



BITWISE-IT BUSINESS TOOLKIT

IT Health Check

A thirty-question self-assessment for small businesses

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A different question from the checklist

The cyber security checklist asks whether you are protected. This asks whether your IT is actually working *for* you — whether it saves time or quietly costs it.

Score each statement from 0 to 3, honestly:

Score	Meaning
0	Not true at all, or we have no idea
1	Partly true, or true for some of the business
2	Mostly true, with known gaps
3	Fully true and we could demonstrate it

Reliability

Statement	Score
Our systems rarely stop people working	
When something breaks, we know who to call and roughly how long it will take	
Problems get fixed properly rather than repeatedly worked around	
Nobody's day regularly starts with waiting for a computer	
We are not dependent on one person who "knows how it all works"	

Cost and value

Statement	Score
We know what we spend on IT each month and what it buys	
We are not paying for licences nobody uses	
Costs are predictable rather than a series of surprises	
We are using the software we already pay for, rather than duplicating it	
Hardware is replaced on a plan, not when it finally dies	

Security and compliance

Statement	Score
Multi-factor authentication is on for everyone	
We could show a client or insurer what protections we have in place	
We know where our data lives, including anything held by suppliers	
Staff have had security training within the last year	
We know what we would do in the first hour of a serious incident	

Continuity

Statement	Score
Backups run, and somebody checks that they succeeded	
Somebody has restored a file from backup in the last three months	
Our Microsoft 365 or Google Workspace data is backed up independently	
We could keep trading if the office were unavailable for a week	
Key information is not held solely in one person's head or mailbox	

Working practices

Statement	Score
People can work effectively from anywhere they need to	
Files are shared through proper systems, not email attachments and USB sticks	
There is one agreed place where each type of document lives	
New starters are set up and productive within a day	
Leavers lose access to everything on their last day	

Direction

Statement	Score
Somebody is thinking about IT beyond the next problem	
We get advice before making significant IT decisions, not after	
Our systems could cope with the business being twice the size	
We review what is working once a year or so	
IT feels like an asset rather than an irritation	

Your total

Add up all six sections. The maximum is 90.

What your score suggests

Total	Interpretation
Under 30	IT is probably costing you more than you realise — not in invoices, but in time, interruptions and risk. The encouraging part is that scores this low usually reflect a handful of missing foundations rather than anything deeply wrong, and foundations are quick to put in.
30 to 50	Functional but reactive. Things work until they do not, and then everything stops while somebody sorts it out. This is where most growing small businesses sit, and it is usually the point at which the informal arrangement stops scaling.
51 to 70	A decent, well-run setup. The remaining gaps tend to be the strategic ones — planning, testing, documentation — which matter most precisely when something unusual happens.
Over 70	Strong. Worth protecting: at this level the biggest risk is drift, where good arrangements quietly decay because nobody is reviewing them.

Read the pattern, not just the number

A low section score is more informative than the total. Some common shapes we see:

- **Reliability high, continuity low.** Everything works beautifully, and there is no plan for the day it does not. Extremely common, and the most dangerous combination on this page.
- **Security high, working practices low.** Well protected, but people are wasting hours a week on friction — and eventually they invent workarounds that undo the security.
- **Everything moderate, direction zero.** Nobody owns IT. It works because individuals are being resourceful, which lasts exactly as long as those individuals do.

Three questions worth sitting with

1. **If your main computer disappeared this afternoon, what would you lose?** If the honest answer is "I am not sure", that is the first thing to fix.
2. **Who owns IT here?** Not who fixes the printer — who is responsible for it working, and being secure, next year.
3. **What did IT cost you last year in lost time?** Twenty minutes a week per person, across five people, is a working week a year. It rarely appears on any invoice.

We will do this properly, for free

A conversation about your answers, a look at what is actually configured, and a straight written summary of where you stand and what we would prioritise. No obligation, no pressure, and no jargon — and if the answer is that you are fine as you are, we will tell you that too.

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