Go-Live Preparation

Successful and timely go-live requires proper preparation and planning that can mitigate potential challenges and ensure the actual transition runs smoothly. Communications should happen from planning through post go-live. Now Create provides guidance on how to deliver successful projects on the ServiceNow platform.

Go-live planning include:

- A go-live plan includes the final steps that should be taken before going live
- Successful go-live plans require preparation, specific actions to be taken, a contingency plan in case one is needed, proper resources, and thorough consideration given the risks associated with the change
- The purpose of having a go-live plan is to ensure the actual transition runs smoothly
- The implementation methodology is based on Now Create and the plan is devised based on this methodology

Goals and outcomes of go-live planning

- Understand the key challenges and validate if those are addressed and resolved
- Identify risks and mitigation plan
- Identify the logistics and key resources that are required

Managing the implementation

Go-live should all be about cake. Risk should be minimal, as the transition has been carefully planned and communicated. Be sure to complete the following before the go-live:

- List of outcomes or activities required defined in sequence, including prerequisites
- Allocate a champion for every outcome to take the ownership
- List the duration of the implementation with time zone details
- Monitor and track status

Handling risk and contingency plans

A plan must be in place to handle and manage risks in the implementation.

- Back out is only considered if there was a catastrophic failure in implementation; otherwise, defects are managed
- Before you plan for backout or rollout, you must validate the checkpoint questions list

Here is a list of sample questions:

Ref	Question	Answer (Y/N)	Action Plan
1	Is there an issue with code deployment?	Y	Apply fixes
2	Are the users specific to location having issues logging in or accessing?	Y	Validate the credentials
3	Is there an issue with the portal or any other modules implemented?	Y	Involve Now Support
4	Do you have a workaround for the problem or issue reported?	Y	Communicate workaround and document the defects
5	Is there an issue only with the interfaces or integration?	Y	If there is a specific module or interface not working, disable only that specific application instead of rolling back implementation

Hypercare support

This support occurs during the close phase of the Now Create methodology.

The goals of hypercare support are:

- Manage the hypercare incidents and requests in go live dashboard
- Manage the handover documents
- Continuous service improvement