

#	Capability	Key Evaluation Question	Status
1	24/7 Multi-Tier Service Desk	Is the tier 1 desk staffed in-house, or outsourced or offshored?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
2	Multi-Site Network Services and SD-WAN	How does the provider handle a site-level outage at a remote location outside business hours?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
3	HIPAA-Aligned Security and Compliance	Can the provider show a current control map between its services and the HIPAA Security Rule?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
4	Identity, Access, and Endpoint Hardening	Is EDR deployed and monitored on 100% of in-scope endpoints, with a documented exception process?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
5	24/7 Security Operations and Threat Detection	Who staffs the SOC, where is it located, and what is its MTTD/MTTR?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
6	Backup, Disaster Recovery, and Ransomware Resilience	Are backups immutable, and are they tested by restore – not just by checking job status?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
7	EHR and Clinical Application Support	Which EHRs and clinical applications does the provider have current production experience supporting?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
8	Cloud and Data Center Management	Does the provider hold BAAs with all cloud subcontractors handling ePHI, including hyperscalers?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
9	Does the provider perform a formal HIPAA Security Risk Analysis, or just a security review?	Does the provider perform a formal HIPAA Security Risk Analysis, or just a security review?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak
10	Strategic IT Advisory and vCIO Services	Is a named vCIO or strategic advisor included, and how often do they meet with leadership?	<input type="checkbox"/> Strong <input type="checkbox"/> Partial <input type="checkbox"/> Weak