



My IT Support Launches Cybersecurity Readiness Assessment

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My IT Support has introduced a free Cybersecurity Readiness Assessment for businesses in Jacksonville and the surrounding area, a self-assessment an owner can work through without help to see where the technology and security gaps in the business sit. The company built it for owners and managers who carry responsibility for technology and security decisions without a security specialist on hand to interpret them.

My IT Support provides Cybersecurity for small and mid-sized businesses across Jacksonville, covering endpoint protection, email security, identity security and security monitoring. The Cybersecurity Readiness Assessment asks about the same ground the company covers in its client work, taking an owner through access control, backups, monitoring and recovery, then returning the findings in plain English rather than in technical terminology. It costs nothing to use.

Access control is one of the areas covered by the assessment, which My IT Support introduces on the assessment page. Accounts stay active after the person has moved on, administrative rights spread wider

than anyone intended, and multi-factor authentication ends up switched on for some systems and not for others. Identity security work addresses gaps of that kind directly for the company's clients, and a formal risk assessment documents which of those gaps a business is carrying.

A business can have backups running nightly and still have no tested route back to working order. That gap is what continuity planning exists to close, and rehearsing a recovery is easy to defer, because it means deliberately putting a restore through its paces at a moment when nothing is wrong. Backups and recovery are further ground the assessment covers, and an owner can work through both without a technical vocabulary.

"When we assess a business here, the owner is almost never unconcerned about security. They usually just cannot see where their specific gaps are, and that is a visibility problem rather than an attitude problem," said Shayne Wright, Co-Founder at My IT Support. "So we made this one free and self-serve. Someone can find out where they stand without starting a sales conversation, and the findings are written so a business owner can act on them without needing anybody to translate."

Monitoring produces nothing visible while it is working properly, which is what makes it straightforward for an owner to lose sight of. The point is not only whether something is watching, but whether anyone is acting on the alerts a system already generates, which is a question of ownership as much as of software. For the company's own clients across Northeast Florida, that work is staffed accordingly: security staff work outside standard hours for security incidents, while general support requests are handled during business hours. The CIS Controls, a widely recognized set of security practices, give the work a defined reference point, and alignment with them forms part of the Compliance Reviews the company carries out.

The assessment covers businesses that already have an internal IT contact as well as those with nobody in that role. Where there is an internal IT contact, the value sits in giving an owner enough of the picture to ask better questions of whoever manages the systems. Without anyone in that position, the owner is deciding what to do about access, backups and monitoring without a specialist to interpret any of it.

A completed assessment is not a technical audit, and the company is clear that it does not stand in for the recovery testing and detailed review carried out for clients under Data Protection and Compliance Reviews. What it produces is a plain description of where a business stands across the areas it asks about. An owner in Jacksonville can take that description to whoever manages their systems and use it as the starting point for a fuller technical review.

For an owner without a security specialist to lean on, the point of the exercise is seeing the gaps described in

terms they already use, in an order they can work through. Further information about Cybersecurity is available on the company website, and the company also posts updates to its Facebook page.

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For more information about My IT Support, contact the company here: My IT Support Shayne Wright (904) 855-6193 shayne.wright@myitsupportusa.com 9050 Cypress Green Dr, Suite 101, Jacksonville, FL 32256

My IT Support

My IT Support offers managed IT, cybersecurity, cloud, and backup solutions for businesses in Jacksonville. The company provides responsive local support and proactive security to help businesses operate with confidence.

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