



# Questions I Wish I Knew to Ask

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## Questions to Ask - Management

- Is there a service level agreement? What are the consequences for missing targets?
- Who is responsible for understanding my business and ensuring my needs are met? How will this be accomplished?
- Under what circumstances can the Consolidated Data Center be fired?
- Have costs been benchmarked? How will costs be contained when they are simply passed on to agencies?



## Questions to Ask - Security

- Who is in charge of data security? What are the person's credentials? What is his/her level of authority?
- Who will be the liaison for IRS 1075 compliance?
- How will network vulnerabilities be tested, logged, monitored and remediated?
- What is the process for "patch management"?
- What is the disaster recovery plan? When was it last tested?
- Will I "sign-off" on staff with system administration rights?