



**absolute<sup>it</sup>**  
Information Technologies

# Recruitment Agency IT & Cybersecurity Checklist

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A Practical Guide for High-Performance  
Recruitment Agencies in Sydney

Prepared by absolute IT Consulting

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# Introduction

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Recruitment agencies rely on speed, communication, uptime, and trust. When technology fails, recruiters stop billing, placements slow down, and client confidence suffers.

This checklist is designed to help recruitment agency owners and directors identify common IT, cybersecurity, and operational risks that impact recruiter productivity and business continuity.

Use this checklist to assess whether your current systems, support, and security are helping your agency grow or quietly creating operational, financial, and cybersecurity risk.

Many recruitment agencies only discover weaknesses after:

- A cyberattack
- A prolonged outage
- A major productivity disruption
- A data breach
- Significant recruiter frustration
- Or rapid growth exposing operational cracks

The goal of this guide is simple:

Help recruitment agency leaders create a secure, reliable, and scalable technology environment that supports recruiter performance and business growth.

## How To Use This Guide

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This guide is designed for:

- Recruitment agency founders
- Managing directors
- Operations leaders
- Commercial managers
- Practice managers

You do not need technical knowledge to complete this checklist.

Simply:

1. Review each section carefully
2. Tick the items already in place
3. Highlight gaps or concerns
4. Use the warning signs to identify operational risks
5. Discuss findings with your IT provider or leadership team

The more unchecked items you identify, the greater the likelihood your agency may be exposed to operational inefficiencies, downtime, or cybersecurity risks.

## 1. Recruiter Productivity & Operational Reliability

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Your recruiters should be able to work quickly and efficiently without technology interruptions.

### Checklist

- ☐ Recruiters can access systems remotely without recurring issues
- ☐ Microsoft 365, Teams, and email systems operate reliably
- ☐ VoIP and calling systems are stable and clear
- ☐ Recruiters are not regularly complaining about slow systems
- ☐ New staff can be onboarded quickly without IT delays
- ☐ Existing staff can work from home securely and efficiently
- ☐ Shared files and candidate information are easy to access
- ☐ Critical systems are monitored proactively for issues
- ☐ Internet outages or downtime are rare and resolved quickly
- ☐ Your IT provider responds quickly during business hours

### Warning Signs

If any of these are common, your agency may already be losing productivity:

- Recruiters waiting on slow systems
- Teams or VoIP call failures
- Repeated password or login issues
- Consultants creating workarounds outside approved systems
- Staff are avoiding IT support because response times are poor
- Ongoing recurring issues that never seem to be permanently resolved

## 2. Cybersecurity & Data Protection

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### Recruitment agencies handle large amounts of sensitive candidate and client data.

A cybersecurity incident can damage your reputation, interrupt operations, and expose confidential information.

#### Checklist

- ☐ Multi-factor authentication (MFA) is enabled for Microsoft 365 and critical systems
- ☐ Administrator accounts are protected separately from standard user accounts
- ☐ Staff receive cybersecurity awareness training
- ☐ Phishing protection is enabled for email systems
- ☐ Endpoint protection is installed on all laptops and desktops
- ☐ Devices are patched and updated regularly
- ☐ Former employees are removed immediately from systems
- ☐ Password policies are enforced consistently
- ☐ Remote access systems are secured properly
- ☐ Critical business data is encrypted
- ☐ You have visibility into failed login attempts and suspicious activity
- ☐ Staff only have access to the systems and data they need

#### Warning Signs

Your agency may be exposed if:

- Staff share passwords
- MFA is optional or inconsistent
- Former staff still have active accounts
- Recruiters use personal devices without controls
- You are unsure how your data is backed up
- Your team has never completed phishing awareness training
- Security discussions only happen after an incident

### 3. Backup, Recovery & Business Continuity

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#### Downtime directly impacts recruiter billings and client service.

Your agency should be prepared to continue operating even during outages, cyberattacks, or system failures.

#### Checklist

- ☐ Critical business systems are backed up automatically
- ☐ Microsoft 365 data is backed up independently
- ☐ Backup recovery testing is performed regularly
- ☐ You have a documented disaster recovery plan
- ☐ Your team knows what to do during a major outage
- ☐ Internet redundancy or failover options are in place
- ☐ Critical passwords and documentation are secured properly
- ☐ You can restore files and systems quickly if needed
- ☐ Your IT provider proactively monitors backup success
- ☐ Recovery time expectations are clearly defined

#### Warning Signs

You may have a serious operational risk if:

- No one has tested backups recently
- Recovery procedures are undocumented
- Backups only exist on local devices
- Key business knowledge sits with one person
- You are relying entirely on Microsoft retention policies
- Your business would stop operating for more than a few hours during an outage

## 4. IT Support Responsiveness

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### Recruitment agencies need fast support.

When recruiters cannot access systems, every minute impacts placements and revenue.

#### Checklist

- ☐ Your IT provider responds quickly during business hours
- ☐ Urgent issues are prioritised properly
- ☐ Support requests are communicated clearly
- ☐ You receive updates while issues are being resolved
- ☐ Problems are fixed permanently rather than repeatedly patched
- ☐ You can easily reach a real support person when needed
- ☐ Your IT provider explains issues in plain business language
- ☐ Your agency has clear escalation procedures
- ☐ Support performance is reviewed regularly
- ☐ You trust your IT provider to take ownership of problems

#### Warning Signs

You may have the wrong IT provider if:

- Staff complain that support takes too long
- You constantly chase updates
- Communication is inconsistent
- Technical jargon creates confusion
- Problems repeatedly return
- Your provider reacts to issues instead of preventing them

## 5. Strategic IT & Growth Readiness

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Technology should support growth. Not create operational bottlenecks.

As recruitment agencies scale, systems, processes, and security become more important.

### Checklist

- ☐ Your technology roadmap aligns with business growth plans
- ☐ New recruiters can be onboarded efficiently
- ☐ Office moves or expansion plans are documented
- ☐ Your systems support hybrid and remote work securely
- ☐ Cybersecurity policies are documented clearly
- ☐ Your IT provider helps plan future improvements proactively
- ☐ Technology costs are predictable and transparent
- ☐ Key systems integrate properly with each other
- ☐ Your agency has visibility into operational risks
- ☐ Leadership receives strategic IT guidance regularly

### Warning Signs

Growth may be outpacing your systems if:

- Onboarding new staff feels chaotic
- Security standards vary across teams
- Technology decisions are reactive
- Systems do not scale efficiently
- Leadership lacks visibility into risks
- Your IT provider only talks about support tickets instead of business outcomes

# Executive Summary & Final Assessment

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## If you checked:

### 40–50 boxes

Your agency is likely operating in a mature, proactive IT environment.

### 25–39 boxes

You may have operational or security gaps that could impact recruiter productivity and business continuity.

### Under 25 boxes

Your agency may be exposed to significant operational, cybersecurity, and downtime risks.

## Common Questions Recruitment Agency Owners Should Ask Their IT Provider

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- How quickly do you respond to urgent issues?
- What protection do we have against phishing and ransomware?
- How are our Microsoft 365 systems secured?
- What happens if our systems go down during business hours?
- How quickly can we recover from a cyberattack?
- How are backups tested?
- How do you support remote recruiters?
- What operational risks should we be aware of right now?
- How are former employee accounts handled?
- What strategic guidance do you provide beyond support?

## Why Recruitment Agencies Choose Absolute IT

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Recruitment agencies operate in a fast-moving environment where downtime directly impacts revenue.

absolute IT helps recruitment agencies:

- Reduce recruiter downtime
- Improve operational reliability
- Strengthen cybersecurity
- Support hybrid and remote teams securely

- Improve onboarding and user management
- Create scalable technology environments for growth
- Reduce operational stress for leadership teams

We understand how frustrating it is when technology problems interrupt recruiter productivity, slow down placements, and pull leadership away from growing the business.

That's why we focus on responsive support, proactive management, and business-aligned IT strategy designed specifically for fast-moving professional services businesses.

## About Us

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absolute IT helps recruitment agencies reduce downtime, improve recruiter productivity, strengthen cybersecurity, and scale confidently with proactive IT support and strategic technology guidance.

We understand how frustrating it is when technology problems interrupt recruiter productivity, slow down placements, and pull leadership away from growing the business.

That's why we provide responsive support, proactive cybersecurity, and reliable IT systems that help recruitment agencies operate efficiently and securely.

## Next Steps

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If this checklist identified gaps in your agency's IT environment, cybersecurity posture, or operational reliability, the next step is to conduct a structured review of your systems, support processes, and business risks.

A proactive IT strategy can help your agency:

- Improve recruiter productivity
- Reduce downtime
- Strengthen cybersecurity
- Support business growth
- Improve operational confidence
- Reduce leadership stress around technology

## Ready to identify the biggest risks in your agency's IT environment?

Schedule a discovery call with us to review your current environment, identify security gaps, and discuss how to improve reliability, responsiveness, and protection across your firm. Our website: <https://www.absoluteitconsulting.com>