Outsourced or co-managed IT: who-does-what worksheet

In a fully outsourced model, the provider is your IT department. In a co-managed model, the provider supports an internal IT person or team. For each IT function below, mark who does it: In-house, Provider or Shared. Use Notes for the detail you agree. Your company still decides what data matters most, which risks are acceptable, who has administrative access and how incidents are communicated. When you compare quotes, line them up against the same scope list.

Company: _____ **Completed by:** _____

IT provider: _____ **Date:** _____

#	IT function (as listed on the cio.support page)	In-house	Provider	Shared	Notes
1	Help desk and on-site support for employees				
2	Device, server and network management, including patching				
3	Microsoft 365 or other cloud administration				
4	Backup operations and recovery testing				
5	Security monitoring, endpoint protection and identity management				
6	User onboarding and offboarding				
7	Projects such as office moves, migrations and system rollouts				
8	Strategic planning, either included or as a separate CIO-level service				

Source: CIO Support, 'What is an outsourced IT department and is it right for my company?' https://cio.support/managed-it/outsourced-it-department/ . Published by LAN Service Group, Inc. Free to use and adapt. General guidance, not legal advice.