

# Mid-Market Modernization Checklist

Modernization Readiness Assessment · Infrastructure · Governance · Institutional Knowledge · Org Change

## How to Use This Checklist

Work through each dimension with your leadership and technical teams. For every item, mark **YES** (fully in place), **PARTIAL** (in progress or incomplete), or **NO** (not in place). Use the Notes column to capture specifics, owners, or deadlines. Transfer your counts to the Gap Summary on the final page.

**Executive Track** Strategic and risk-focused questions for CTO, CIO, and senior leadership.

**Operational Track** Process and systems questions for IT Directors, Managers, and technical leads.

## 1 Infrastructure Readiness

Systems, dependencies, recovery, and security posture

### EXECUTIVE TRACK

Assessment Item	YES	PARTIAL	NO	Notes
Our critical systems are documented and maintainable without depending on specific individuals.				
We have a complete, current inventory of all production systems and their business dependencies.				
Our infrastructure meets current security requirements: encryption, access controls, and audit logging.				
We could estimate the business impact of losing any key system within 24 hours.				
We have no single points of failure that would halt operations if one person became unavailable.				

### OPERATIONAL TRACK

Assessment Item	YES	PARTIAL	NO	Notes
System interdependencies are mapped, current, and accessible to the full team.				
Documented rollback procedures exist for all production deployments.				
Infrastructure can be recovered in a tested, documented timeframe.				
Monitoring and alerting covers all critical systems with defined escalation paths.				

Assessment Item	YES	PARTIAL	NO	Notes
Legacy systems have documented interfaces, integration points, and known limitations.				
Environment configurations (dev, staging, prod) are documented and reproducible.				

## 2 Data Governance

Quality, ownership, lineage, compliance, and access controls

### EXECUTIVE TRACK

Assessment Item	YES	PARTIAL	NO	Notes
We know where our most sensitive data lives and who has access to it.				
Our data quality is sufficient to support reliable reporting and strategic decisions.				
We are prepared for current and upcoming regulatory compliance requirements (SOC 2, GDPR, HIPAA, etc.).				
We can produce complete audit trails for critical data access and system activity.				

### OPERATIONAL TRACK

Assessment Item	YES	PARTIAL	NO	Notes
Data ownership is formally assigned for all major datasets.				
We have documented data quality standards and someone responsible for enforcing them.				
Data lineage is documented for all critical business processes.				
Data retention and deletion policies exist and are actively being followed.				
A data classification schema exists (e.g., public / internal / confidential / restricted).				
Access controls are reviewed and updated when personnel change roles or leave.				

## 3 Institutional Knowledge

Documentation, bus-factor risk, and knowledge continuity

### EXECUTIVE TRACK

Assessment Item	YES	PARTIAL	NO	Notes
Critical system and process knowledge is not concentrated in one or two individuals.				
A new technical leader could be onboarded effectively within 30 days using existing documentation.				
We could recover operationally from the sudden departure of any key technical team member.				

**O P E R A T I O N A L   T R A C K**

Assessment Item	YES	PARTIAL	NO	Notes
All critical systems have current runbooks and standard operating procedures.				
Deployment, configuration, and maintenance procedures are fully documented.				
Incident response playbooks exist for known and likely failure scenarios.				
Tribal knowledge has been captured systematically — not stored only in email or individual heads.				
New systems have a defined documentation standard that must be met before going to production.				
Documentation is reviewed and updated on a scheduled basis, not only when things break.				

**4**

**Organizational Change Readiness**

Leadership alignment, budget, skills, and change capacity

**E X E C U T I V E   T R A C K**

Assessment Item	YES	PARTIAL	NO	Notes
Leadership is aligned on the strategic need for modernization and its multi-quarter timeline.				
Budget visibility and approval processes exist for technology initiatives spanning multiple quarters.				
We have a track record of completing technology transformation projects on time and within scope.				
We have executive sponsorship identified for any modernization initiative.				

**O P E R A T I O N A L   T R A C K**

Assessment Item	YES	PARTIAL	NO	Notes
Technical staff have protected time allocated for modernization work, not consumed entirely by maintenance.				
A structured process exists for evaluating and adopting new technology.				
Change management processes are in place for major system changes.				
Staff have the skills — or an active, funded training plan — to operate modernized systems.				
Vendor relationships are evaluated regularly and not simply renewed by default.				
A change communication plan template exists for system-impacting updates.				

### Gap Summary

After completing all four dimensions, transfer your YES / PARTIAL / NO counts here. Use the Priority Action column to note the single most important next step per dimension.

Dimension	YES	PARTIAL	NO	Priority Action
1 — Infrastructure Readiness				
2 — Data Governance				
3 — Institutional Knowledge				
4 — Organizational Change				

### Reading Your Results

<b>80%+ YES</b>	Well-positioned. Focus on converting PARTIAL items to YES before expanding AI deployment. Schedule a governance review to confirm standards are current.
<b>50–79% YES</b>	Foundational gaps need structured attention. A 12–18 month modernization runway is typical. Prioritize Institutional Knowledge and Data Governance — these unlock everything else.
<b>Below 50% YES</b>	Significant operational and security risk exposure. Modernization planning should begin now. A structured assessment will help sequence the work and build a board-ready business case.

## Ready to Address the Gaps You Found?

Computer Impressions provides Modernization Risk & AI Assessments that apply these dimensions to your specific landscape — identifying risks and providing actionable recommendations.

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