

# MANAGED IT SERVICES CHECKLIST

for South African  
Businesses

## CORE SERVICES

- Desktop/laptop support
- Server Management
- Network Monitoring
- Cloud Management
- Licensing Management
- Helpdesk Support

## SECURITY

- Antivirus or EDR
- Patch Management
- Firewall
- Email Security
- Access Control
- POPIA Compliance Support

## BACKUP & DISASTER RECOVERY

- Cloud/offsite backups
- Backup monitoring
- RPO (Recovery Point Objective) & RTO (Recovery Time Objective) defined
- Recovery testing

## OPERATIONAL EXCELLENCE

- SLA with Measurable Response Times
- Quarterly Reviews
- Transparent Reporting
- Asset Management
- Lifecycle Planning

## BUSINESS CONSIDERATIONS

- Pricing Transparency
- Clear Inclusions/Exclusions
- Exit Plan
- Scalability
- Modularity

## NOTES

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## TICKED OFF THE CHECKLIST? GREAT.

Now let's turn it into a real plan. Reach out to Yolo, and we'll help you map out the perfect IT setup for 2026 and beyond.

