

IT Service Provider Quality Review

These are 10 questions you should ask of any IT provider (including your own IT staff if applicable). These questions highlight the types of activity which indicate service provider capability and maturity.

You should ask the question and rate the answers on a 4-point scale – 1 being the lowest and 4 being the highest. For each question we've provided an example of what a "1" would look like and what a "4" looks like.

1. How long, on average, will it take for a technician to start working on my problem after I notify someone? How often do you need to follow up with them to see it completed?

- 1 – I can call, email or text and get a response in the next day or two. I often have to contact them again for a status update or to get them to continue their work.
- 4 – My provider has a contractual commitment to respond within a few hours. For urgent issues, a technician begins work almost immediately. I hardly ever have to contact them for a status update.

2. What is the process by which you as my IT provider verifies my backup and how often is it done?

- 1 – Backups are verified when someone thinks about it or when a restoration is needed.
- 4 – Backups are verified for completion every day and tested at least monthly.

3. Will I be able to see a report of our backup history for the past month?

- 1 – A history of backups is not available but we can look up the most recent if asked.
- 4 – A long-term history of backups, their status, problems and resolution is maintained and available for review at any time. Even if I don't ask, the information is reviewed with me regularly.

4. What process would you as my IT provider use to allow my business to continue functioning if my primary server failed right now?

- 1 – If the primary server failed, it would take some time (hours/days) to get the business back up.
- 4 – We have the capability for your business to function within an hour of the server failing and in the same day if the entire server infrastructure suffered catastrophic failure.

5. Do you have a process of being notified if my backups are behind or missing? If so, what is it?

- 1 – No.
- 4 – I will be contacted by my provider to let me know about an issue with failing backups.



6. Would you provide assistance with creating an IT budget for our operation?

1 – No.

4 – Yes, we help design budgets including maintenance, renewals, key milestones and expected projects for one to three years out.

7. What approach do you take to ensure software licensing compliance?

1 – We don't generally get involved with software compliance.

4 – I have had an internal audit within the past year and acquire licensing in such a manner as to support compliance.

8. Will you be able to determine the biggest risk factor in our IT infrastructure today? Do you create plans to mitigate that? Can I see an example?

1 – We really don't do that.

4 – Yes, we will know exactly what the greatest risk for your business is and as your provider we will have a plan to mitigate it.

9. Will you contact me if there is a problem I didn't know about? (hard drive failing/failed, UPS issue)

1 – We really don't have a way to know you have a problem until you contact us.

4 – You will receive notifications when there are problems we discover and we will review those at our scheduled review meetings.

10. Will you notify me if a new security vulnerability is discovered and provide actions you are taking to protect us from it?

1 – No.

4 – Yes, if we do not tell you as it happens, you will at least hear about it during our scheduled review meetings.

A score of 30 and above indicates a service process or provider has a high level of maturity in how they deliver, monitor, document, and maintain your IT environment.

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