

Checklist: Is Your IT Resilient?

It's IT. Programs freeze. Hardware melts. Hackers hack. Fiascos ensue. Companies don't want to rely on IT "cowboys" with a "break-fix" attitude. Pragmatic business owners demand a more strategic, proven approach to IT. Waident delivers it.

Your IT Resilience Score:

- ☐ I trust my IT partner to flag risks, best practices, ticket trends before they become problems.
- ☐ My IT provider communicates clearly and focuses on business impact, not just tech talk.
- ☐ My IT cares how the change will impact the user and the business.
- ☐ I receive clear strategy, IT budgets and reports with no surprise disruptions.
- ☐ I get regular IT reports that show my technology system health, security status, risks and other key metrics.
- ☐ Any technology changes/upgrades in my business are planned and tested to avoid surprises.
- ☐ Your backups and disaster recovery are tested regularly to prevent ransomware— not assumed to work.
- ☐ My IT team regularly educates me about my cybersecurity best practices and offers phishing or awareness training for my company.
- ☐ I can get ahold of someone at the time I need help and get my problem solved in minutes, not days.
- ☐ The systems we rely on to run the business are documented, not locked in someone's head.

Score:

- 0–3 checks: Reactive IT — Too much risk, wasted time, and no strategy.
- 4–7 checks: Progressing — You've got a foundation, but you're not fully resilient yet.
- 8–10 checks: Resilient IT — You're running a proactive, secure, and strategic IT environment.

If you're thinking about building a more resilient approach with your IT, and want a no-BS partner, we may be the right fit for you.