

How to talk to your IT team

The questions **every business leader should be asking**



Questions that matter

Your IT team plays a vital role in keeping systems running smoothly. But their focus is often on operations — not necessarily on identifying new ways to drive growth.

Still, those opportunities exist. An IT environment can easily be overlooked when it comes to business performance — but the right questions can uncover inefficiencies and growth opportunities hiding in plain sight.

This guide gives you the must-ask questions that open up the right conversations with your IT team.

The questions you need to be asking your IT team

1. Are we paying for unused cloud capacity or features we don't need?"

Cloud costs are one of the biggest areas of waste in mid-sized companies. Asking this can help you eliminate overprovisioned servers, unnecessary storage, or paid features your team doesn't use — all without compromising operations.



2. When did we last audit our software and SaaS subscriptions?”

Most businesses are overpaying for software they don't use. A licensing audit often reveals duplicate tools, unused licenses, or forgotten renewals that are quietly draining your budget.



3. “Are employees using unapproved apps or tools — and why?”

“Shadow IT” is what happens when staff use tools that aren’t officially sanctioned. It’s a compliance risk, and usually a sign that your official systems aren’t meeting their needs. This question can not only help you get rid of security risks, but it can also help you replace unapproved tools with official applications that better meet employee needs.

4. “What would a major cyberattack, or data breach cost us — and are we ready for it?”

Cybersecurity isn't just an IT issue — it's a business risk. This question forces your team to evaluate the real-world cost of downtime, reputational damage, and recovery. You'll also find out if your current defences are strong enough.



5. “What time-consuming manual processes are still not automated — and why?”

Automation can slash costs and free up your staff for more valuable work. Ask this to identify areas like admin, reporting, or customer service where tech could reduce overheads and increase speed.



6. “Are there any systems or platforms we can consolidate?”

Duplicate systems cost money, waste time, and confuse staff. Asking this encourages IT to look at ways to streamline tools, simplify processes, and reduce vendor costs across your operations.



8. “What technologies are we not exploring that could give us a competitive edge?”

AI, automation, advanced analytics, IoT — these aren’t just buzzwords. They’re solutions that many businesses use for growth. This question encourages IT to flag forward-thinking opportunities you may be overlooking or not know about.

7. “Do we have a solid business continuity plan for IT disruptions?”

Even small outages can cause big revenue losses. This question reveals how resilient your IT setup is, and whether your business is vulnerable to power cuts, downtime, or unexpected system failures. It will also help you see if a failover solution is needed.



Wrap up

You don't need to be a tech genius to see how your business can use or get rid of tech for business growth — you just need to pose the right questions to the right team members.

Use this guide as your starting point, and see if you, together with IT, can lower costs, improve performance, and innovate.



How Vodacom Business can help

Asking the right questions is the first move. Acting on the answers is what impacts your business.

At Vodacom Business, we can help business leaders turn conversations into action.

We're currently offering a free tech roadmap to help businesses like yours. It aims to:

- Spot inefficiencies
- Reduce redundant tools
- Identify opportunities for automation, security upgrades, and smarter workflows

You'll walk away with a tailored roadmap that shows exactly where you can cut costs or scale up — without any guesswork.



