

Internal IT Staff Resource Assessment



Every IT team has their own strengths, weaknesses and areas where they would like to focus their energies. Use this worksheet to help identify the IT infrastructure applications where you excel and potential gaps you might need to fill. You could complete this individually or collaborate with your IT staff as a group.

Tier Levels:

- 1** Support for basic customer issues such as solving usage problems and fulfilling service desk requests
- 2** Experienced technicians who can assess issues and provide solutions that can't be handled by Tier 1
- 3** Highest technical resource for problem resolution or creation of new features, using product designs, codes or specifications to define root causes

IT Application	Description	Internal IT Staff Strength	Importance to the Business	Ability to Hire Talent	IT Staff Interest Level	Potential to Augment
2-3 Server Management	Service and role administration, patching, monitoring, Group Policy management, reporting	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 Network Management	Administration of Firewalls, Switches, Routers, Access Points, WLAN controllers including updates, monitoring, management of Next Gen firewall features	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
1-2 Help Desk Support	End user support including user account lifecycle, mailbox management, password resets, user security enhancements such as user awareness training and multifactor	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
1-2 Desktop Management	Endpoint administration including deployment, application installation and support, imaging, backups, full disk encryption, lifecycle management of laptops and desktops.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 SD-WAN	Designing and implementing application aware routing over low latency connections, providing high redundancy paired with layered security.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO

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2-3 VDI Management	Management of Citrix VDI environments including administration of the infrastructure, management of Golden Images, management of gateway appliances, including updates and backups.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 Hosted Infrastructure Management	Administration of virtualization environments including hypervisors, shared storage, top of rack switching, installation of updates	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 Cloud Management	Administration of Office 365, Azure AD, spam filter solutions, domain registration and DNS management.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 Cybersecurity Management	Prevention, validation, mitigation and remediation of security events by implementing secure IT practices and management of AV or MDR tools.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO
2-3 Hardware Procurement & Management	Selecting, buying, configuring, and replacing hardware equipment. Leverage hardware, cloud, and security partnerships to reduce technology costs and risk. Oversee management, evaluation, negotiating, training, and support of vendor solutions.	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY IMPORTANT 2 ___ IMPORTANT 3 ___ SOMEWHAT IMPORTANT 4 ___ SLIGHTLY IMPORTANT 5 ___ NOT IMPORTANT	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	1 ___ VERY STRONG 2 ___ STRONG 3 ___ SOMEWHAT STRONG 4 ___ LIMITED 5 ___ VERY LIMITED	YES _____ NO

How to Interpret Your Assessment Results:

- ✓ If you have limited staff strength and ability to hire in more than three categories that are also important to the business, a Co-Managed IT Solution could be a good fit for your organization.
- ✓ If you have limited staff strength and ability to hire in 1- 2 categories that are also important to the business, outsourcing IT project support could be a good fit for your organization.
- ✓ If you have strong staff strength and ability to hire across all categories, your IT staff is well equipped and on its way to manage IT with no outside support.

Every organization's IT team is unique and IT support needs will vary accordingly. Use these guidelines as a starting point as you assess your needed level of support. If you want a no-obligation review of your results, [contact us](#).