

# CYBER HYGIENE

## KPI Worksheet for MSP Leaders

### Instructions:

For each KPI below, record your current status, set a target for improvement, and note one action you'll take in the next 30 days. Use this worksheet to drive accountability and track progress over time.

### Identity and Access Controls

KPI	Current Status	Your Action
MFA Adoption Rate		
Quarterly Access Review		
Conditional Access Policy		

### Device and Endpoint Hygiene

KPI	Current Status	Your Action
Patch Compliance Rate		
EDR/XDR Coverage		
Encryption Coverage		

### Email & Human Risk

KPI	Current Status	Your Action
Phishing Sim Failure Rate		
Security Awareness Training		
DMARC/DKIM/SPF		



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### AI Hygiene

KPI	Current Status	Your Action
Vendor Vetting Completion		
AI Policy		
Risky Connector Revocation		

### Leadership and Culture

KPI	Current Status	Your Action
L-10 Meeting		
Dashboard/Scorecard		
Standups and Betterment		

### Operational Hygiene

KPI	Current Status	Your Action
Backup Success Rate		
Restore Test Pass Rate		
Runbook Compliance		

### Reflection:

- What are your top 3 gaps?
- Which KPI will you prioritize this month?
- Who will you share your progress with?

