# ABC Law Offices

# Go-Live Checklist

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Version 1.1

# Document History

| Name | Date | Reason for Change | Version |
|---|---|---|---|
| Lam Truong | 4-28-23 | Adding Go-Live Overview | 0.0 |
| Jack Pursley | 5-2-23 | Adding Document Summary | 0.5 |
| Joshua Little | 5-2-23 | Adding Go-Live Checklist | 1.0 |
| Martez Andrews | 5-2-23 | Adding Contingency / Rollback Plans | 1.1 |

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# Go-Live Checklist Overview

  We here at Wayfarer Tech have been tasked by ABC Law Offices of Marietta to create software that will help make their firm become more automated. Our intent is to alleviate ABC's staff and lawyers from more monotonous work that would take time away from their cases. Motivated by our hope to help these lawyers seek justice, we plan to deliver ABC Law Offices our finished software with all promised features included.

When completed our app will have the following behaviors:

-Customer reaches out to ABC law offices via phone or email.

-The app will then try to match the customers company to a unique id, it will provide new customers with a unique ID. Employees will be able to edit and add business information for customers.

-The app will generate a new ticket. It will then go to a queue for the next available attorney.

-Both the attorney and customer will have the ability to upload documents and pictures.

-The app will also track time. This will be used to bill the customer.

Benefits:

  This Go-Live check list will help us ensure our program launch will be successful. It will also help us organize and help up facilitate a guide to test the program functions. This will help minimize and potential roadblocks and help prevent any downtime our customers may run into during launch.

Prerequisites:

 -Understanding of the project scope across the organization.

 -Proper training for our clients. (Provide both training and documentation.

 -Ensure all necessary testing is completed.

 -Develop implementation timelines.

 -Develop a communication plan.

 -Develop a contingency plan.

## Document Summary

In the go-live checklist below, we have detailed what our necessary tasks are for going live with our software for ABC Law Offices. This checklist provides necessities like defect fixing, basic testing, disaster recovery, and data migration, and of course, checks that users have been taught to properly use the new system. Any exceptions that could occur and workarounds that can handle said exceptions will be listed in the contingency plans.

## Go-Live Checklist

| Task | Owner | Date | Complete/Notes |
|---|---|---|---|
| Basic testing | Test Admin | 6-1-23 | Testers should note any defects to be fixed. |
| Ensure required features are in place | Quality Assurance Engineer | 6-1-23 | Required features include tracking customer information and opposing parties, track billable hours for customers, and provide case management. Overall, software should reduce manual overhead. |
| Defect fixing | Lead Software Engineer | 6-8-23 | Defects found in basic testing should be fixed. |
| Security testing | Penetration Test Specialist | 6-22-23 | Any vulnerabilities should be noted to be fixed. |
| Disaster recovery | Disaster Recovery Specialist | 6-29-23 | Data should be backed up. Other recovery methods may also be employed. |
| Data migration | Data Migration Specialist | 6-29-23 | Data to be migrated include customer & employee information and any existing documents and agreements. |
| Ensure maintenance plans are in place | Software Maintenance Engineer | 7-6-23 | Software may require maintenance post-launch. Planned maintenance should take place. |
| Ensure software is user-friendly | Quality Assurance Engineer | 7-6-23 | A sample size of users, employees and/or testers may be allowed to test software to see if it is easy to use. |
| Announce launch to users through email and mail | Product Manager | 7-13-23 | Email and mail should also have instructions for new system. |
| Ensure users have learned new system | Product Manager | 7-20-23 | Users should have received instructions and may inform through replies that they understand. |
| Go live | Product Manager | 7-27-23 | All tasks before this should be complected at this point. |

## Contingency Plans

| Contingency/ Rollback Plan | Owner | Date | Complete/ Notes |
|---|---|---|---|
| Situation and risk Analysis | Quality Assurance Engineer | 7-22-23 | Once Go live date arrives, outcomes and quality should be evident and glanced at. In a rare instance where the tasks were not on schedule or were lacking, we can proceed with contingency plans. |
| Response Strategy | Project Manager | 7-22-23 | A Response strategy should be made by then to combat the situation and risks analyzed. This is a scalable plan in place for contingencies if needed. |
| Coordination and management arrangements | Project Manager | 7-23-23 | Tasks should be allocated wisely to help the Contingency/Rollback plans occur as intended. |
| Operational Delivery | Lead Software Engineer/ Team | 7-25-23 | The official Plan should be implemented. |
| Operational Support Arrangements | Software Maintenance Engineer | 7-27-23 | The contingency plan product should be supported with the same, if not more care as the original |
| Final notes and actions | Quality Assurance Engineer | 7-29-23 | Observations should be documented of what went wrong and how this can be prevented in future endeavours to save time and vital resources. |