

HOW TO CHOOSE THE RIGHT MSP





- Data Backup & Disaster Recovery
 - Can the MSP ensure regular data backups and quick recovery during outages or cyberattacks?
- Network Management & Security
 - Does the provider offer proactive monitoring and secure network configurations tailored to educational environments?
- Cybersecurity Services
 - Do they provide endpoint protection, threat detection, patch management, and incident response?
- Cloud Services Management
 - Can the MSP manage and integrate cloud platforms like Google Workspace or Microsoft 365, including hybrid environments?
- IT Asset Management (ITAM)
 - Do they track, maintain, and optimize hardware and software assets, including lifecycle and refresh planning?
- IT Helpdesk & Support
 - Is there responsive helpdesk support during school hours (or 24/7), with clear SLAs and ticketing systems?



- IT Procurement Services
 - Can the MSP handle procurement of devices, licenses, and educational software in a cost-effective, strategic way?
- K–12 or Charter School Experience
 - Do they have proven experience supporting charter schools and knowledge of systems like SIS, LMS, etc.?
- Compliance Expertise
 - Are they familiar with education compliance requirements like FERPA, CIPA, and data protection standards?
- Professional Development
 - Do they provide staff training on IT tools and cybersecurity awareness?
- Years of Operational Service
 - Has the MSP demonstrated stability and success over at least 5 years?
- Scalability & Customization
 - Can the provider scale across campuses and offer co-managed services with in-house IT?
- Scalability & Customization
 - Will they assist with annual IT budgeting, current/future state tech assessments, and strategic planning?