



Proactive Managed IT & Cybersecurity
for Growing Businesses.

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the ultimate it infrastructure checklist

for Small Business Success (2025 Edition)

Identify Gaps. Improve Efficiency. Scale Securely.



**When your
systems lag,
employees
can't work,
customers can't
connect, and
productivity
suffers.**

**But IT doesn't have to be reactive.
With a modern, managed
approach, small businesses
can operate as efficiently as
enterprise teams — without
enterprise costs.**

**This checklist helps you quickly
assess where your IT stands
today, across six key areas:**

- Network & Connectivity
- * Hardware & Asset Management
- Cloud & Data
- Helpdesk & Support
- Monitoring & Automation
- Strategic Planning

Did you know?

The average small business loses 45 minutes per employee, per day to preventable IT issues — costing thousands monthly in lost productivity.

Evaluate in minutes.

Review each section below, and check the box that best fits your current setup. Assign points based on your answer:

SCORE	IT MATURITY LEVEL	WHAT IT MEANS
0-15	 High Risk	You're exposed. Immediate action required.
16-24	 Moderate Risk	Some safeguards in place, but significant gaps remain.
25-35	 Secure with	Strong foundation — review policies and testing regularly.

Add up your total at the end and see where your IT stands.

the infrastructure checklist.

Network & Connectivity

- Is your network equipment (routers, switches, Wi-Fi) up to date & business-grade?
- Do you monitor uptime & bandwidth performance?
- Do you have redundant internet connections or failover?
- Is your office Wi-Fi segmented for guests and staff?
- Are remote connections secured by VPN?

Yes	Needs Work	No

Why It Matters: A single network issue can bring your business to a halt. Proactive monitoring & redundancy ensure continuity.

Hardware & Asset Management

- Is your network equipment (routers, switches, Wi-Fi) up to date & business-grade?
- Do you monitor uptime & bandwidth performance?
- Do you have redundant internet connections or failover?
- Is your office Wi-Fi segmented for guests and staff?
- Are remote connections secured by VPN?

Yes	Needs Work	No

Why It Matters: Outdated hardware is one of the leading causes of IT failures and cyber vulnerabilities.

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Cloud & Data Management

- Do you use a centralized cloud platform (Microsoft 365 / Google Workspace) ?
- Are file permissions and sharing rules controlled by role?
- Are cloud backups configured automatically?
- Is sensitive data encrypted in storage and transit??
- Do you have retention & deletion policies?

Yes	Needs Work	No

Why It Matters: Organized cloud management improves collaboration while maintaining security and compliance.

Helpdesk & Support

- Do you have a helpdesk or ticketing system for IT requests?
- Is your average response time under 30 minutes?
- Do you track recurring issues to prevent repeats?
- Are remote support tools available for offsite staff?
- Are employees satisfied with their IT support?

Yes	Needs Work	No

Why It Matters: A responsive IT team improves morale, productivity, and trust across your organization.

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Monitoring & Automation

- Are servers and endpoints proactively monitored 24/7?
- Are critical alerts from your team escalated automatically?
- Do you use scripts or automation for updates and patching?
- Are system health reports generated monthly?
- Do you test recovery procedures regularly?

Yes	Needs Work	No

Why It Matters: Proactive monitoring reduces downtime by up to 70% compared to reactive IT.

Strategic Planning & Budgeting

- Do you review IT performance and costs quarterly?
- Do you have a technology roadmap for 12–24 months?
- Is your IT aligned with your business objectives (scalability, remote work, etc.)?
- Do you plan annual budgets for replacements and upgrades?
- Does leadership receive regular IT reports or

Yes	Needs Work	No

Why It Matters: Strategic IT planning prevents surprises and keeps technology working as a growth asset, not an expense.

add your score.

POINTS	IT MATURITY LEVEL	WHAT IT MEANS
0-20	 Reactive	Frequent outages, outdated systems, limited visibility.
21-30	 Stable	Decent foundations, but missing proactive management.
31-40	 Proactive	Well-structured, efficient, and ready to scale securely.

If your score is below 30, you're likely losing time and money to preventable IT issues. A short review can reveal where to improve fast.





turn this checklist into a custom action plan.

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Book a free 15-minute IT Optimization Review.

- Identify the 3 most critical areas to improve right now.
- Find hidden costs or inefficiencies in your systems.
- Get a personalized roadmap for stable, scalable IT.

