

Network Diligence Checklist

Use this checklist to evaluate network providers before you commit.

1) Architecture And Ownership

- Is there one current source of truth for topology, VLANs, routing, and Wi-Fi?
- Are ownership boundaries explicit for LAN, WAN, SD-WAN, firewall policy, and carrier escalation?
- Can the provider show a named escalation path for after-hours incidents?

2) Security And Segmentation

- Are security zones mapped to identity, guest, and sensitive workloads?
- Is change approval documented for segment creation and policy changes?
- Can the provider show how segmentation is validated in production?

3) Wi-Fi Evidence

- Is survey methodology defined (predictive, validation, or both)?
- Are capacity assumptions tied to real client density and device mix?
- Is post-implementation validation documented and retained?

4) WAN And Resilience

- Is failover behavior defined per site and per application class?
- Are failover tests scheduled and evidenced, not only described?
- Is path diversity documented with clear carrier demarcation points?

5) Operations And Service Management

- Are changes recorded in a system of record with rollback notes?
- Can support teams access runbooks and current diagrams without tribal knowledge?
- Are monitoring thresholds tuned to user experience, not default device alarms?

6) Voice And Cloud Dependencies

- Is QoS policy aligned to voice and collaboration requirements?
- Are cloud path and identity dependencies documented in the network plan?
- Can the provider explain end-to-end impact for a planned network change?

7) Audit And Procurement Readiness

- Are RFP claims backed by as-built evidence and operating records?
- Are SLAs, test outputs, and ownership statements easy to export for review?
- Is there a recurring governance review cadence for risk and lifecycle planning?

8) Handover Quality

- Does handover include updated diagrams, runbooks, and escalation contacts?
- Is there a transition checkpoint with your support and security teams?
- Can a new engineer understand and operate the environment from documentation alone?

If you want Trucell to run this checklist against your current environment, use the network fit call on the network services page.