

GO LIVE CHECKLIST

View a short tutorial: [Go Live Tips](#)



Go Live = To become operational; the time at which something becomes available for use

For the last 7 months, XYZ Unified has been working on a project to implement a new SIS...

Next month is Go Live. The team has been working hard, but is the system ready? Are their users ready? Are they?

Q: If you were responsible for this project, what worries, concerns, or thoughts might you have about Go Live?

Planning for Go Live

Go Live means the system, service, or product is now live and in use. Success at Go Live takes planning, coordination, and communication.

Your goal: The system/solution is working, employees are prepared, support is ready, and risks are minimized.

Ask:

- Will the system/solution work under real conditions?
- Are employees/users confident and capable?
- Are we ready to support issues right away?
- Are there risks we haven't anticipated?

Remember: A successful Go Live is not just a technical launch, it's also a human transition. Focus just as much on your people as you do on the system.

GO LIVE CHECKLIST

Adapt this checklist to meet your needs.

Testing and Sign Off

1. Has user acceptance testing been completed?
2. Have all issues related to going live been resolved?
3. Has the appropriate party (Project Sponsor or other) given acceptance to proceed with moving the delivered system, service or product into production? NOTE: Consider if you need a Go/No Go Meeting.
4. If applicable, has your Change Control Board been notified?
5. Do we have a backout plan, if needed?

Support Team

6. Have your support staff been trained and/or provided documentation?
7. Are they prepared to provide ongoing support?
8. If necessary, has the “service” been added to your service catalog?
9. If necessary, has the vendor been notified that their support processes need to be engaged?
10. Do you have a clear plan for “Day 1” support procedures, and has that been communicated to the team?

Training & Communication

11. Has training been provided to employees/users, and job aids/videos made available?
12. Has the go live date and other important information been communicated to all project stakeholders?

How to Run a Go/No Go Meeting

Invite: Any decision makers for your project

What to Consider:

- Are all testing outcomes acceptable? Are critical issues resolved?
- Are stakeholders informed and trained?
- Are we ready? Is the team prepared for Day 1 support?
- Do we have a backout plan, if needed?

Decide if it's a “Go” or a “No Go”:

- If everyone confirms readiness, it's a “Go” (proceed)
- If there are lingering concerns or showstoppers, it's a “No Go” (reschedule and resolve)