

Who looks after what: the four things nobody owns.

For a small business with an IT supplier, a website supplier, or both. Fill it in on a day when nothing is broken. It takes twenty minutes and it prevents the phone calls where two suppliers each explain that it is the other one.

General guidance. Prices named here are Adam Roe's own as of September 2026. Nothing here is a criticism of IT firms: a good one is worth its fee, and a supplier who names the boundary is a better supplier than one who says yes to everything.

THE FOUR THAT BELONG TO NOBODY BY DEFAULT

- ☐ **The domain name: registered with whom, in whose name?**
It is the one thing that cannot be rebuilt if it is lost. Check it on a WHOIS lookup rather than asking, because people answer what they believe rather than what the record says.
- ☐ **The DNS records: who can change them, and where are they managed?**
These point at both your website and your email. Changing them for the site can stop the mail without anyone touching a mailbox.
- ☐ **The hosting account: whose name, whose card, who can log in?**
Managing it for you is normal and different from owning it. You should be able to get in, or get in on request without a negotiation.
- ☐ **The mailboxes: who administers them, and who pays?**
Usually the IT company administers and you pay directly. A mailbox nobody is paying for stops working eventually.

WHO TO RING, BY WHAT HAS HAPPENED

- ☐ **Website down for everybody: whoever hosts it**
Down for you only is usually your connection or your device, which is the IT side. Knowing which in advance saves an hour.
- ☐ **Nobody can send or receive email: IT first**
Then the web developer if the site moved recently, because that is a DNS problem rather than a mailbox one.
- ☐ **The contact form is not arriving: the web developer**
Forms send to wherever they were pointed, and that is set on the website rather than in your email system.
- ☐ **A browser says the site is not secure: whoever hosts it**
It is the certificate, and it is usually a renewal that did not happen rather than anything sinister.
- ☐ **A domain renewal notice nobody recognises: the registrar**
Find out who it is with, pay it, and then write it on this sheet so it is never a surprise again.

WORTH AGREEING ONCE

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- ☐ **Somebody is named for website updates**
You, a supplier, or a monthly plan. What causes trouble is not having one, it is assuming the other supplier covers it.
 - ☐ **Somebody is named for backups, and you know where they are**
Ask where a backup lives and how old the newest one is. If nobody can answer in a minute, there is your job for the week.
 - ☐ **Both suppliers know the other exists**
An introduction before a site moves costs one email. Finding out afterwards costs three days of missing mail.
 - ☐ **The renewal dates are in one calendar**
Domain, hosting, mailboxes, any plan. Four dates, one calendar, one person who sees them.
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Put a name and a date against each line, then keep it somewhere that is not only on one person's laptop.

adamroe.co.uk/blog/it-company-milton-keynes