



Your IT Strategic Assessment Guide

Welcome to Elevate Tech! We are thrilled that you are exploring ways to enhance your organization's technological capabilities. At Elevate Tech, we believe that operational excellence is not just a goal but a journey, and we are honored to provide you with this IT Strategic Assessment Guide. This checklist is designed to be a powerful tool for your success, helping you identify opportunities for growth and ensure your infrastructure is a true asset to your business.

Introduction

A robust technological foundation is the cornerstone of sustainable growth. The following questions are curated to help business leaders like yourself evaluate your current IT landscape against our four essential pillars: Resilience, Protection, Partnership, and Reliability. These themes serve as a benchmark for the standards you should expect from your infrastructure and service providers, ensuring your technical environment remains secure, powerful, and aligned with your primary administrative goals.

PILLAR 1: RESILIENCE

How fast can you bounce back?

- When was the last full system restore test?
- Does your backup strategy follow the 3-2-1 rule?
- What is the documented Recovery Time Objective (RTO) for ransomware?
- Are cloud systems (M365) explicitly backed up?

Notes: Is your business truly resilient?

PILLAR 2: PROTECTION

Are you a target or a fortress?

- Is MFA mandatory for all remote access?
- Do you have an active, managed endpoint detection and response (EDR) solution?
- What are your top 3 security risks?
- How do you prevent your IT partner from being your weakest link?

Notes: Identify your biggest security gap.

PILLAR 3: PARTNERSHIP

Are you growing, or just fixing?

- Do you have a 3-year IT hardware/software roadmap?
- Is uptime/resolution data transparently reported?
- How do your performance benchmarks compare to your industry?
- Are you having consistent, goal-aligned Quarterly Business Reviews?

Notes: Identify your biggest growth enablement gap.

PILLAR 4: RELIABILITY

Is your infrastructure predictable?

- Is user onboarding/offboarding a documented, repeatable process?
- Are support response times contractually guaranteed?
- Is there a documented process for full administrative transfer?

Notes: Identify your biggest continuity gaps.

READY TO TAKE THE NEXT STEP?

If you found yourself guessing on these questions, your infrastructure is at risk.

SCHEDULE YOUR 15-MINUTE SNAPSHOT