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FREE RESOURCE · 2026

How healthy is your company's technology?

IT assessment guide: 24 checkpoints in 6 areas to learn what works well, what is fragile and what to organize first. Check, add up your score and prioritize.

24
technology checkpoints

6
areas assessed

5 min
to complete

BEFORE YOU START

How to use this guide

It is a guide based on general best practices. Answer honestly and, if you can, do it with whoever manages your systems.

1. **Mark one answer per checkpoint.**
   Yes if it is in place and working; Partial if it exists but is incomplete; No if it does not exist or you do not know.

2. **Add up the points for each area.**
   Yes is worth 2 points, Partial 1 point and No 0 points. Each area adds up to a maximum of 8 points.

3. **Find your level and prioritize.**
   Copy the totals to the score sheet, identify the areas with the fewest points and fill in the action plan.

HOW TO READ YOUR TOTAL SCORE (OUT OF 48 POINTS)

0–39%	**Technology at risk**	Several areas of your technology depend on luck: one failure can stop the operation. Get them in order as soon as possible.
40–64%	**Reactive operation**	Technology works, but it gets attention only when it fails. With order and prevention you can avoid most interruptions.
65–84%	**Stable base, with opportunities**	Your technology is in good shape. Strengthening the lowest-scoring areas would give you the most value.
85–100%	**Well-managed technology**	Your company manages technology in an organized, preventive way. Keep the pace and validate your result with an external review.

This guide is not an audit or a technical assessment. It is a starting point for a conversation with your team or a specialist.

MARK YOUR ANSWERS

01 Computers and workstations

The computers and devices your people work with.

1	**Company computers are within their useful life and there is a replacement plan.** An old computer is slower, fails more often and loses manufacturer support.	☐ Yes	☐ Partial	☐ No
2	**Every new computer is delivered with a standard setup (software, policies and user account).** A standard saves time and keeps every computer from working differently.	☐ Yes	☐ Partial	☐ No
3	**We keep an up-to-date inventory of computers, who uses them and their condition.** Without an inventory you cannot plan purchases, support or replacements.	☐ Yes	☐ Partial	☐ No
4	**Computers are updated (operating system and applications) on a defined routine.** Updates fix flaws and improve performance and stability.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

02 Servers, cloud and applications

Where your systems and data live, and how well they are managed.

5	**We know which systems and applications are critical to the business and who is responsible for each.** What is not identified does not get priority when something fails.	☐ Yes	☐ Partial	☐ No
6	**Servers (on premises or in the cloud) have active support and are maintained regularly.** A server without support or maintenance is a failure waiting to happen.	☐ Yes	☐ Partial	☐ No
7	**We have a clear cloud strategy: what goes to the cloud, what stays on premises and why.** Without a strategy, cloud costs grow and systems become disorganized.	☐ Yes	☐ Partial	☐ No
8	**Infrastructure and applications are documented (diagrams, access and owners).** Documentation avoids depending on one person's memory.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

MARK YOUR ANSWERS

03 Networks and connectivity

Internet, Wi-Fi and internal network: the base everything else works on.

9	**If the main internet connection fails, there is a backup link so work can continue.** A provider outage should not stop your operation.	☐ Yes	☐ Partial	☐ No
10	**Wi-Fi covers every area well and handles the number of connected devices.** Slow Wi-Fi or dead zones cost everyone productivity.	☐ Yes	☐ Partial	☐ No
11	**The network is organized and documented (segments, network equipment and addressing).** A messy network is hard to support and to expand.	☐ Yes	☐ Partial	☐ No
12	**We monitor the network and key equipment to catch failures before they affect users.** Early detection lets you fix problems before anyone is left unable to work.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

04 Support and operations

How day-to-day problems are handled and how predictable the service is.

13	**Users know whom to ask for help and every request is logged (ticket).** Without a record there is no follow-up or learning.	☐ Yes	☐ Partial	☐ No
14	**Response and resolution times are defined by the urgency of each case.** Agreed times avoid arguments and put urgent issues first.	☐ Yes	☐ Partial	☐ No
15	**Recurring problems are analyzed and fixed at the root, not just resolved again and again.** Fixing the cause reduces support requests.	☐ Yes	☐ Partial	☐ No
16	**We measure support (cases, times and satisfaction) and review the results regularly.** What is not measured does not improve.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

MARK YOUR ANSWERS

05 Continuity and basic protection

How prepared your company is for a failure and what minimum protection it has.

17	**We run automatic backups of important information.** An automatic backup does not depend on someone remembering to make it.	☐ Yes	☐ Partial	☐ No
18	**We test restoring backups to confirm they work.** A backup that has never been tested is an assumption, not a guarantee.	☐ Yes	☐ Partial	☐ No
19	**We have a written plan for what to do if a critical system goes down.** A plan avoids improvising in the middle of a failure.	☐ Yes	☐ Partial	☐ No
20	**All computers have managed antivirus and email has multi-factor authentication (MFA).** It is the minimum protection any company should have.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

06 Licensing, costs and management

How technology is planned, paid for and governed.

21	**The software we use is properly licensed and we know when each license expires.** Expired or unsupported licenses bring legal and security risks.	☐ Yes	☐ Partial	☐ No
22	**We know how much we spend on technology each year, and on what.** Without visibility into spending you cannot optimize it.	☐ Yes	☐ Partial	☐ No
23	**We have a technology plan for the next 12 months (replacements, projects and priorities).** A plan avoids rushed purchases and last-minute decisions.	☐ Yes	☐ Partial	☐ No
24	**Contracts with IT vendors are clear: scope, response times and renewals.** A clear contract avoids surprises and dependence on a single person.	☐ Yes	☐ Partial	☐ No

Area points: _____ / 8

RESULTS

Score sheet

AREA	POINTS	MAXIMUM	%
01 Computers and workstations		8	
02 Servers, cloud and applications		8	
03 Networks and connectivity		8	
04 Support and operations		8	
05 Continuity and basic protection		8	
06 Licensing, costs and management		8	
Total		**48**	

Area % = points ÷ 8 × 100. Total % = points ÷ 48 × 100. My level: _____

Action plan

Start with the lowest-scoring areas and the checkpoints you marked as No.

THIS WEEK	THIS MONTH	THIS QUARTER

TO REQUEST A PROPOSAL

Technology inventory

Enter the quantity of each asset (an estimate works) and share it with Berruit: a consultant will prepare a proposal based on your operation.

ASSET	QUANTITY	BRAND, MODEL OR AGE (OPTIONAL)
YOUR COMPANY		
Technology users		
Locations or offices		
END-USER DEVICES		
Desktop PCs		
Laptops		
All-in-ones		
Printers		
Scanners		
Graphics tablets		
INFRASTRUCTURE		
Physical servers		
Virtual servers		
Network devices (switches, routers, access points)		
Security devices (firewall, UTM)		
SOFTWARE		
Microsoft 365 or Office (licenses)		
Google Workspace (licenses)		
Antivirus or EDR (licenses)		
ERP, accounting or payroll (users)		
Backup software (licenses)		
Other key software: which one?		

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NEXT STEP

Would you like us to review your result with you?

A Berruit consultant reviews your computers, servers, networks, support and continuity, and tells you what to organize first. The initial assessment is free.

✓ Free assessment ✓ No commitment ✓ A reply from a real consultant

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WEB
berruit.com/en

WHATSAPP AND PHONE
+1 305 404 5212

EMAIL
info@berruit.com

LOCATION
Berruit LLC
Fort Walton Beach, FL

A guide based on general technology management best practices. It is not an audit or a technical assessment.