

2026 IT Benchmark Scorecard

Score your IT against what well-run companies your size look like. Eight domains, forty questions, one number you can act on. About 15 minutes with someone who knows your environment.

How to score

For each statement, score **2** = true today and provable, **1** = partly true or true but undocumented, **0** = not true or unknown. Add each domain (max 10). Add all eight for a total out of 80, then multiply by 1.25 for a 0-100 score.

1. Infrastructure

Statement	0/1/2
Every server, switch and firewall is inventoried with owner, age and support status	
Hardware older than 5 years has a funded replacement date	
Patches for OS and firmware are applied within 30 days of release	
There is documented capacity headroom (CPU, storage, bandwidth) of at least 20%	
A single diagram shows how the environment fits together and it is under a year old	
Domain score (max 10)	

2. Security

Statement	0/1/2
Multi-factor authentication is enforced for email, VPN and admin accounts	
Endpoint detection and response runs on every workstation and server	
Backups are tested by an actual restore at least quarterly	
Staff complete security awareness training at least annually	
An incident response plan exists and names who does what	
Domain score (max 10)	

3. Service desk

Statement	0/1/2
Every request becomes a ticket in one system (not email or chat)	
First-response and resolution times are measured against written targets	
Users can find answers to common questions without opening a ticket	
Recurring issues are tracked as problems, not just repeated incidents	
After-hours coverage exists and users know how to reach it	
Domain score (max 10)	

4. Cloud

Statement	0/1/2
Cloud spend is reviewed monthly against a budget	
Identity is centralized (one login system) across cloud apps	
Data residency and backup for SaaS apps (email, files, CRM) is understood and covered	
Unused licenses and idle resources are reclaimed at least quarterly	
There is a documented decision rule for what belongs in cloud vs on-prem	
Domain score (max 10)	

5. Data

Statement	0/1/2
Critical data sources are named, owned and classified (public / internal / confidential)	
Reports leadership relies on come from a governed source, not a personal spreadsheet	
Data retention and deletion rules are written down and applied	
Integrations between systems are documented with a named owner	
At least one decision per quarter is changed by data rather than confirmed by it	
Domain score (max 10)	

6. Automation

Statement	0/1/2
The top 10 recurring manual IT tasks are listed with hours per month	
At least half of those tasks are automated or scheduled	
Monitoring alerts are correlated so one incident produces one alert	
Onboarding and offboarding are scripted end to end	
Automation savings are measured and reported	
Domain score (max 10)	

7. Vendor management

Statement	0/1/2
Every IT vendor and contract is in one register with renewal dates	
Renewals are reviewed 90 days before they auto-renew	
Vendors with access to your systems are assessed for security	
Each major platform has a named internal owner	
Vendor performance against SLAs is reviewed at least twice a year	
Domain score (max 10)	

8. Budget and governance

Statement	0/1/2
IT spend is known as a percentage of revenue and compared to peers	
A 12-month IT roadmap exists and leadership has seen it	
Projects have a business case with expected benefit before approval	
IT reports to leadership at least quarterly with metrics, not anecdotes	
There is a named executive accountable for technology decisions	
Domain score (max 10)	

Your results

Domain	Score /10	Domain	Score /10
Infrastructure		Security	
Service desk		Cloud	
Data		Automation	
Vendor management		Budget and governance	

TOTAL /80

× 1.25 = SCORE /100

LOWEST DOMAIN

Reading your score

Score	What it usually means
80–100	Well run. Spend goes to growth projects, not firefighting. Benchmark annually and keep the roadmap current.
60–79	Solid foundation with two or three weak domains. Fixing the lowest domain usually moves the whole business, not just IT.
40–59	IT is reactive. Risk and cost are both higher than they need to be. Prioritize Security and Service desk before adding platforms.
Under 40	Fundamentals are missing or unknown. Start with an inventory and a backup restore test this month, then build from there.

Fix-first guide

Work the lowest domain first, with one exception: if **Security** scored under 6, it goes first regardless. Then:

Lowest domain	Start here	EverSource service that helps
Infrastructure	Inventory + replacement calendar	IT Health & Risk Assessment · Managed Servers
Security	MFA everywhere, EDR, restore test	Managed Cybersecurity Essentials / Complete
Service desk	One ticketing system with SLAs	ITSM Platform Rollout · Managed Helpdesk · Enterprise Service Desk
Cloud	Monthly spend review, single identity	Cloud Cost & Capacity Optimization · Managed Cloud Infrastructure
Data	Name owners, govern the top 5 reports	Data Exchange & Integration Advisory
Automation	List top 10 manual tasks, automate 5	IT Operations Automation & AIOps
Vendor management	Contract register with renewal dates	Vendor Selection Shortlist Report · IT Advisory Membership
Budget and governance	12-month roadmap with business cases	Technology Strategy & Transformation Roadmap

This scorecard is a self-assessment for planning purposes and is not an audit, a compliance attestation or professional advice.
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