YOUR IT PROVIDER

☐ Patching status across all devices

1. What exactly do you monitor and how often?
2. Who receives alerts, and how quickly are they investigated?
3. Do you verify that backups have completed successfully?
4. What happens if a critical alert is raised overnight?
5. Can I see last month's health report?
6. Are my remote workers and laptops included in monitoring?
7. Do you monitor our Microsoft 365 accounts and licences?
8. Do you track SSL certificate and domain name expiry?
9. Can you show me the current Operational Heartbeat for my business?

Reviewing Your Answers

Mostly YES — Good. Confirm monitoring is documented and reports are provided regularly.

Mostly PARTIALLY — Ask your IT provider to close the gaps and set a review date.

Mostly NO / UNKNOWN — Request a full monitoring review. Consider whether your current arrangement meets your business needs. *The best IT problems are the ones your staff never know happened. Technology should be reviewed, not assumed.*



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