# Deployment Readiness

This section of the Project Health Check document is an assessment of the project's readiness for deployment. This section is typically reviewed one month prior to deployment of the application to production. This section can be used as a checklist for the project team in preparing for Go-Live.

## Checklist

### Deployment

#### Environment Readiness

* Has Guidewire provided an analysis of the production environment sizing based on the # of users and data requirements?
* Is the production migration master checklist completed and validated?
* Is there a clear rollback plan?
* Does the validation plan for the production system exist?
* Has a formal communication plan defined been defined for go-live?
* Are end user training materials completed?
* Is the proper documentation in place for end users?
* Support transition with Guidewire is scheduled or has been executed successfully?
* Has a conversion plan been completed?
* Does the program have a rollback plan with defined go/no-go decisions points and criteria?
* Does a plan exist to ensure unneeded access to legacy systems are disabled?
* Is there a well-defined and communicated schedule for regular fixes during the first 8 to 16 weeks after go-live?

#### Process Readiness

* Has a transition to Guidewire Support been initiated?
* Has end user training been delivered?
* Has a production maintenance process been documented?
* Is there a checklist of all activities required for deployment?
* Has the schedule been reviewed by the GW Program Management Team for completeness?

## Assessment

### Deployment Topic

#### Infrastructure

* Has Production Hardware sizing been completed in Inception? Has the Detailed Platform Definition Document been reviewed and used to determine the Production Hardware?
* Does the Production Hardware and settings align with the Platform Definition Document? Has the Platform Definition Document been updated?
* Is there enough time allowed for ordering, installing & verifying the installation of the production infrastructure before validation?
* Does the production environment align with Guidewire’s Supported Platform Matrix?
* Does a production equivalent environment exist for validating system performance? Does this allow for performance validation o the infrastructure and system before and after the initial go-live? Are their plans to update the Detailed Platform Definition document based on performance results?
* Are there test environments for performance testing, conversion testing, user acceptance and regression testing?
* Is there an adequate Disaster Recovery Environment? Are there plans to test disaster recovery, high availability, system down, and other environmental testing?

#### Production Code Migration

* Are builds being versioned/labeled and archived with clear change control regarding changes between versions?
* Is there a single master checklist covering all code migration steps for production migration? Does the Plan have a single owner?
* Have most migration steps been scripted to reduce errors?
* Is each integration code migration included in the master checklist?
* Is there a code freeze data clearly communicated?
* Are there clear steps to roll back changes added to a new build if they cause a major failure?
* Are the builds carefully controlled and manually executed leading up to the code freeze date?
* Has the master list been tested to ensure that it is correct and not missing any steps
* Is Administration Data included in the production code migration with clear steps for loading and maintaining the data?

#### Rollout and Cutover Plan

* Is there a master schedule with for Production Cutover covering the time from when processing stops in the current system through to coming live on the new system?
* Does the master schedule include estimated times and ownership of items? Does the master schedule have a single owner?
* If this is a phased rollout, does this include schedules for each phased rollout?
* Are adequate back-ups scheduled to address rollbacks and errors in the cutover process?
* Are there clear go/no go decision points? Is there a final go/no go decision point with more than adequate to implement the roll back plan?
* Is there a clear roll back plan? Has it been tested?
* Are post-go live data conversions and other activities scheduled in a way that minimizes Production down-time?
* Are cutover plan dress rehearsals completed or scheduled? Do owners understand their role, tasks and have practiced them in a coordinated schedule?
* Has the schedule been reviewed by the Guidewire Program Management Team for completeness?

#### Go-Live Validation Plans

* Does a plan exist to define what validation will take place in the production once cutover is complete?
* Have key users been identified to verify the output from the system? Does the validation team include a business users and technical team members?
* Will the validation include entering real live data or test data? If test data, does a plan exist to roll back the data entry changes?
* Does the plan include validation of integrations?
* Is there a cut off time established for validating go live? Does it allow time to execute the roll-back plan if the validation is not successful?

#### Communication Plans

* Is there a formal communications plan defined for the project and go live that includes all stakeholders? Are communications already underway?
* Are project dates and milestones communicated to all stakeholders?
* Are there clear communication lines to third party vendors throughout development, testing and go-live? Are there clear escalation paths for issues with third party vendors?
* Are there points of contact identified and regular communications with other departments that may be affected by project work and go-live?
* Are communications regarding the project happening on a regular basis with the Guidewire Services organization? Are escalation paths and important issues identified to Guidewire Resources?
* Are communications preparing the end-user community (internally and externally) for changes that are coming with the production deployment?
* Does the communication plan target specific audiences and tailor messaging based on the target audience? Does this include utilizing different communication channels?
* Are there plans in place to measure the effectiveness of communications and obtain feedback to adjust and improve the communications plan?

#### Training and Documentation

* Does end user training exist? Is it specific to job duties/roles and covers regular end users, admin functions, system administrators, and support personnel?
* Are there reference materials for use after training?
* Is the time between training and go-live less than 2 weeks?
* Does training cover new business procedures and how they align to the new system?
* Are there feedback mechanisms for improvements to the training approach and timing?
* Has the training program been or will be piloted to measure effectiveness?
* Has the infrastructure team attended Guidewire provided infrastructure training?
* Does the training plan include creating Power Users to assist with adoption within each office or location?

#### Production System Security

* Will Production systems passwords be reset at go-live? Are production, test, and development passwords different to prevent accidental data changes in the wrong environment?
* Are Production system passwords controlled by a small number of people who are not day-to-day users of the system? Is there a master list of these accounts?
* Do integrations that come into the Guidewire system each have their own login with only the appropriate security needed and don’t leverage the Unrestricted Username and password? Has the unrestricted user password been changed?
* Have we validated that passwords are neither stored in clear text files in the system nor within the integrations?
* Will the UAT environment be treated like production to evaluate security issues?
* Are procedures in place to address password resets, new users, terminated users, role changes, etc.?
* Has Internal Tools been turned off in UAT and Production Environments?
* Can the front end and back end still be accessed by an unrestricted user account?

#### Go Live Support

* Have the Transition to Support calls been scheduled with the customer and Guidewire Support? Is a recurring Guidewire Support call scheduled with the customer's support team?
* Do all relevant Customer Staff understand Guidewire support processes, procedures, and contracts? Is the Customer familiar with the Guidewire portal, knowledge base, whitepapers, etc.?
* Do plans exist for hyper-support of end-users during the initial days of go-live for each group? This may be extensive on-site support and triage or call centers devoted to this go-live.
* Do plans exist for ongoing first and second level support through customer resources for end users?
* Has the support team been provided a list of outstanding defects and workarounds where applicable?
* Does Guidewire Support have an accurate representation of the customer's current production system, including size and specs as well as software versions? Does Guidewire Support have a production copy of the customer’s configuration?
* Are the users trained in defect reporting and user support trained in defect handling and triage processes?
* Does a vanilla environment exist to identify product versus configuration issues?
* Does the production support team(s) have enough resources and consist of business, QA, and IT resources (configuration, integration, legacy and infrastructure?)

#### Legacy Data Conversion

* Has conversion data been thoroughly tested with production code through UI functionality and integrations?
* Have conversion timings have been compiled and used to allow adequate time during go-live? Will the cutover activities complete in the allotted window?
* Have converted data volumes been performance tested in the production system?
* Are tests completed to verify row counts and balancing at each conversion step of extraction, transformation(s), load, and conversion?
* Is the conversion planned such that claims can be converted in groups to support phased rollouts? Do plans exist to address orphan or missed claims that don’t meet any selection criteria?
* Are the formal financial signoffs planned for converted data?

#### Pilot Program

* Has the customer included a pilot in their go-live strategy?
* Will the Pilot use live data in production or be conducted in parallel?
* Does the Pilot program have a rollback plan with defined go/no-go decisions points and criteria?
* Will daily briefings be held with the super users or key business representatives to gain feedback about deployment issues or application issues?
* Have success criteria been defined?

#### Disabling Legacy Systems

* Is the Customer removing access to the legacy system upon go-live of the new system?
* Are communications planned for what will and will not be available to end users upon go-live?
* Has accidental access to legacy systems been considered? Has the team confirmed such access will not impact integrations, reporting, balancing or other functionality? Are audits planned for verifying that accidental updates have not happened?
* Has the team successfully tested disabling the legacy system and restoring access during a rollback?
* Have phased rollouts considered partial disablement of the legacy system, including new items for already deployed phases?

#### Enhancements & Code Management

* Is there a well defined and communicated schedule for regular fixes during the first 8 to 16 weeks after go-live?
* Is there a mechanism in place to obtain ongoing feedback from the end users so that the application can be continuously improved with scheduled releases?
* Is there a clearly defined, communicated, and tested plan for branching and merging code in the SCM system to support hot fixes, point releases and full releases?
* Are automated tests aligned to code branches and can be adjusted as new branches and merges occur
* Are adequate environments in place to support bug fix corrections and future release work in parallel?
* Has a production maintenance process been defined and documented? This includes defining what work is acceptable in a hot-fix, a maintenance release, and a full release?
* Is there a clear promotion path through environments for production hot-fixes, point releases, full releases, with considerations that
* Is there a defined process for testing the upgrade of the production environment with configuration changes with data that mirrors or simulates production?
* Is there a mechanism in place to prepare release notes with the build which describes all changes and ties the changes to source control?

#### Maintenance Plan

* Are plans in place with detailed steps for regularly scheduled maintenance to the system?
* Is there a plan in place to monitor application health (e.g. cache size, cache utilization, db connections, db schema)?
* Is there a plan in place to monitor application logs for errors and log size for application and clustering errors?
* Is there a plan in place to monitor message queues, batch jobs and integration points
* Has documentation or training been created to hand over to production support, infrastructure, or other teams for their roles in maintenance?
* Does the customer have the appropriate support agreements in place with third party vendors for application servers, operating systems, DBMS, and hardware.
* Does the Customer have a change control system in place for tracking changes to the infrastructure and settings in case they need to be reverted?
* Do backups occur at regular intervals? Are restores and failovers tested periodically?