

Tool 1 of 3 · Readiness scorecard

Is your MSP ready for remote staff?

A 4-minute self-assessment to find where to start: IT support, lead generation, or not yet.

How to use it. Read each statement and circle a score: **0** if it isn't true for you, **1** if it's partly true, **2** if it's very true. Add up each section, then turn the page for what your score means.

Not true Partly Very true

A Service desk capacity

Section A score _____ / 4

Tickets wait longer than I'd like because the team is stretched.

0

1

2

Senior technicians spend real time on routine tickets and upkeep.

0

1

2

B Pipeline consistency

Section B score _____ / 4

New-business outreach only happens when someone has spare time.

0

1

2

Our pipeline depends mostly on referrals, with gaps in between.

0

1

2

C Readiness to add someone

Section C score _____ / 4

I expect to add clients in the next 12 months without wanting matching overhead.

0

1

2

I can write down priorities and processes so a new hire knows what good looks like.

0

1

2

Tally your score

A · Service desk _____ / 4	B · Pipeline _____ / 4	C · Readiness _____ / 4	Total All sections _____ / 12
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Where to start

If A is higher than B IT support technicians Dedicated technicians who handle tickets, software updates, troubleshooting and system upkeep, so senior techs stay on client-facing work.	If B is higher than A Lead generation specialists A dedicated specialist who works your outreach consistently, so new business doesn't depend on whoever has spare time this week.
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If A and B are equal, start with the role whose problem costs you more each month.

What your total means

0–4	Lay the groundwork Document your three most repeated tasks first, then retake this scorecard. A new hire ramps faster when priorities are written down.
5–8	Start small Add one role in the area with your higher section score. Prove the model, then add more.
9–12	Ready to build You can support a small team. Start with the role that scored highest, and plan the next one.

Note on Section C. If C scores 0 or 1, spend a week writing down priorities and processes before you hire. It's the single biggest lever on how fast a new team member contributes.

Next: put numbers on it with Tool 2, the Local vs. Remote Hire Cost Worksheet.

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