

Go-Live Readiness, Cutover & Hypercare

Release 1 launch and support transition

Portfolio project based on Juniper Vale Home Services, a fictional field-service company. Business data is synthetic.



Readiness area	Position
Requirements / configuration	Approved release baseline and traceability complete
Data	Final reconciliation complete; known nonblocking data conditions documented
UAT	Critical and Must-Have acceptance complete; lower-severity item owned
Training / access	All 47 planned users role-ready before independent access
Cutover	Owners, timing, dependencies, fallback and communications assigned
Support	Hypercare triage, escalation and transition owners prepared

Launch decision

Proceed with a Conditional Go under the approved cutover plan and named operating conditions. Any severe production issue, major data problem, or critical access failure can trigger rollback or containment.

Cutover and hypercare

Stage	Key activity
Before launch	Freeze approved configuration, confirm data and access, review open issues and owner coverage
Cutover	Run final data/configuration steps, confirm interfaces and communications, complete owner checkpoints
Production validation	Verify intake, scheduling, dispatch, field completion, exception/follow-up and reporting paths
Hypercare	Daily issue review, severity/owner tracking, rapid triage, user support and known-issue follow-up
Handoff	Transfer configuration record, support ownership, open lower-severity items and operating backlog

The launch plan keeps the implementation team close to operations during the first two weeks, then moves normal support and backlog ownership to the operating team.