



# Managed IT Checklist

## A Plain-English Checklist for Small Business Owners in North Dakota

- Clear Scope of Services Defined in Writing**
- Help Desk & User Support (Phone, Email, Remote Support)**
- 24/7 Monitoring of Servers, Computers, Network Devices**
- Proactive Maintenance & Patch Management**
- Cybersecurity Protection (Firewalls, Next-Gen Anti-Malware, MFA)**
- Cloud Services Management (Microsoft 365, Backups, Access Controls)**
- Daily Data Backups with Off-Site Replication**
- Disaster Recovery Plan with Defined Recovery Time Objectives**
- Vendor & Software License Management**
- Quarterly IT Strategy & Planning Meetings**
- Regular Reporting on System Health and Security**
- Employee Security Awareness Training**
- New Employee Onboarding & Offboarding IT Procedures**

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