



BUSINESS RESILIENCE REVIEW

The 40-Point IT Provider Audit

A printable version of the AEGITz 3AM Test provider review. Score eight operating categories, keep the evidence beside each answer, and leave the meeting with three named actions.

Organization

Provider

Review date

Review owner

HOW TO SCORE

Score	Use this meaning
0	No answer, no control, or no evidence.
1	An informal practice exists, with limited evidence.
2	The control is documented and usually followed.
3	The control is documented, tested, measured, and owned.

Run the review with your current provider

Ask for the written process, the latest test date, the measured result, and the person who owns the next action. Use the evidence column for a document name, ticket, report, or owner. A vague answer can become a useful action once it has a date and an accountable person.

The score supports a working conversation. It does not certify a provider, prove regulatory compliance, or replace a technical assessment.

After-hours response

After-hours response	Score 0-3	Evidence or owner
1. The escalation path outside business hours is documented.	_____	_____ _____
2. The current on-call person or team is identifiable.	_____	_____ _____
3. The response commitment and missed-commitment process are written.	_____	_____ _____
4. After-hours fees and included services are clear.	_____	_____ _____
5. The after-hours process has been tested and dated.	_____	_____ _____

Recovery capability

Recovery capability	Score 0-3	Evidence or owner
1. A full restore test has been completed and recorded.	_____	_____ _____
2. Recovery time objectives exist for primary systems.	_____	_____ _____
3. A second, protected copy is documented.	_____	_____ _____
4. Someone other than the plan author has run the recovery process.	_____	_____ _____
5. The elapsed time of the latest full restore is known.	_____	_____ _____

Documentation

Documentation	Score 0-3	Evidence or owner
1. The technology environment is documented in a maintained system.	_____	_____ _____
2. Network, credential, vendor, and licensing records are included.	_____	_____ _____
3. The documentation has been reviewed within 90 days.	_____	_____ _____
4. The organization receives its documentation at exit.	_____	_____ _____
5. A new engineer could use the records without relying on memory.	_____	_____ _____

Security posture

Security posture	Score 0-3	Evidence or owner
1. An independent assessment has reviewed the environment.	_____	_____ _____
2. Multi-factor authentication covers users, admins, and service access.	_____	_____ _____
3. Administrative work uses separate privileged accounts.	_____	_____ _____
4. Centralized logging and the retention period are documented.	_____	_____ _____
5. The provider can explain how its own privileged environment is secured.	_____	_____ _____

Proactive work

Proactive work	Score 0-3	Evidence or owner
1. Ticket trends are reviewed over time.	_____	_____ _____
2. Repeat issues receive documented root-cause work.	_____	_____ _____
3. Patching results are verified after scheduling.	_____	_____ _____
4. Hardware and license renewals appear in a forward plan.	_____	_____ _____
5. The provider has raised an unseen risk or improvement in the last six months.	_____	_____ _____

Business alignment

Business alignment	Score 0-3	Evidence or owner
1. A technology roadmap connects to business priorities.	_____	_____ _____
2. Quarterly reviews include someone who understands the financial model.	_____	_____ _____
3. The provider knows the busiest and most sensitive operating periods.	_____	_____ _____
4. Spending recommendations include the practical alternative.	_____	_____ _____
5. The provider has advised against unnecessary spending.	_____	_____ _____

Contract and exit

Contract and exit	Score 0-3	Evidence or owner
1. The agreement term and renewal rules are easy to find.	_____	_____ _____
2. Pricing units and out-of-scope charges are clear.	_____	_____ _____
3. The termination process and timeline are written.	_____	_____ _____
4. The organization owns its data, domains, and licenses.	_____	_____ _____
5. Offboarding responsibilities are included in writing.	_____	_____ _____

The human layer

The human layer	Score 0-3	Evidence or owner
1. Employees know who normally owns their requests.	_____	_____ _____
2. The team retains context between support interactions.	_____	_____ _____
3. Provider turnover and escalation changes are communicated.	_____	_____ _____
4. A person can be reached when the situation requires one.	_____	_____ _____
5. The provider has spent time learning the operating environment.	_____	_____ _____

Turn the score into an operating decision.

Category	Score / 15	Owner	Review date
After-hours response			
Recovery capability			
Documentation			
Security posture			
Proactive work			
Business alignment			
Contract and exit			
The human layer			
Total	/ 120		

Total	Working interpretation
97-120	A strong operating partnership. Confirm the few remaining gaps.
73-96	A capable provider with specific gaps that should become dated actions.
49-72	Material operating risk needs a written remediation plan and leadership review.
0-48	Critical dependencies lack enough evidence. Escalate recovery, access, and ownership first.

THE THREE ACTIONS THAT MOVE FIRST

1

2

3

Next review date: _____ Executive owner: _____