IT Support Diligence Checklist

Use this checklist to compare managed IT support providers before you commit.

1. OWNERSHIP AND ESCALATION

- Is there a named escalation path from L1 to platform and security teams?
- Can the provider show who owns after-hours communication during sev-1 incidents?
- Are co-managed responsibilities documented in a clear RACI?

2. SERVICE LEVELS THAT MEAN SOMETHING

- Are SLA targets tied to restore outcomes, not only first response?
- Are SLA definitions and remedies written in the service agreement?
- Can you see how SLA data is captured in the service desk platform?

3. TOOLING AND SYSTEM OF RECORD

- Are tickets, changes, and asset context linked in one platform?
- Are endpoint alerts correlated to incidents, not handled in isolation?
- Can the provider evidence trend reduction for repeat incidents?

4. SECURITY AND ESSENTIAL EIGHT ALIGNMENT

- Are patching, privileged access, and backup controls operationally connected?
- Can the provider explain how Essential Eight-related controls are run and evidenced?
- Is managed security escalation clear when incidents cross support and SOC boundaries?

5. BACKUP, RECOVERY, AND DATA PATH

- Are RPO and recovery responsibilities documented and rehearsed?
- Is restore evidence available for recent test exercises?
- Are storage and backup dependencies included in incident runbooks?

6. COVERAGE, GEOGRAPHY, AND USER EXPERIENCE

- Are support regions and handoffs explicit for Australia, Philippines, and Chile coverage?
- Is language and communication expectation clear for end users?
- Is there a defined process for major-incident updates to leadership?

7. GOVERNANCE AND REPORTING

- Are monthly service reviews focused on outcomes, not just ticket volume?
- Are corrective actions tracked for recurring incident classes?
- Can reports be exported for audit, insurer, or procurement review?

8. TRANSITION AND FIRST 30 DAYS

- Is there a documented onboarding plan with baseline, stabilise, operate, and review phases?
- Are runbooks and escalation contacts delivered before go-live?
- Can your internal team validate the operating model in a joint workshop?

If you want Trucell to run this checklist against your current support model, use the fit call CTA on the IT support page.