



IT Maturity Self-Assessment

Rate your organization's IT maturity by answering each question below.

Add up your total score at the end to determine your IT Maturity Level.

Question	4 points	2 points	0 points
My organization has a dedicated IT person with demonstrated work experience in IT, security, and/or infrastructure, whether internal staff or external partner.	Yes	On-Call Only	No
We regularly update our software and invest in our IT infrastructure, and ensure updates are successful.	Yes	Somewhat	No
We have a defined and planned IT budget, integrated into our annual budgeting process.	Yes	Somewhat	No
We have written IT policies, which are updated regularly, utilized by our staff, and are enforced.	Yes	Somewhat	No
Our IT policies are included in our employee handbook, and new staff members sign off on receiving and understanding them.	Yes	Sometimes	No
We have an offboarding policy in place for staff who leave our organization, to transfer assets, remove access and logins, and retrieve hardware. We follow this policy to the letter and update it as needed with new learnings and needs.	Yes	Sometimes	No
We provide regular cybersecurity training for our staff and regularly test their knowledge and retention of those trainings.	Yes	Sometimes	No

We have a strong partnership with professional IT support for emergencies and have plans and response timelines in place should the need arise.	Yes	Kind Of	No
We have a disaster recovery plan in place, and we've tested it in the last 6 months / completed a tabletop exercise in the last 12 months.	Yes	Somewhat	No
Our technology and systems are monitored 24/7, backups happen on a regular schedule, and IT staff are automatically notified in case something fails.	Yes	Somewhat	No

Total Score: _____

Determine Your IT Maturity Level:

0-12	Ad Hoc & Reactive
13-24	Partially Managed
25-34	Proactively Managed
35-40	Fully Mature

Ad Hoc & Reactive

Right now, your technology is in a reactive state. Systems are patched together, outdated, or only fixed when something breaks. There's little structure or long-term planning—just short-term problem solving. IT isn't yet integrated into your broader business strategy, which means you're spending time and money on tech... without getting much value from it. Administration has historically seen IT as a cost center instead of a tool to drive growth, efficiency, or innovation.

What This Means for Your Organization

- You're more vulnerable to disruptions, downtime, and security risks
- Staff waste time dealing with avoidable tech issues
- There's no roadmap for how IT can support your future goals

Visit www.nessit.net/it-maturity-quiz-ad-hoc to learn how to bring your IT maturity to the next level!

Partially Managed

You've got some IT support in place – could be an internal team member or a relationship with an MSP that you call when something breaks. You have policies but they're generic ones you downloaded, and your team may not even know they exist. Security efforts are inconsistent, and your IT spending is mostly reactive, with little planning behind it. This stage is a turning point. You're out of the chaos but not yet building for the future.

What This Means for Your Organization

- You're still vulnerable to risk due to gaps in coverage and outdated policies
- IT decisions are made in the moment, not tied to business goals
- Employees lack consistent systems and support, which slows them down
- There's no true roadmap—just best guesses and patchwork fixes

Visit www.nessit.net/it-maturity-quiz-partially-managed to learn how to bring your IT maturity to the next level!

Your IT Is Strategic—Now It's Time to Make It Scalable

You've come a long way! IT is no longer an afterthought—it's recognized as a critical part of operations and growth. Systems are more secure. Planning is intentional. Staff are better trained. But there's still room to tighten your strategy and future-proof your tech. At this stage, the goal is consistency, predictability, and continuous improvement—so your technology not only supports your business but helps drive it.

What This Means for Your Organization

- You're close to a fully mature environment, but still rely on manual processes or partial coverage
- Some policies exist, but enforcement and technical implementation don't always align
- Security tools are improving, but true 24/7 protection and incident response may still be missing
- You're operating well—but not yet optimizing

Visit www.nessit.net/it-maturity-quiz-proactively-managed to learn how to bring your IT maturity to the next level!

Fully Mature

You've done the hard work—and it's paid off. Your technology is fully aligned with business goals, driving efficiency, scalability, and innovation. IT isn't just a support function anymore—it's a core part of how you operate and grow. From 24/7 monitoring to process adherence, your environment is secure, structured, and performance-driven. You're not reacting to problems—you're anticipating them. Now, it's about sustaining momentum and continually optimizing what you've built.

What This Means for Your Organization

- IT is integrated into high-level decision-making and planning
- Security and compliance are proactively maintained, not reactively managed
- Processes, policies, and systems are tightly aligned and consistently followed
- Your employees are spending more time on resident and business services than technology!

Visit www.nessit.net/it-maturity-quiz-fully-mature to learn how to bring your IT maturity to the next level!