



MSP Diligence Checklist

Eighteen questions to ask any managed IT provider, in writing, before you sign. Answers to these belong in the contract.

THE CONTRACT

- ☐ What is the minimum term, and does the agreement renew itself?
- ☐ What does it cost to leave early, in dollars?
- ☐ Are disputes forced into arbitration?
- ☐ What is the liability cap, and does it change for a data breach?
- ☐ How fast must you notify me of a known or suspected breach?

THE PRICE

- ☐ Is the quoted rate all-in? List exactly what is excluded.
- ☐ What is the price counted on: users, endpoints, servers, or a flat fee?
- ☐ Can my rate increase during the agreement? On what terms?
- ☐ Is compliance or project work included, or billed separately? At what price?
- ☐ Do you resell or mark up hardware and licenses? Do I own what I buy?

THE EXIT

- ☐ Who holds the admin credentials today, and when do I get them back?
- ☐ In what format, and in how many days, is my data returned?
- ☐ Is my environment documentation mine, and will it be current at handoff?
- ☐ What happens to backups when we part ways?
- ☐ Is any of the handover contingent on the final invoice?

IF YOU ARE REGULATED

- ☐ Will you sign the data-protection agreement my regulator requires before work starts?
- ☐ Is the application that holds my regulated data inside the backup scope, and who coordinates with that vendor?
- ☐ Can you certify me compliant?