

Questions for your current technical support vendor:

- Do you have a current network diagram, depicting all of our network equipment and how it is connected?
- Are the jacks and cables clearly labeled?
- Is the cabling properly routed with no stresses and strain?
- Do you have a network document that contains information about our Internet Service Provider, our network addressing, system names, network applications, and usernames and passwords?
- Can we get remote support from you?
- Do we have full, up-to-date anti-virus software on all of our servers and workstations?
- Are our applications all documented, with the software keys and the PCs that they're installed on?
- If we had a disaster (server crash, workstation failure), how would you get the system restored?
- Are our documents safe from intruders?
- Is our router configuration documented?
- How long would it take to rebuild our entire system if there were a disaster?
- How are our backups protected?
- How often are our backups tested?
- If we asked you to improve your response time to service requests, how much faster a response would we see?
- What is our server status with regard to disk storage, RAM utilization, and CPU utilization?
- Are the configurations for our applications and the interactions between our applications all documented?
- If you were ever out of commission, would another technician be able to step in with the information that you have assembled?

Checklist for your peace of mind

- Network diagram
- Network document
- ISP telephone number and account number
- Usernames and passwords for internal and external company-based accounts
- Software CDs and license keys
- List of software licensed to each PC and server
- Data Backup frequency
- Data Restoral testing period
- Server status sheet (look for trends in utilization)
- Service level agreement or memorandum of understanding