

Level of expertise. Rate each area from 1 to 5.					
Windows expertise.	1	2	3	4	5
Server expertise.	1	2	3	4	5
Router and communications.	1	2	3	4	5
Information Security.	1	2	3	4	5
Database.	1	2	3	4	5
Computer hardware.	1	2	3	4	5
Wiring and cabling.	1	2	3	4	5
Consulting and design.	1	2	3	4	5
Does the MSP have a help desk?	Yes	No			
Is the help desk 24x7?	Yes	No			
Is the help desk locally based?	Yes	No			
Does the MSP have disaster recovery services?	Yes	No			
Does the MSP have offsite backup services?	Yes	No			
Is there a dedicated MSP client support person for my account?	Yes	No			
Is MSP provider management always available to clients?	Yes	No			
Does the MSP provider have more than 5 years in operation?	Yes	No			
Does the MSP have knowledge of my industry?	Yes	No			
Can I see the MSP provider's certifications?	Yes	No			
Are their prices and costs transparent?	Yes	No			
Can the MSP give three good references?	Yes	No			
Does the MSP use an effective centralized management platform?	Yes	No			