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TECHNOLOGY HEALTH CHECKLIST

FOR EACH STATEMENT BELOW, RANK YOUR BUSINESS ON A SCALE OF 1 TO 5 WHERE 1 IS WEAKEST AND 5 IS STRONGEST.

1. Stability & Availability
Is everything working when we need it?

	1	2	3	4	5
Our network, power, and internet are consistently reliable.	☐	☐	☐	☐	☐
Our devices and endpoints are dependable and consistently patched.	☐	☐	☐	☐	☐
Email, file access, and line-of-business apps are stable.	☐	☐	☐	☐	☐
Downtime or disruption to business operations is minimal.	☐	☐	☐	☐	☐

2. Security & Risk Management
Are we protected from threats?

	1	2	3	4	5
We have reliable, tested backups in place and are always able to restore data when needed.	☐	☐	☐	☐	☐
We maintain strong cybersecurity practices (firewalls, patching, MFA).	☐	☐	☐	☐	☐
We have a managed multi-factor authentication (MFA) solution.	☐	☐	☐	☐	☐
We have processes in place for compliance, ransomware, and data risks.	☐	☐	☐	☐	☐
Employees are trained in basic cybersecurity awareness.	☐	☐	☐	☐	☐
We have a clear and tested incident response plan.	☐	☐	☐	☐	☐

3. Support & Responsiveness
When something breaks, is it fixed quickly and painlessly?

	1	2	3	4	5
Live helpdesk support answers quickly and resolves issues.	☐	☐	☐	☐	☐
We have clear SLAs and escalation paths.	☐	☐	☐	☐	☐
IT enables productivity. It is not a roadblock.	☐	☐	☐	☐	☐

4. Visibility & Control
Do I know where things are and who's in charge of what?

	1	2	3	4	5
Documentation and asset management are current and accessible.	☐	☐	☐	☐	☐
IT knowledge is shared freely; collaboration is strong.	☐	☐	☐	☐	☐
We receive regular, understandable IT performance reports.	☐	☐	☐	☐	☐
IT costs are transparent and manageable.	☐	☐	☐	☐	☐
We understand the true cost of downtime and poor IT.	☐	☐	☐	☐	☐

5. Integration & Productivity Enablement
Is IT helping us work smarter, not just keeping the lights on?

	1	2	3	4	5
Our tools and systems are integrated and easy to use.	☐	☐	☐	☐	☐
We automate repetitive work where possible.	☐	☐	☐	☐	☐
Our platforms and processes are standardized across departments.	☐	☐	☐	☐	☐

6. Strategic Alignment & Foresight
Is *IT driving or enabling our business growth?*

	1	2	3	4	5
We have an IT roadmap aligned with business goals.	☐	☐	☐	☐	☐
IT leaders participate in executive/strategic planning.	☐	☐	☐	☐	☐
Tech supports innovation and opens new market opportunities.	☐	☐	☐	☐	☐
Infrastructure and vendor choices are made with the future in mind.	☐	☐	☐	☐	☐

TOTAL NUMBER OF EACH RANKING ☐ ☐ ☐ ☐ ☐

x1   x2   x3   x4   x5

MULTIPLY BY THE NUMBER ABOVE ☐ ☐ ☐ ☐ ☐

ADD ALL FIVE NUMBERS TO DETERMINE THE SCORE THAT REFLECTS YOUR CURRENT TECHNOLOGY HEALTH ☐

110-125: Optimized
Your current IT infrastructure is strong and supports growth. To maintain it, focus on long-term planning, hardware lifecycle management, and adopting current IT best practices. Partner with a trusted IT provider to help achieve this.

90-109: Stable
You have a reliable IT foundation, but there is still room to optimize, integrate, or implement more advanced solutions for productivity and efficiency.

70-89: Intermediate
Key systems are in place, but there are plenty of areas for improvement.

50-69: Needs Major Improvement
You are in dangerous territory and have significant risks to your business.

0-49: At Risk
You need immediate intervention.

DISCLAIMER: A higher score might suggest a solid IT foundation, but it does not ensure there are no major issues. Ex: You scored a 95, but only 1 or 2 for strong cybersecurity practices or having good backups. Please consult a trusted IT provider for a complete understanding of your environment.

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