IT Maturity Model
Where Does Your Business Fit?

Consider the 5 possible levels and see where your business fits

LEVEL 0- CHAOTIC
Unpredictable Support

At this level, a company is not fully aware of their current IT environment, needs and risks. Attention is paid Ad-Hoc when there is a situation that prevents work from taking on its natural flow. Only urgent matters get attention and possibly by different vendors.

LEVEL 1- REACTIVE
Firefighting, Break and Fix

Some thought was invested in IT needs and a reactionary Break and Fix philosophy is applied. IT Management is taken care of by pre-purchased IT hours from an MSP or by-the-hour work from a designated IT Provider for case of breaks, system failures, data breaches, etc.

LEVEL 2- PROACTIVE
Monitoring and Management

A designated MSP or Internal IT Team proactively monitors and manages the IT environment being able to predict a problem before it becomes one. Issues are dealt with on a priority base to help mitigate downtime risk by avoiding breaks, system failure and breaches and the cost of downtime.

LEVEL 3- SERVICE
IT as a Service, Best Practices

IT is considered as a whole, and IT management takes care that everything is set up and running in a manner where there is less room for error, breaks or breaches. Monitoring and prioritizing is part of the system where all IT Management Best Practices are applied across the board.

LEVEL 4- VALUE
IT as a Strategic Partner

Having your IT Management Company as your business partner is the highest level of services you can reach. Not only is the IT Management company an integral part of your daily IT management routine, but there is also long term planning, road-mapping and future proof solutions allowing your business to grow safely and prosperously.

If you are concerned that your IT Maturity doesn't meet your business needs, request a free assessment by CLICKING HERE!

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MANAGED IT SERVICES