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**MSP client onboarding process checklist**

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| --- | --- |
| * Inventory existing hardware, software, and network resources |  |
| * Read the IT infrastructure documentation |  |
| * Standardize hardware where possible |  |
| * Check for any specific configurations regarding assets, like Active Directory hosting |  |
| * Identify critical systems and data and make a top priority list |  |
| * Check server health, storage capacity, and backup solutions |  |
| * Check cloud environment configurations |  |
| * Start a cybersecurity audit to identify vulnerabilities |  |
| * Review current security policies and practices |  |
| * Do a cleanup. Wipe and reinstall all end user devices, remove potential previous agent. |  |
| * Sign an SLA |  |
| * Set a clear communication channel and policy |  |