

Go-live: are you ready to launch?

Check the evidence before approval. Unresolved critical issues do not become completed tasks because a deadline is approaching.

Done

Systems and data

- ☐ Successfully test and document critical workflows, including exceptions.
- ☐ Test interfaces and automated transfers with realistic data.
- ☐ Have the responsible business team validate and approve migrated data.
- ☐ Test access permissions and roles with the intended users.

People and contingencies

- ☐ Train users and let them practise key tasks independently.
- ☐ Confirm reachable support contacts and escalation routes for launch.
- ☐ Record contingency triggers, responsibilities and recovery procedures.
- ☐ Check whether rollback options or alternative workflows are practical.

Approval and the first week

- ☐ Assess outstanding defects by operational impact and resolve critical ones.
- ☐ Document go/no-go criteria, decision authority and approval.
- ☐ Arrange extra support and reduced workloads for the first week.
- ☐ Set up daily check-ins, an issue log and clear launch-phase ownership.

DECISION NOTE

Do not approve launch with unresolved critical operational risks; agree corrective action or a workable alternative first.

Open issues / next steps

Date / owner: