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TEMPLATE · ASTRAEA PARTNERS

Go-Live (Cutover) Plan Template

A cutover plan with go-live criteria, an hour-by-hour runbook, decision points, a rollback plan, and post-go-live support.

Version of November 7, 2026

How to use this template

Build the plan with every team involved at least two weeks before go-live, and rehearse it in a test environment. The goal isn't that nothing fails; it's that everyone knows what to do, who decides, and how to roll back if something does.

1. General information

Field	Details
System or change	[name]
Cutover window	[date, start – end time]
Cutover lead	[name and phone]
Go / rollback decision-maker	[name and title]

Field	Details
Coordination channel	[room, bridge, or chat]

2. Go-live criteria

Go live only if every item is “Yes” at the go/no-go meeting:

Criterion	Owner	Met?
Functional and integration testing passed	[name]	[Yes/No]
User acceptance testing signed off	[name]	[Yes/No]
No open critical defects	[name]	[Yes/No]
Full backups taken and restore tested	[name]	[Yes/No]
Rollback plan rehearsed	[name]	[Yes/No]
Users trained and communications sent	[name]	[Yes/No]
Service desk and support ready	[name]	[Yes/No]
Change approved by the change advisory board	[name]	[Yes/No]

3. Cutover runbook

#	Time	Activity	Owner	Duration	Check
1	[hh:mm]	Start notice and change freeze	[name]	15 min	Confirmed in channel
2	[hh:mm]	Final data backup	[name]	[ ]	Backup verified
3	[hh:mm]	Release deployment	[name]	[ ]	Correct version
4	[hh:mm]	Data migration	[name]	[ ]	Counts and samples

#	Time	Activity	Owner	Duration	Check
5	[hh:mm]	**Decision point: proceed or roll back**	[name]	15 min	Criteria met
6	[hh:mm]	Smoke tests with key users	[name]	[ ]	Critical cases pass
7	[hh:mm]	Open to users and completion notice	[name]	15 min	Communication sent

4. Rollback plan

- **When to roll back:** [For example: if a critical case fails and isn't fixed within 60 minutes, or the cutoff time is reached.]
- **Decision cutoff time:** [hh:mm]
- **Rollback steps:** [Numbered list, with owner and estimated duration.]
- **How it's communicated:** [Who is notified and through which channel.]

5. Post-go-live support

Period	Support	Owner
First 48 hours	[Project team on call]	[name]
Weeks 1 and 2	[Hypercare and a short daily check-in]	[name]
After that	[Formal handover to operations]	[name]

6. Contacts

Role	Name	Phone	Available
[Cutover lead]	[name]	[phone]	[hours]
[Vendor]	[name]	[phone]	[hours]

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