

IT Provider Evaluation Scorecard

One of three. Use this one **on the call**. Use the Managed IT Quote Comparison Guide afterwards to make the numbers comparable, and the SLA Review Checklist before you sign anything.

Use this on a prospective provider. Use it on your current one, which is the more interesting exercise.

Score each answer 0 to 3. Zero means they could not answer. Three means they answered from memory, specifically, without checking.

Provider: _____ **Date:** _____

	Question	Score	Notes
1	When did you last restore one of our backups, and how long did it take?		
2	Who has administrator access to our tenant right now?		
3	What is your response time, and what happens when you miss it?		
4	What is explicitly out of scope, and what does it cost?		
5	How do you handle offboarding when staff leave?		
6	What is the all-in monthly cost for our exact headcount?		
7	Is help desk time capped?		
8	What is the onboarding fee and what does it cover?		
9	What is the term, and what does leaving look like?		
10	Who owns the documentation, and do we get it if we leave?		
11	Will we deal with the same person?		
12	What do you not do?		

Total out of 36: _____

How to read it

Under 18 suggests a provider who has not thought about how they deliver, rather than one who is bad at technology. Those are different problems and the first one is harder to fix.

Question 12 is the most revealing. Every provider has a boundary. One who names theirs has thought about it. One who says yes to everything has not, and you will find the edge yourself, later, at cost.

The signal that is not in the scoring

The pause before the answer. None of these require preparation. They are all things a provider actively doing the work would know without looking.

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