

Checklist · 3 stages · 44 points

THG Conseil

Go-live checklist

Before, during and after go-live: the points to check to decide with full knowledge, cut over without improvising and stabilise fast.

Project _____ Release or phase _____

Go-live date and time _____ Checklist owner _____

How to use it

- 1 Adapt the list to your project: strike out what does not apply, add your own points.
- 2 Name an owner and a date for each point. A point without an owner will not get checked.
- 3 Only tick what is proven: a signed acceptance report, a passed test, a message sent.
- 4 Bring the checklist to the go / no-go meeting: every empty box is a risk to accept, or a reason to postpone.

A Before go-live

A1 Governance and go / no-go decision

Done	Point to check	Owner	Date
☐	A1.1 The release scope is frozen and shared: version, features, sites, users affected.		
☐	A1.2 Go / no-go criteria are written, measurable and approved by the sponsor before the meeting.		
☐	A1.3 The go / no-go meeting is scheduled: decision makers present, deputies named, decision deadline set.		
☐	A1.4 Go-live day roles are named: cutover lead, technical and business leads, support, communications.		
☐	A1.5 External dependencies are confirmed in writing: software vendors, contractors, partners, other projects.		
☐	A1.6 Residual risks are logged in the register, each with an owner who accepts it.		

A2 Testing and acceptance

Done	Point to check	Owner	Date
☐	A2.1 Functional acceptance testing is complete; acceptance reports are signed by the business owners.		
☐	A2.2 No blocking defect is open; each remaining major defect has an agreed workaround.		
☐	A2.3 Regression tests have passed on existing features.		
☐	A2.4 Performance tests have passed on a volume representative of production.		
☐	A2.5 Interfaces with other systems are tested end to end.		
☐	A2.6 Access rights are checked: accounts, profiles, permissions, service accounts.		
☐	A2.7 A full cutover rehearsal has been run, timed, and its gaps fixed.		

A3 Data

Done	Point to check	Owner	Date
☐	A3.1 Data to migrate is identified and cleansed; each data set has an owner.		
☐	A3.2 The migration has been rehearsed; completeness and consistency checks are written.		
☐	A3.3 A full backup is planned just before cutover, and its restore has been tested.		
☐	A3.4 The data entry freeze (date, time, systems affected) is announced to users.		

A4 Rollback

Done	Point to check	Owner	Date
☐	A4.1 The rollback plan is written and tested, with its duration and its point of no return.		
☐	A4.2 The criteria that trigger a rollback, and who decides it, are set in advance.		
☐	A4.3 The teams and access needed for rollback stay available throughout the window.		

A5 Communications

Done	Point to check	Owner	Date
☐	A5.1 The communications plan is ready: who tells whom, when, through which channel.		
☐	A5.2 Users know the date, any service interruption and what changes for them.		
☐	A5.3 Template messages are drafted: start, postponement, incident, rollback, end of cutover.		

A6 Support and operations

Done	Point to check	Owner	Date
☐	A6.1 Support and operations teams are trained and have received the documentation.		
☐	A6.2 Enhanced support is scheduled: hours, on-call rota, phone numbers, escalation path.		
☐	A6.3 Monitoring and alerts are active on the new system.		
☐	A6.4 Trained key users are available on site during the first days.		

Go / no-go decision

☐ **Go**
☐ **Go with conditions**
☐ **No go**

Conditions and reservations _____

Decision maker _____ Date and time _____

Signature _____

B During go-live (D-day)**B Cutover and decisions**

Done	Point to check	Owner	Date
☐	B.1 The go is formally given by the decision maker and recorded: time, decision, conditions.		
☐	B.2 Cutover follows the written runbook, step by step, with planned and actual times for each step.		
☐	B.3 A status check is held at set times with the leads of each team.		
☐	B.4 Each incident is logged, assessed and assigned to an owner straight away.		
☐	B.5 Before the point of no return, the criteria are checked again and the decision maker confirms.		
☐	B.6 Post-cutover checks, technical then business, have passed and are signed off.		
☐	B.7 Users are told that cutover is complete, or that it has been rolled back.		
☐	B.8 The decision log of the day is kept up to date: time, decision, who.		

C

After go-live

C1 Hypercare

Done	Point to check	Owner	Date
☐	C1.1 Enhanced support runs for the planned period, with a daily check-in.		
☐	C1.2 Incidents are tracked until closed, each with a priority and an owner.		
☐	C1.3 Stability indicators are tracked: incidents, response times, volumes processed.		
☐	C1.4 Exit criteria for enhanced support are set, then checked before leaving it.		
☐	C1.5 Handover to business-as-usual support is formal: documentation, contacts, open incidents.		

C2 Lessons learned

Done	Point to check	Owner	Date
☐	C2.1 A lessons-learned session brings all teams together within a month of go-live.		
☐	C2.2 What worked, what was missing and the actions to take are written down, each with an owner and a date.		
☐	C2.3 Procedures, the rollback plan and this checklist are updated for the next release.		
☐	C2.4 The project or phase is formally closed with the sponsor: objectives, variances, open actions.		

An outside view on your go-live

To prepare the go / no-go meeting, hold the cutover or stabilise after go-live: call me or write to me. The first conversation is complimentary, within 48 hours.

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About the author

Tudor Hilcu founded THG Conseil in 2022 and runs it. He spent eight years running programmes, portfolios and budgets for major groups (assignments delivered for TotalEnergies, The Walt Disney Company, GRDF and Monoprix), including critical go-lives at TotalEnergies. PMP®, PRINCE2 Agile® and ITIL® 4 certifications.

This checklist is a management tool, to be adapted to your project, your contracts and your internal procedures. Template offered by THG Conseil, version 1.0, October 2026.