

IT Gut Check: Are You Really Covered?

A 60-Second Reality Check for Your Technology Health—Before Small Issues Become Big Problems.

Whether you have an internal IT team, an outsourced partner, or no formal solution at all, your business depends on reliable, secure technology. But small cracks in your IT foundation can cause major problems—downtime, security breaches, lost productivity, and higher costs.

Take 60 seconds to rate yourself and see if your IT is helping you thrive—or holding you back.

How to score:

- 3 points – Strong, consistent “Yes”
- 2 points – Sometimes / needs improvement
- 1 point – Rarely / no
- 0 points – Not sure / don’t know

Responsiveness & Support	
Score /3	Evaluation
	Issues are resolved within minutes or hours—not days.
	We have a clearly defined escalation process for urgent issues.
	Employees know exactly who to call for tech support, and they get consistent answers.
	We track and measure IT response times regularly.

Downtime & Continuity	
Score /3	Evaluation
	We have a documented, tested disaster recovery plan.
	We can restore critical systems in under 1 hour if they go down.
	Our business could operate with minimal disruption during a major outage.
	We have redundancy for internet, critical apps, and core systems.



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Security & Protection

Score /3	Evaluation
	We have active threat detection and 24/7 monitoring in place.
	Our staff is regularly trained on phishing, ransomware, and other cyber threats.
	We have MFA (multi-factor authentication) deployed across all critical systems.
	Our backups are tested and restorable.
	We've had a recent security audit or penetration test within the last 12 months.

Scalability & Growth

Score /3	Evaluation
	Adding new users, locations, or systems is quick and painless.
	IT planning is tied directly to our business growth strategy.
	We can support hybrid/remote work without performance or security issues.
	We have budget forecasting for IT that aligns with growth goals.

Visibility & Risk Awareness

Score /3	Evaluation
	I know our exact IT risks and vulnerabilities right now.
	We have clear, up-to-date documentation of systems, licenses, and vendors.
	I have accurate reporting on IT costs, ROI, and performance.
	We can track the lifecycle and health of all devices and infrastructure.



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User Experience & Productivity

Score /3	Evaluation
	Employees have the tools and speed they need to do their jobs efficiently.
	There are no recurring “workarounds” to get basic tech to function.
	IT proactively checks in with users to address issues before they escalate.
	We regularly evaluate whether technology is helping (or hindering) productivity.

Strategic Alignment

Score /3	Evaluation
	IT is represented in leadership meetings and planning discussions.
	IT initiatives are linked to measurable business outcomes.
	Our IT team/partner brings us proactive ideas—not just fixes problems.
	Technology is viewed as an investment, not a cost center.

Scoring Your IT Health

- **90–105 points:** Exceptional – IT is a true business driver. Keep doing what you’re doing—and watch for small optimizations.
- **75–89 points:** Strong but Vulnerable – Solid foundation, but gaps could be costly if ignored.
- **50–74 points:** At Risk – You’re likely experiencing inefficiencies, risks, or missed opportunities.
- **Under 50 points:** Critical – Immediate action recommended to protect your business and improve performance.

If you scored under 90, there’s room to strengthen your IT health. Our IT & Security Scorecard will benchmark against industry standards, uncover blind spots, and help you build a strategic IT roadmap.

[Start with a Scorecard](#)

