

## What questions do you have ask yourself before choosing your IT partner?

Before starting cooperation with an IT service provide it's worth considering a number of its aspects. However, there are a few key issues that you absolutely must decide on before entering a contract. Below are the most important ones:

### Substantial knowledge:



- Does the partner work in agile methodologies (e.g. Scrum, Agile)?
- What competences and certificates does the development team have in the context of both technologies used in the project, and in project management in general (Angular, JavaScript, React, HTML5, PHP, Python, MySQL, Docker, Elastic)?
- What tools does the provider use and why (e.g. Figma, Adobe, Miro, Slack, JIRA, itd)?
- Does the provider have reliable testimonials from their previous clients?
- Did they plan a meeting with both the project and tech teams before starting the work (live or online)?

### Security:



- How is sensitive information protected by the NDA?
- What forms of protection does the provider offer and are they compliant with the security measures in your company?
- Does the offered solution take data encryption into account during transmission, binary security measures, not including passwords or keys in the code, etc.?
- What does the procedure of restoring security after a hacker attack look like?
- What catalog of services, their quality and scope does the SLA cover?

### Post-release support:



- What scope of post-release support does the tech partner offer?
- Where will the app/project be maintained?
- Is fixing the post-release bugs included in the project's cost?

### Budget:



- Does the cost estimate look realistic? Have all the project's aspects been included?
- Do the development costs depend on the team members' competences and are adequate to the market rates (remember that if the provider offers much lower rates, they may hire less skilled employees)?
- What form of settlement does the provider offer (e.g. 'time and material' or 'fixed price')?
- Does the provider expect any savings connected with using the cloud? If yes, what are they?



### Planning and timeliness:

- On what basis was the project's deadline estimated (check if it's not artificially lowered to make the offer more attractive)?
- What steps will they take if it turns out during the project that the estimated deadlines are not possible to meet?

### Communication:



- What will the cooperation look like on a daily basis?
- What form of communication does the provider prefer (e.g. Slack) and is it ok for your team?
- What are the business hours (important if you choose to work with a provider from a different timezone)?
- How will your team be onboarded?