

# Common Questions MSPs use to Discover information about you and your Business.

You can tell a lot about the maturity of an MSP by the questions they ask you. To help you understand where they might be on a maturity scale of 1-5 (1 being not mature and 5 being very mature) I've broken the questions out for you. This is not an exhaustive list, but does provide some guidelines to help you interview possible MSPs to support your business. Once you determine the maturity "grade" of each MSP under consideration, put that into the Weighted Decision Matrix template.

**Basic:** Questions every MSP will likely ask you...

1. How many users do you have in your company?
2. Do you currently have IT personnel on staff that would partner with an MSP?
3. How many computers do you have in your company?
4. How many offices do you have and where are they located?
5. How many servers do you have, and are they onsite, offsite, or cloud based?
6. Do you use Google Workspace or Microsoft 365?
7. Are you with a current MSP now?
  - a. What do you like and dislike about the current provider?
  - b. What's leading you to consider a change?
8. Are you using an email filtering service?
9. Do you have restorable backups of company data, and is this tested/verified?

**Intermediate:** Questions some MSPs will ask you

1. Does your company have any compliance requirements such as PCI, HIPAA, or SOX?
2. Do you have a technology refresh strategy where a percentage of your systems get replaced to stay ahead of failing equipment?
3. Do you have an IT budget established?
4. What are your most pressing concerns in terms of managing your technology?

**Advanced:** Questions a few MSPs will ask you

1. Do you regularly meet with your current provider, or can you allocate one to two hours every quarter to meet with your IT provider?
2. How involved is your current MSP or IT staff in budgeting and strategic planning for your company's IT?
3. Has your company designed and implemented a Cyber Security Program?
  - a. Does this program include Cyber Security training/phishing/dark web scanning for your company's staff?
  - b. Does this program include an annual Risk Assessment that reviewed with you to ensure compliance with industry standards and/or regulations?
  - c. Has an Incident Response Plan been created for your company, and if so, does your team and IT rehearse its execution at least annually?
  - d. Do you carry Cyber Liability Insurance, and if so, is that reviewed annually by IT with the carrier?
  - e. Do you have established Policies for acceptable computer usage, password requirements, hardware disposal, as well as new hire and terminated employees?
4. In the past 12 months, how has your business changed?
5. In the next 6 months, what are your biggest goals and obstacles?