

Managed IT Provider Evaluation Scorecard for Schools

(Use this scorecard when comparing providers. Score each category 1–5.

A strong education-aligned partner should score 45 or higher out of 55.)

Evaluation Area	What to Look For	Score (1–5)	Notes
K-12 Experience	School-specific case studies + SIS/LMS knowledge		
Cybersecurity Maturity	Layered security, proactive monitoring, documented IR plan		
Compliance (FERPA/CIPA)	Clear policies, content filtering, audit documentation		
SLA Alignment to School Hours	< 15-min response, testing window coverage, escalation protocol		
Device Lifecycle Management	Asset tracking, patch management, refresh planning		
Backup & Disaster Recovery	Tested RTO/RPO documentation, recent restoration evidence		
Strategic IT Planning	Annual roadmap, budget forecasting, board-ready reporting		
Onboarding Process	Structured timeline, staff comm plan, transition manager		
Reporting & Transparency	Leadership dashboards, KPI tracking, plain-language reports		
Scalability	Multi-campus support, growth-ready service model		
Financial Transparency	Predictable pricing, no hidden costs, defined inclusions		