

# the challenge



# What is the challenge?

Dig Deeper to find out if your IT perception matches reality. Just spend 3.5 minutes to prove it to yourself. Review each question and pick the option that is your reality.

# IT is About People

Where does your IT start -

With people or the technology?



**1** Tech, tech, tech – When I finally hear back from my IT, I have to drop everything to give an IT geek access to my computer.

**2** My IT only supports my computer and servers (not my key business applications, users, and systems...)

**3** It is all about me!

- I get help when I need it and for anything I need to get my job done.
- Helpdesk support centers around me and everything I need.



# Documentation is Key

Ask your IT for a copy of ALL  
your documentation. What did  
you get?



1 I got nothing.

2 I only got a couple of pages of passwords and a network diagram, plus it took 2 months to get it!

3 I got it all.

- Not just passwords. All of my business apps were documented, new hires/terminations, 3rd party information, everything!
- I have real-time access to all of my documentation (the exact same information my IT uses every day).



# Don't Become an IT Disaster

When was the last time your  
IT really tested your backups  
or reviewed your disaster  
recovery plan?



1 I do not have a clue, but I guess I should know.

2 I *think* my backups are fine from what I was told, but what is a disaster recovery plan?

3 Consistently.

- I receive regular reports showing the health of my backups and the manual testing for recovering files to confirm everything is ok.
- I discuss my disaster recovery plans with my IT on a regular basis – Hope I never need it but glad I have a plan if I ever do.





# Like a Dog with a Bone

Have you ever used the word  
“Tenacious” to describe your IT?



1 Only when they want to sell me something.

2 I wish I could. I have had a helpdesk ticket open for so long I've lost all hope.

3 Always.

- They are like a dog with a bone and won't let go of an issue until it is resolved.
- I never need to ask for an update since I know what is going on with regular communication.



# Technology Can Suck

Inevitably bad things happen.  
So how did your IT handle it?



**1** I was told the phalange key was broken and that it has been fixed.

**2** Things just keep on breaking but I'm hoping the Band-Aids and fire drills will go away one of these days.

**3** On top of it all!

- I am in constant communication.
- When things are back to normal, they discuss details and plans for preventing future problems.
- My IT team worked hard to make it suck less.



# Do Not Be a Victim

Has your IT team ever insisted on a meeting to review your security, discuss risks, and share best practices?



1 I think they told me to change my passwords before.

2 They did something like this when I first started working with them years ago.

3 Regularly.

- Since everything changes so rapidly, I get regular advice and input that keeps me from worrying.
- I've received user lists to review to ensure logins and network rights are solid.
- Several times a year we meet and security is a primary topic we discuss.



# Your Future

When was the last time your IT department brought ideas to improve your business with strategic guidance?



1 What? I never get asked to meet for anything, let alone new ideas.

2 The only time they do is if I insist on a meeting and it is like pulling teeth to get anything scheduled.

3 Continually.

- Discussing risks and security is an ongoing exercise.
- Strategic guidance is key with sharing best practices and company hopes and dreams.
- I have regular technology business review meetings.





# Where Do You Stand with Your IT?

If you answered **3** on every question, you're doing just fine. Please pass this along to someone else.

If you answered anything other than a **3**, it is time to Dig Deeper. Let's talk.

**Hold your IT to a higher standard. Your business depends on it.**

# Want to Chat?

DIG DEEPER AT [WAIDENT.COM/THECHALLENGE](http://WAIDENT.COM/THECHALLENGE)



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