

Self-Assessment: 10 Signs Your Approach to IT Isn't Working Anymore

(Score yourself and see if it's time to level up your IT support.)

Small businesses often outgrow their original IT setup without realizing it. Use this quick self-assessment to find out if your tech is helping—or holding you back.

For each statement below, give yourself:

- **0 points** if this doesn't apply
- **1 point** if it happens occasionally
- **2 points** if it's a regular issue

1. 🕒 You're spending too much time on tech issues yourself.

Tasks like setting up emails, fixing printer issues, or managing software updates fall on you or your team, distracting from your core responsibilities.

- ☐ 0 – Never
- ☐ 1 – Occasionally
- ☐ 2 – Often

2. ⌚ You're always waiting for a fix.

IT issues take too long to resolve—or you're unsure who to call when something breaks.

- ☐ 0 – Never
- ☐ 1 – Occasionally
- ☐ 2 – Often

3. ↗ Your team has outgrown your setup.

New hires, hybrid work, or added locations have stretched your systems beyond their limits.

- ☐ 0 – Not an issue
- ☐ 1 – Some growing pains
- ☐ 2 – It's a daily struggle

4. 🗂 Security feels like a weak spot.

You're unsure if backups are working, devices are secure, or staff are following best practices.

- ☐ 0 – Confident in our security
- ☐ 1 – We're doing the basics
- ☐ 2 – We're exposed and concerned

5. 🌟 You're reacting to problems, not preventing them.

Most IT support happens after something breaks—there's no monitoring or long-term planning.

- ☐ 0 – We're proactive
- ☐ 1 – Somewhat reactive
- ☐ 2 – It's all reactive

6. 📋 Compliance is a question mark.

You're not sure if you meet industry-specific requirements like HIPAA, PCI, or data privacy laws.

- ☐ 0 – Fully compliant
- ☐ 1 – Unsure in some areas
- ☐ 2 – No idea what's required

7. 💰 You're not sure what you're paying for—or getting.

If you have IT support, it's unclear what's included. If you don't, you're not sure what you should expect from a provider.

- ☐ 0 – The value is clear
- ☐ 1 – It's hit or miss
- ☐ 2 – No clarity at all

8. 🗺️ You don't have a clear IT budget or roadmap.

Technology decisions are made ad hoc—based on what's cheapest or most urgent—rather than following a strategic plan or budget.

- ☐ 0 – We follow a clear IT plan
- ☐ 1 – Somewhat reactive
- ☐ 2 – No plan or budget in place

9. 🖨️ You rely on outdated software or hardware.

Your systems are slow, incompatible with new tools, or no longer supported—putting productivity and security at risk.

- ☐ 0 – We keep systems up to date
- ☐ 1 – A few tools are outdated
- ☐ 2 – Most of our tech is aging or unsupported

10. 💾 You're unsure how your data is stored, secured, or backed up.

You don't know where your business data lives—or if it's backed up, encrypted, or recoverable in a disaster.

- ☐ 0 – We have documented, secure data practices
- ☐ 1 – Some backups exist but no clear policy
- ☐ 2 – No idea how or where our data is protected

Your Score:

0–5 points – You're in good shape

Your current IT approach seems to be keeping up with your business—but it's still smart to review it annually to ensure you're staying secure and scalable.

6–10 points – Cracks are starting to show

Some areas of your IT setup may be lagging behind your business needs. It's time to start planning for improvements before they impact productivity or security.

11–15 points – You've likely outgrown your current setup

Your IT is showing multiple signs of stress. Now is the time to evaluate professional support that can scale with you and prevent costly disruptions.

16–20 points – Your IT is putting your business at risk

You're in reactive mode, with significant gaps in support, security, and planning. A proactive, professional IT strategy isn't just beneficial—it's essential.

Ready to take control of your IT?

At Onsite Technical Services, we help growing businesses eliminate downtime, boost security, and get ahead of IT problems—without adding stress or complexity.

Your Next Steps

- ☐ Review your self-assessment results
- ☐ Prioritize your top 3 risk areas
- ☐ Book a **free 15-minute Discovery Call**