

GO-LIVE Checklist



Go-Live Checklist

The following is a checklist designed to help you transition from the Implementation Phase into the “Live” deployment of your new AMS integration. Consider the following a framework to help you prepare for success as you enter “Life After Launch”!



Project Meets Readiness Standards Acceptance for deployment should include:

- Data conversion
- System configurations
- Test suites completed and passed
- Staff trained on new system
- Documentation and SOPS are completed and up to date



Launch Prep

- Meet with the following groups to define plans for rollout, rollback, and post-launch:
 - Implementation team
 - Project sponsors
 - Third-party vendors
- Review the plans and determine the following:
(Tip: Bemindful and work around any business events that may impact the launch):
 - Schedule
 - Go-live date
- If you are moving to a new vendor/product, notify current vendor of cutover date
- Begin notifying users of an upcoming launch
- Define communication channels to be used during cutover phase for the implementation team, staff, vendors, and customers
 - Plan for a “mission control” (center of operations)
 - Method to report status
 - Procedure for reporting issues or feedback
 - Alternative customer service
- Communicate final plans and expectations to the following groups (everyone involved should know what they are to do and when they should do it):
 - Implementation team
 - Staff
- Verify that the implementation team and staff have access to the necessary systems and communication channels needed for launch
- Send reminders of the launch and that all activities must be completed before system lockdown
 - Encourage staff not to be in the middle of an order or data update when lockdown occurs
 - Send a reminder to customers about site maintenance



Launch Day

- Activate your Mission Control and continue to monitor throughout launch
- Perform a roll call of the implementation team members and ensure coverage for any absence reported
- Notify project sponsors and staff that launch activities are beginning
- Lock down systems and users to prevent any further database changes
- If applicable, redirect sites to maintenance or splash page with messaging
- Disable any templated email messaging or related processes in the new system that might fire in the new system when importing data.
(i.e., new user welcome message, any transaction messages, etc.)
- Deploy any custom code that is not already in production
- Execute data migration and conversion scripts
- Complete all post-deploy steps and any post-configuration work
- Confirm third party vendors have completed their go-live steps
- Begin smoke testing which includes:
 - Data migration
 - Transactions that can be successfully completed
 - Integrations
 - Custom areas of functionality
 - New account creation and/or password reset process
 - Reports
- Check error logs and incoming tickets; prioritize and address issues as required
- Enter open A/R or other items that may have not been within the data conversion
- Reactivate new system templated messaging and processes that were previously disabled
- Update necessary domains to point to new system production IPs
- Confirm implementation team is ready to open access up to the new system for everyone
- Unlock the new system to allow users (staff = internal and customers = external) to access
- Send messaging to announce system is live

Post Launch – Celebrate!

- Give high five's all around
- Have a launch party to celebrate everyone's hard work
- Get a cake to share with the team
- Enjoy monitoring the "firsts" in the new system (i.e., first purchase from the website, first new account created, etc.)



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