Our Source Code is **Humanity**

MSP SELF-AUDIT CHECKLIST

Is Your Managed Service Provider Measuring Up in 2026?

Use this checklist to evaluate your current MSP against the metrics that matter. Score each section honestly. Gaps identified now are opportunities to address before they become problems.

Circle one number for each item:

3 - Fully true and backed by recent evidence | 2 - Partly true or inconsistently done | 1 - Not true or supported

Score based on what reliably happens in practice.

SECTION 1: SLA PERFORMANCE

Circle a Number	
1 2 3	I can produce the last 90 days uptime by service and site in under 10 minutes from an automated source, including exclusions and maintenance windows.
1 2 3	SLA targets and service credits or penalties are documented and have been enforced at least once in the last 12 months when missed.
1 2 3	I can show response and resolution performance by priority (P1–P3), including trend and 95th percentile, without requesting a manual report.
1 2 3	Escalation paths include named individuals (not roles only) and have been tested in the last 6 months, including out-of-hours.
1 2 3	SLA breaches trigger proactive notification within 30 minutes and include an RCA delivered within 5 business days.

Score: ___ / 15

SECTION 2: SECURITY & COMPLIANCE

Circle a Number	
1 2 3	I can show patch compliance for all in-scope assets, by severity SLA, updated at least weekly, including documented exceptions.
1 2 3	Controls are mapped to a recognized framework or requirement set, and ownership plus evidence is maintained (not just policy statements). (NIST Publications)
1 2 3	Vulnerability scanning occurs at least monthly, remediation is tracked to closure, and closure is validated by rescan.
1 2 3	I receive a monthly security posture pack with KPIs (coverage, failures, trends), not just incident alerts.
1 2 3	I can explain quantified risk exposure to non-technical executives using an active risk register reviewed at least quarterly.

Score: ___ / 15

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SECTION 3: REPORTING & VISIBILITY

Circle a Number

1 2 3	I have access to live dashboards that update daily, not static monthly reports.
1 2 3	First-contact resolution, MTTR, and incident volume by priority are available on demand with trend for the last 90 days.
1 2 3	Reporting is board or audit ready and has been used in the last 12 months without rework to define metrics or sources.
1 2 3	Trends include root cause categories and recurrence, not only ticket counts.
1 2 3	IT metrics are tied to cost, productivity, or risk outcomes and have driven at least one leadership decision in the last quarter.

Score: ___ / 15

SECTION 4: ESCALATION & SUPPORT

Circle a Number

1 2 3	24/7 support is live (not callback only) with documented staffing or rota evidence.
1 2 3	Accountability for service issues is owned by a named person and has remained stable over the last 6 months.
1 2 3	On-site support has a defined deployment SLA and you can evidence it has been met over the last 6 months.
1 2 3	Major incident management is documented and has been rehearsed at least twice in the last year (tabletop or live).
1 2 3	Escalation has been tested in a controlled, non-emergency scenario within the last 6 months, including out-of-hours.

Score: ___ / 15

SECTION 5: STRATEGIC PARTNERSHIP

Circle a Number

1 2 3	Service reviews focus on outcomes and decisions, with tracked actions and owners, not activity updates only.
1 2 3	A current 12–18 month roadmap aligns to business priorities and is reviewed quarterly.
1 2 3	A proactive improvement backlog exists and at least two proactive improvements were delivered in the last quarter.
1 2 3	Sector-specific requirements are documented, reviewed annually, and reflected in service design or controls.
1 2 3	I would recommend the current MSP model to a peer CIO and can cite measurable outcomes delivered in the last 12 months.

Score: ___ / 15

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SCORING GUIDE

65 to 75: Strong MSP performance with room to sharpen efficiency.
50 to 64: Inconsistent results. Address weak areas soon.
30 to 49: Notable gaps are affecting reliability. Act promptly.
Below 30: High operational risk. Review other provider options.

Total Score: ___ / **75**

CIO Action Summary

Please fill in the sections below after scoring :

Highest-risk section: ______________________________

Single most critical weakness identified: ______________________________

Accountable owner: ______________________________

Target date for improvement: ______________________________

Evidence required to close the gap: ______________________________

Speak to a Managed Service Consultant

Submit your details to review your results and identify quick wins.

Scan to connect with us!

Source1solutions.com/contact

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