8 Questions to Ask Your Next Cloud ITSM Vendor

Tips for choosing the right cloud ITSM vendor for your organization

In the early stages of your evaluations, you must narrow down your list of vendors to identify the ones that have the right qualities for supporting your organization's current needs and future growth. Below are eight key questions that will allow you to stay focused on what's most important when partnering with a cloud service management vendor outside of software features.

To help you get started, here is a simple list of questions you can ask ITSM vendors:

How long have you provided a cloud ITSM solution and for how many customers?

TIP: Evaluate how many cloud customers they have on their platform and what percentage are on the latest release.

Can you support global datacenters in geographies around the world?

TIP: The vendor should provide global datacenter options and provide 24/7 support.

Do you have a documented methodology for selecting IaaS providers?

TIP: A complete methodology helps evaluate the availability and performance of IaaS providers to ensure they meet SLAs.

How do you utilize system data to predict and avoid issues?

TIP: The vendor should be leveraging advanced analytics to optimize system availability and performance.

Can you demonstrate your commitment to both operational and administrative security?

TIP: Documentation and certifications should be shared to prove their commitment to industry best practices.

Do you have experience in supporting international compliance and regional legislation?

TIP: Make the vendor discuss how they will help your organization comply with regulations like GDPR, PCI, or HIPAA.

Are you and your IaaS partners' processes SSAE-16 SOC 2 Type II audited?

TIP: Many vendors claim they are audited, so be sure to ask for the SSAE-16 report from the vendor and IaaS partner.

Will I have 24/7 access to real-time availability and activity of our systems?

TIP: The vendor must be able to provide and demonstrate access to a dashboard with real-time information.

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