



MSP COVID-19 Checklist

What started as mild concern has developed into a pandemic. The implications are far reaching, and yes, your MSP could very well be impacted. While this is a novel situation with a high degree of uncertainty, there are specific things that should be considered, and this quick checklist is here to help.

1. Is Your MSP Workforce Ready to Work Remotely?

Employees have the hardware to work from home

Remote access to apps and services is enabled

Remote collaboration is possible
(telecommunication, IT documentation, co-authoring etc.)

Employee expectations are clear

2. Are You Aware of the Security Considerations?

MFA user authentication is set up

Client network access policies are clear and enforced

User access is monitored to ensure authentication and system access protocols are followed

3. Are the Home Offices of Your Clients Set Up?

You have full network visibility, including off-site locations

Security protocols are applied consistently across all remote workers

Home office equipment is documented in IT Glue

Client expectations have been set appropriately (SOW, time frames)

4. Are On-Site Techs Protected?

On-site techs have been briefed about COVID-19 safety precautions

On-site techs have been given sufficient sanitizer and provided with masks

On-site techs have the necessary mobile apps installed

There is adequate support for on-site techs

Notes:

To assess where your MSP documentation is at, sign up for a free Documentation Health Check.

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