

The 10 Technology Questions Every UK Business Owner Should Be Able to Answer

Designed for UK business owners and MDs. No technical background required. Each question takes less than a minute to answer. If you cannot answer a question confidently, that gap is worth closing.



How to use this checklist

<p>Answer honestly. There are no wrong answers. The gaps are useful information.</p>	<p>Tick confidently only. If you are not sure, leave it blank.</p>	<p>Review with your team. Some answers will require input from others in the business.</p>
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The 10 Questions

CYBER EXPOSURE	
1	<p><input type="checkbox"/> Do you know what a cyber attack on your business would actually look like? Not in technical terms. In practical terms. Who would know first? What would stop working? What would you do in the first hour? Most business owners have never thought this through.</p>
2	<p><input type="checkbox"/> Have you checked whether your business credentials are already on the dark web? Hackers buy and sell leaked passwords constantly. Your email address may already be listed alongside an old password. The Hack Check finds out within 72 hours.</p>
3	<p><input type="checkbox"/> Do you know exactly who has access to your systems, email, and data right now? Including former employees. Including contractors. Including anyone who was given access and never had it removed. Most businesses have more open doors than they realise.</p>
COST CONTROL	
4	<p><input type="checkbox"/> Can you list every software subscription and IT contract your business is currently paying for? Not roughly. Line by line. UK SMEs waste up to £10,000 per year on unused or duplicated SaaS tools. This is one of the most common and most fixable problems.</p>
5	<p><input type="checkbox"/> When did you last review whether you are on the right Microsoft 365 plan? Licence creep is real. People join, get a licence, leave, and the licence stays active. A line-by-line review almost always finds immediate savings.</p>
TECHNOLOGY CLARITY	
6	<p><input type="checkbox"/> If asked to list every system your business relies on day to day, could you do it? From your CRM to your accounting software to the tool someone set up three years ago that everyone still uses. Most businesses have never mapped this properly.</p>

7	<input type="checkbox"/> Do you have a technology plan for the next 12 months? Not a wish list. A documented plan that is aligned to where the business is going. Without one, technology decisions get made reactively, and reactive decisions cost more.
8	<input type="checkbox"/> Is your IT supplier proactively looking out for your business, or just fixing things when they break? There is a significant difference between reactive support and strategic guidance. Most SMEs are paying for the former and wondering why technology never quite works properly.
TECHNOLOGY LEADERSHIP	
9	<input type="checkbox"/> When your business makes a technology decision, who provides independent strategic input? Not the person selling you the product. Not the IT supplier who benefits from the choice. An independent voice. Most SMEs have never had one.
10	<input type="checkbox"/> Do you have a plan for what happens if your technology fails tomorrow? Not your IT supplier's plan. Your plan. What would you do? Who would you call? How long could your business operate without its core systems? Most have no answer.

What your score means

In Control	8 to 10 ticks	You have a solid technology foundation. The opportunity is to move from managed to strategic.
At Risk	4 to 7 ticks	You have gaps that are worth addressing. A structured review will surface what matters most.
Exposed	0 to 3 ticks	Your business has meaningful technology risk. The good news is none of it is complicated to fix.

Not sure where to start?

Book a free 30-minute conversation to talk through your score and identify your biggest priorities.

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Plain English technology leadership for UK SMEs.