

Launch Checklist

See fallback paths in [runbook](#) if critical team members unavailable, unless otherwise noted here.

PRE-LAUNCH

- ☐ Oct 2: Pre-Launch Status Report template complete and available in Rollout folder
- ☐ Oct 3: Plays for traffic routing failure and load testing failure documented in [runbook](#)
- ☐ Oct 4 - 11: Demian Ginther completes Pentest
- ☐ Oct 4, 4:45 PM ET: Start call w/NSOC to kick off www.va.gov traffic migration
- ☐ Oct 4, 5:00 PM ET: Wyatt routes 5% of production www.va.gov traffic through production VAEC
 - ☐ Continue if error rate < 99.9% and 90th percentile latency < 2.5 seconds for 15 minutes
- ☐ Oct 4, 5:15 PM ET: Wyatt routes 15% of production www.va.gov traffic through production VAEC
 - ☐ Monitor for 10 minutes
 - ☐ End call w/NSOC
 - ☐ Rachael disseminates Pre-Launch Status Report
 - ☐ Continue if error rate < 99.9% and 90th percentile latency < 2.5 seconds over 24 hour period
- ☐ Oct 5, 5:00 PM ET: Wyatt routes 50% of production www.va.gov traffic through production VAEC
 - ☐ Rachael disseminates Pre-Launch Status Report
 - ☐ Continue if error rate < 99.9% and 90th percentile latency < 2.5 seconds over the weekend
- ☐ Oct 8, 5:00 PM ET: Wyatt routes 100% of production www.va.gov traffic through production VAEC
 - ☐ Rachael disseminates Pre-Launch Status Report
 - ☐ Continue if error rate < 99.9% and 90th percentile latency < 2.5 seconds continuously
- ☐ Oct 17: banner posted on Vets.gov w/internal comms inviting VA to try out beta
- ☐ Oct 23: banner posted on VA.gov w/external blog post inviting Veterans to try out beta
- ☐ Late Oct - Nov 5: load test 5 times steady state production traffic against staging.va.gov
- ☐ Late Oct - Nov 5: load test 5 times steady state production traffic (if NSOC and OIT says OK) against preview.va.gov
- ☐ < Nov 1: Chris Gansen (lead ops engineer for healthcare.gov) reviews:
 - ☐ Testing posture
 - ☐ Monitoring posture

- ☐ Runbook
 - ☐ Incident Management Plan
 - ☐ Launch checklist
 - ☐ Ops Readiness Report
- ☐ Nov 2: Calendar events sent for Nov 8 and 9 special launch check-ins
- ☐ Nov 4: GameDay exercise!
 - ☐ Prep for gameday
 - ☐ Run scenario
 - ☐ Outbrief
- ☐ Nov 4: three join.me rooms available for on call use
- ☐ Nov 4: location for launch control room selected
- ☐ Nov 4: #wbc-launch-ops channel up in slack
 - ☐ Chris Johnston added
 - ☐ James Kassemi added
 - ☐ Wyatt Walter added
 - ☐ Craig Butler added
 - ☐ Ryan Watson added
 - ☐ Rachael Roueche added
 - ☐ Chris Gansen added
 - ☐ Patrick Vinograd added
 - ☐ Kam Karshenas
 - ☐ [TBD Engineer] added
 - ☐ Paul Smith added
 - ☐ Post ROEs for this channel and pin to channel
 - ☐ Pin incident response to channel
- ☐ Nov 5: test and prep #wbc-launch-ops channel
 - ☐ Post @here and @channel and have everyone respond
 - ☐ Post Launch Status Report template and pin to channel
 - ☐ Post decision communication templates and pin to channel
 - ☐ Post crisis criteria/thresholds and runbook and pin to channel
 - ☐ Post monitoring dashboard URL and pin to channel
 - ☐ Practice play: is this an incident, do we need to advocate for rollback, triage
- ☐ Nov 5: test on call and pagerduty rotations
- ☐ Nov 5: OIT / NSOC meeting: do not push layout changes after this, do not adjust for lower traffic, in case we need to deploy config update and pipe back to you, do not change anything without talking to the new va.gov team.
- ☐ Nov 5: post smoke test routes for top 6 actions in Rollout folder
- ☐ Nov 5: post members of 24/7 dashboard monitoring team for Nov 7 - 9
- ☐ Nov 6: disseminate expected resolution turnaround times in [runbook](#)

LAUNCH DAY: NOVEMBER 7, 2018

10 AM ET: Go / No Go meeting

In order to create the smoothest launch environment, it is beneficial to establish clear launch criteria early, that's why we have it due in the checklist above by Nov 5. This allows the team to make the simplest decisions possible.

- ☐ All Go / No Go attendees present ([per runbook](#))
- ☐ > X users/sessions/visits in beta
- ☐ > X browser types
- ☐ > X login types
- ☐ > X account types
- ☐ > X tool types
- ☐ X is true in Google Analytics trends
- ☐ X is true in performance data
- ☐ X is true in call center reports
- ☐ X is true in user feedback submission trends
- ☐ X is true of social media buzz
- ☐ 100% of www.va.gov traffic is flowing to production VAEC
- ☐ AWS is ready for expected traffic
- ☐ TBD...
- ☐ Chris makes the decision to launch

11 AM ET: launch communicated and prep begins

Ad Hoc will have drafted text ready for Chris, as well as the channels and recipient list by Nov 5.

- ☐ All on-site parties are on site
- ☐ Join.me is opened for remote parties
- ☐ Chris disseminates decision via slack and email
- ☐ Wyatt disables automated production deployments
- ☐ Alert #wbc-launch-ops channel
- ☐ Final check that monitoring dashboard is working

X PM ET: we launch

Ad Hoc will have recommended timing of launch based on a few factors that we're researching now: low risk Network times, low risk usage times, optimal Engineer alertness times, and optimal partner point of contact/escalation path availability times.

- ❑ James Kassemi approves 2 PRs **[PRs to be linked here]**
 - ❑ **Note:** If James unavailable, then Alex Loehr
- ❑ Mina Farzad (with Wyatt virtual supervision) merges Launch PR **[PR to be linked here]**
 - ❑ **Note:** if Mina unavailable, then Wyatt.
- ❑ Wyatt Walter confirms in join.me that deployment is complete
- ❑ Chris Johnston (or anyone), while screensharing in join.me, loads www.va.gov
- ❑ Wyatt Walter merges Header/Footer Injections PR **[PR to be linked here]**
- ❑ Wyatt Walter confirms in join.me that deployment is complete
- ❑ Chris Johnston (or anyone), while screensharing in join.me, clicks from www.va.gov to load a teamsite-hosted page

X PM ET: Test and Monitor

If any of the crisis criteria or thresholds are met, immediately start following the plays in the [runbook](#).

- ❑ Full team watches monitoring dashboard, google analytics, social media buzz
- ❑ Veteran Facing Tools implementation teams run smoke tests for products in their portfolios
- ❑ Rachael sends Launch Status Report
- ❑ Chris posts that we are live in #vetsdotgov Slack channel

X PM ET: one-hour post launch check-in

Hear from all stakeholders how things are going so far, what concerns may be bubbling up, what trends they're seeing.

- ❑ All Go / No Go attendees present
- ❑ Product Lead readout
- ❑ Call Center readout
- ❑ Engineering readout
- ❑ DevOps readout
- ❑ Analytics readout
- ❑ NSOC readout
- ❑ EVSS readout
- ❑ ID.me readout
- ❑ OIT / TeamSite readout
- ❑ MHV readout
- ❑ Chris decides whether to continue or roll back
- ❑ Chris disseminates decision

X PM ET: Monitor

- ❑ Full team watches monitoring dashboard, google analytics, social media buzz

X PM ET: end of day check-in

- ☐ All Go / No Go attendees present
- ☐ Any emerging issues?
- ☐ Do we need any changes to on call points of contact and 24/7 monitoring?
- ☐ Document who's allowed to get Chris out of bed
- ☐ Chris decides whether to continue or roll back
- ☐ Chris disseminates decision
- ☐ Wyatt re-enables automated deployments

POST-LAUNCH NOV 7 - 5 PM ET NOV 9

24/7 monitoring and special on call coverage continues. During this time, for security issues, our reporting chain is to our security officer, which is a slight divergence from: 1-Guy Chris.

Daily check-ins occur with all Go / No Go attendees invited, to continue to be available for feedback on emerging issues.

NOV 10 ONWARD

Back to standard on call coverage via pager duty