

Daily IT manager checklist

A calm, repeatable start to every operational day.

01

DATE

IT MANAGER

ON-CALL / SHIFT

TODAY'S OPERATING PRIORITY

One outcome that matters most today:

1 START-OF-DAY CONTROL

- ☐ Review overnight alerts, outages and monitoring exceptions.
- ☐ Confirm critical services, internet, identity and remote access are healthy.
- ☐ Check the service-status board and active supplier incidents.
- ☐ Identify today's business-critical meetings, deadlines and events.

2 SECURITY AND PROTECTION

- ☐ Review high-severity security alerts and unusual sign-in activity.
- ☐ Confirm endpoint protection, email security and firewall health.
- ☐ Check vulnerability, patch and certificate-expiry exceptions.
- ☐ Record any risk that needs an owner, decision or escalation.

3 BACKUP AND RECOVERY

- ☐ Confirm every scheduled backup completed or is being investigated.
- ☐ Check immutable/off-site copies and backup-capacity warnings.
- ☐ Review the latest restore test and outstanding recovery actions.
- ☐ Escalate failures before the next backup window begins.

4 PEOPLE, TICKETS AND CHANGE

- ☐ Triage unassigned, reopened, ageing and SLA-risk tickets.
- ☐ Review VIP, onboarding, leaver and access-control requests.
- ☐ Confirm today's changes have owners, approvals and rollback plans.
- ☐ Share priorities and handoffs with the support team.

RISKS, DECISIONS AND ACTIONS TO CARRY FORWARD

IT support checklist and handover

One page for priorities, ownership and a clean end-of-day handover.

02

DATE _____ SUPPORT LEAD _____ HANDOVER TO _____

SYSTEM AND QUEUE STATUS

☐ Monitoring reviewed☐ Backups checked☐ Security alerts checked☐ Ticket queue triaged☐ Changes confirmed☐ Suppliers checked

PRIORITY SUPPORT QUEUE

PRI	REF	ISSUE / REQUEST	OWNER	NEXT ACTION
☐				
☐				
☐				
☐				
☐				

CHANGES, MAINTENANCE AND APPROVALS

SUPPLIER ESCALATIONS AND DEPENDENCIES

END-OF-DAY HANDOVER: UNRESOLVED RISKS, OWNERS AND NEXT ACTIONS

END-OF-DAY CHECK

☐ Queue updated☐ Stakeholders updated☐ Handover accepted