

Checklist: Questions to ask your IT Service Provider

Managing IT service by external or Internal; as a business manager, CEO, or Owner, it is tough to decide if your existing service provider is right for you. How can we evaluate if service providers are doing what they are supposed to do? As an IT service evaluation, you must get reliable answers to these questions to ensure they are a good fit for your company and your threat landscape.

Overview for Self-Assessment

If there are more than 4 “No”, it is ideal to have service review with your IT Service provider or consult with another IT service provider for comparison.

	Yes	No or N/A
Do you receive a Report/record of all Security Infrastructure?	<input type="checkbox"/>	<input type="checkbox"/>
Are devices being monitored?	<input type="checkbox"/>	<input type="checkbox"/>
Are analytic tools used to correlate events and issues?	<input type="checkbox"/>	<input type="checkbox"/>
Are the devices being managed for patches and updates?	<input type="checkbox"/>	<input type="checkbox"/>
Does a technician ingest the computer logs?	<input type="checkbox"/>	<input type="checkbox"/>
Can ticket logs and reports be searched directly?	<input type="checkbox"/>	<input type="checkbox"/>
Does all existing security devices and IT infrastructure are working and has a replacement schedule?	<input type="checkbox"/>	<input type="checkbox"/>
Are there real-time threat detection services in use?	<input type="checkbox"/>	<input type="checkbox"/>
Is there threat detection integrated into the security policy?	<input type="checkbox"/>	<input type="checkbox"/>
Does the technician apply treatment to detected threats Remotely?	<input type="checkbox"/>	<input type="checkbox"/>
Is threat detection via scanning tools only, or does it involve human interaction?	<input type="checkbox"/>	<input type="checkbox"/>
Does your service adhere to common cybersecurity frameworks?	<input type="checkbox"/>	<input type="checkbox"/>

Below questions are a list of questions you should address with your Account manager or sales representative. If these questions cannot be clearly answered, please consider the possibility of changing your IT Service Provider to deliver the exemplary services you require.

Understanding Roles and Responsibilities

- How will your IT support staff engage with internal staff?
- How will internal staff learn about the processes and procedures of IT team?
- How will alerts be handled?
- Will the IT support provide remediation advice to the internal staff and managers?
- What level of expertise does IT support have?
- Will I receive a summary and detailed reporting of threat activity?

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- Will the IT support take corrective actions on your behalf to limit potential threats?
- Will the IT support provides suggested steps to reduce the risk of additional attacks?
- Does internal staff have a regular point of contact in IT Support staff?

Service Offerings and Business Model

- Does your Service contract tailored to meet the business and industry needs?
- What is the pricing model? Is it subscription-based or hourly-based?
- Are the services and equipment provided scalable depending on the Business growth?
- Is the service flexible to seasonality or peak periods of business?
- Does pricing change based on the length of the contract term?
- Does solution support meets the regulatory compliance needs?
- Do the professional services provided by a support, define incident response plan, and assess Environment and ascertain best practices for controls and testing?

Managed Detection and Response requires a deep understanding of your business and a higher level of trust between both parties. It is essential to understand the tools and expertise that are being provided by your IT Service. GpSvrSystem is leading in enabling small to medium-sized companies to meet regulatory requirements, proactively respond to threats, and rapidly reduce risk.