IT Assessment Questions Review Document

Purpose: Review all 35 assessment questions for clarity, relevance, and completeness.

Instructions for Reviewer:
1. Read each question and consider: Is it clear and unambiguous?
2. Check if the question adequately covers the intended capability area
3. Note any questions that seem redundant or missing key aspects
4. Provide feedback on question wording or scope improvements

Assessment Overview: 5 pillars × 7 questions each = 35 total questions
Answer Scale: Always (100pts) → Usually (80pts) → Sometimes (60pts) → Rarely (40pts) → Never (20pts)

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1. ITSM & Service Management Maturity (ITSM)
7 questions focusing on service desk processes, incident management, and service delivery

Question 1: Service Desk Process Consistency
Question: Service desk processes for incident, request, and escalation are documented and consistently followed.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 2: Incident Management Maturity
Question: Incidents are logged, triaged, and resolved using a defined incident management framework.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 3: Change Management Control
Question: Changes follow a documented change management process including approvals and communication.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 4: Knowledge Management
Question: Knowledge articles are documented, updated, and used to support consistent service delivery.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 5: Service Catalog & Self-Service
Question: A clear service catalog and self-service portal is available and used effectively.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 6: SLAs & Performance Visibility
Question: SLAs, KPIs, and service performance metrics are tracked and reviewed regularly.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 7: Continual Service Improvement
Question: Continuous improvement practices are embedded into service management operations.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

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2. Cyber Readiness (CYBER)
7 questions assessing cybersecurity controls, threat protection, and compliance alignment

Question 8: MFA and Identity Protections
Question: Multi-factor authentication (MFA) is enforced for all staff and all administrator accounts.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 9: Endpoint Protection (EDR/XDR)
Question: Endpoint protection (EDR or next-gen antivirus) is deployed across laptops, workstations, and servers.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 10: Patching and Vulnerability Remediation
Question: Patching and vulnerability remediation occur on a regular, enforced schedule.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 11: Backup Reliability and Testing
Question: Backups are reliable, secure, and regularly tested for recovery.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 12: Admin Rights and Least Privilege
Question: Admin rights are restricted, monitored, and follow least-privilege principles.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 13: Logging and Monitoring
Question: Logging, alerting, and monitoring are enabled for critical systems.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 14: Framework Alignment (E8/ISO/SMB1001)
Question: Cyber controls are aligned with Essential 8, ISO 27001, or SMB1001 requirements.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

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3. Business Process & Automation (PROCESS)
7 questions evaluating process documentation, automation adoption, and workflow optimization

Question 15: Process Documentation
Question: Core business processes are documented and consistently followed.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 16: Workflow Automation Adoption
Question: Manual processes have been identified and prioritised for automation.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 17: Integration & Data Flow
Question: Systems and applications integrate effectively with clear data flows.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 18: Approval Workflow Automation
Question: Approvals and authorisations use automated workflows rather than email-based processes.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 19: Documentation & Training
Question: Process documentation and training materials are current and easily accessible.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 20: Process Metrics

Question: Operational processes have defined metrics and are monitored regularly.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 21: Cross-team Workflows
Question: Cross-team workflows are well-defined and minimise handoff delays.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

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4. Operational Excellence (OPSEX)
7 questions examining monitoring, automation, capacity management, and operational governance

Question 22: Monitoring & Alerting
Question: Monitoring and alerting are in place for key systems and respond to issues proactively.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 23: Standardised Operating Procedures
Question: Standard operating procedures are well-defined and used consistently across operations.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 24: Automation of Routine Tasks
Question: Routine tasks (provisioning, checks, updates) are automated where possible.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 25: Intelligent Tools (AI-Assisted)
Question: Intelligent tools (AI-assisted or advanced rules-based automation) support operational decision-making and reduce manual workload.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 26: Capacity & Availability Management
Question: Capacity and availability management are monitored and reviewed to prevent outages.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 27: Event Correlation & Root Cause Analysis
Question: Incident patterns and root causes are identified through event correlation.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 28: Operational Governance
Question: Operational reviews and governance meetings occur regularly with actionable outcomes.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

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5. Technical Capability Foundations (TECH)
7 questions covering identity management, infrastructure, cloud readiness, and engineering practices

Question 29: Identity & Access Management
Question: Identity and access management is centralised with strong lifecycle processes.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 30: Device Management
Question: Devices are centrally managed with enforced security baselines.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 31: Network Segmentation & Security
Question: Network segmentation and security controls follow modern best practices.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 32: Backup & DR Architecture
Question: Backup and disaster recovery architecture meets defined RTO/RPO requirements.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 33: Cloud Readiness
Question: Applications and infrastructure have clear cloud readiness or cloud adoption strategies.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 34: Tooling & Platform Governance
Question: Platforms and tooling have clear governance, admin roles, and lifecycle processes.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Question 35: Observability & Engineering Practices
Question: Engineering and platform practices include observability, telemetry, and consistent monitoring.

■ Always ■ Usually ■ Sometimes ■ Rarely ■ Never

Reviewer Notes: _____

Review Notes

Question Quality Assessment Areas:
- **Clarity**: Are questions clear and unambiguous?
- **Scope**: Do questions adequately cover the intended capability area?
- **Measurability**: Can responses be consistently interpreted across organizations?
- **Balance**: Are questions balanced between technical and process aspects?
- **Relevance**: Do questions assess current best practices and industry standards?

Pillar Balance:
- Each pillar contains exactly 7 questions
- Questions appear to cover foundational through advanced capabilities
- Mix of technical implementation and process maturity questions
- Consistent weighting (1.0) across all questions

Summary Review Questions:

1. **Question Quality:** Are any questions unclear, ambiguous, or poorly worded?
2. **Coverage Gaps:** Are there important capabilities missing from any pillar?
3. **Redundancy:** Do any questions overlap or duplicate coverage?
4. **Balance:** Is each pillar appropriately weighted (7 questions each)?
5. **Relevance:** Do questions reflect current IT best practices?

Overall Feedback: _____

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