



## Specialist IT Support and Risk Management

### IT Support Checklist

DAY TO DAY HELPDESK SUPPORT	Spector	Provider 1	Provider 2
When there is an emergency, will someone <b>start working on it immediately, so downtime is minimised and productivity maintained?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Do they provide continuous updates on your IT issues, <b>so you are always in the loop?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are on-site visits included within the support package, <b>so you don't get hit with any hidden costs?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
<b>Will someone come onsite</b> if there is a problem that can't be sorted out remotely?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Is support and configuration of mobile devices included, <b>so you stay secure and productive on all of your devices?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they deal with manufacturers/suppliers to sort out issues if equipment goes wrong?	✓	<input type="checkbox"/>	<input type="checkbox"/>

PROACTIVE MAINTENANCE & MONITORING	Spector	Provider 1	Provider 2
Do they have a dedicated team who will proactively monitor your systems to <b>fix problems before they cause an issue for your business?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will you get an immediate response if your server or internet connection goes offline so you can be <b>back up and running as quickly as possible?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they update all applications such as java and adobe reader in the background, <b>so you no longer get those annoying popups?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they proactively patch all hardware and software to <b>fix vulnerabilities that are a security risk?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide regular reports, <b>so you know what proactive actions have been carried out?</b>	✓	<input type="checkbox"/>	<input type="checkbox"/>

STRATEGY & PLANNING	Spector	Provider 1	Provider 2
Will they produce a 3-year IT strategy so that <b>your future IT costs are clear</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will you get to meet with and <b>strategically plan with an IT expert who understands your business</b> at least every quarter?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide a technology review of your current IT infrastructure, so <b>you can see where improvements can be made quickly</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they provide you with an insight into the <b>business impact of technology decisions</b> , so it's easier to make a decision?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they procure on your behalf, so <b>you don't have to worry about ordering the wrong thing</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they be able to recommend technology solutions that help you <b>achieve business goals</b> or solve challenges such as improving efficiency?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they be able to recommend technology solutions that <b>work for your business and save you time</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>

CYBER SECURITY & PRIVACY	Spector	Provider 1	Provider 2
Are they ISO 27001 certified so you know <b>your sensitive information will be safe</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are they cyber security experts who can <b>recommend multiple layers of protection</b> that work for your business?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Do they understand the human element of cyber security, and offer training for your employees so <b>they don't fall victim to social engineering attempts</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Do they use cloud-based security systems where possible, like antivirus and DNS monitoring, so they're <b>always up to date against the latest threats and use less resources on machines</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Will they regularly scan your systems to ensure you are virus and malware free – <b>preventing data loss and protecting the productivity of staff</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>

RISK & COMPLIANCE	Spector	Provider 1	Provider 2
Do they understand the unique regulatory requirements that your industry, and the technology you use, <b>must be compliant with</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are they able to draw up a <b>business continuity plan that keeps you compliant</b> with regulations?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are they able to implement a backup solution that would allow you to <b>work remotely from your backup server</b> in a disaster situation, while your data restores?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are their systems and processes <b>in line with the GDPR</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>

QUALITY ASSURANCE & COMPANY VIBE	Spector	Provider 1	Provider 2
Do all their engineers have a clear training path, so you know <b>the company care about development and retention of their staff</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Are they ISO 27001 certified so you know you can expect <b>high quality of service</b> ?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Can you check the status of all activity in an online portal, so <b>you know what has been done</b> and what the status of outstanding issues is?	✓	<input type="checkbox"/>	<input type="checkbox"/>
Can you cancel the contract at short notice if you're not happy? (less than 60 days)	✓	<input type="checkbox"/>	<input checked="" type="checkbox"/>