



# Ten questions you should ask your IT provider

1. Where are our backups?
2. In Case of Fire Break Glass? (Documentation, passwords, network maps, etc) What would the next company need to provide support?
3. How much do we need to budget fiscally per year for our system?
4. Can you help with planning for our system upgrades?
5. What is your response time? Are there different levels of support? What is the scope of services? What hours of the day and week will you be available for service?
6. What software and hardware will be in place to protect our system? Are you going to support whatever you install?
7. Do you provide Training/Education?
8. What type of proactive preventative maintenance are you doing?
9. What are your qualifications? (Certifications, background, expertise, references, etc.)
10. Are you familiar with our compliance requirements? – PCI, HIPAA, Etc.