

	Yes	Sometimes	No	Score
<b>Security</b>				
1. Email is scanned for Malware/viruses prior to delivery to the email system	5	3	0	
2. Business subscribes to a hosted Patch Management Solution?	5	3	0	
3. Firewall uses “deep packet inspection” to identify intrusions?	5	3	0	
4. Is your Anti-virus software monitored and alert you when out of date or stops functioning properly?	5	3	0	
5. Do you receive reporting on security breaches on a routine basis?	5	3	0	
<b>Administration</b>				
6. Critical network and server components are monitored 24 x 7 365 days a year?	5	3	0	
7. Does a certified NOC engineer watch your systems daily?	5	3	0	
8. Are your server Hard Drives monitored for low disk space and routinely defragged for performance and reliability?	5	3	0	
9. Are your server configurations based on ITIL best practice standards?	5	3	0	
10. Do you have real-time reporting on what assets are in production?	5	3	0	
<b>User / Desktop Support</b>				
11. Employees use a trouble-ticketing system to assist in incident management, communications, and analysis of problems?	5	3	0	
12. Employees get help when they need it in 30 minutes or less?	5	3	0	
13. Desktops are patched with critical patches on a weekly or nightly basis?	5	3	0	
14. Are the desktops cleaned and refreshed on a nightly basis (i.e. malware removal, internet cache flushed, viruses cleaned)?	5	3	0	
15. Is a company IT policy in place with employees?	5	3	0	
<b>Backups</b>				
16. All data is backed up via a tape-less backup solution everyday to limit human error?	5	3	0	
17. Critical data is backed up offsite on nightly basis?	5	3	0	
18. Backup log is checked for errors daily by certified personnel?	5	3	0	
19. Servers are imaged for quick restores during a disaster?	5	3	0	
20. Do you have reporting that informs you of your backup success or failure?	5	3	0	

### Want to score 100 every time?

Call DynaSis at **770.882.2435** and ask us how our Manage IT For Me service can upgrade your infrastructure and save you money!

**TOTAL SCORE (of a possible 100):** \_\_\_\_\_

100=Perfect, 90+=Acceptable, 80+=Marginal, 65+=Poor, 0-65=Unacceptable