

What to Ask Your IT Provider



A quick internal checklist for law firms:

Use this checklist to evaluate how well your current IT provider is supporting your firm — based on your experience, not promises.

Reliability & Support

- How quickly does your IT provider respond when attorneys can't work?
- Are issues resolved proactively, or only after they disrupt work?
- Does your IT provider actively monitor systems to prevent downtime?

Cybersecurity & Client Confidentiality

- How is sensitive client data protected across devices and networks?
- Is cybersecurity something your IT provider regularly discusses with you?
- Are backups tested and verified — not just assumed to work?

Business Continuity

- If systems went down tomorrow, how quickly could your firm recover?
- Do you have a clear, documented disaster recovery plan?
- Does your IT provider help create, update, and test that plan?

Compliance & Risk

- Does your technology support client confidentiality and ethical obligations?
- Are risks explained clearly, in plain language?
- Is accountability clear if something goes wrong?

Growth & Planning

- Is your technology environment built to support growth and remote work?
- Are upgrades and replacements planned — or handled in emergencies?
- Does your IT provider act as a strategic partner, not just a help desk?

Bottom-Line Question

- Based on your experience, is your IT provider helping your firm stay productive, secure, and confident?

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