CUTOVER AND GO-LIVE · TEMPLATE CM-TPL-CUT-01

Cutover runsheet

Hour-by-hour plan for the cutover window: every task with its planned time, owner and how you will verify it. Example entries are for a Microsoft 365 tenant-to-tenant migration; replace them with your own.

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PROJECT	CUTOVER WINDOW	CUTOVER LEAD	BRIDGE / CHANNEL	VERSION	CLASSIFICATION
[Project name]	[Fri 18:00 – Sun 18:00]	[Name]	[Teams link or number]	1.2 · Nov 2026	Internal

Go / no-go criteria

- All mailbox and OneDrive batches show **Synced** with no failed items
- Rollback plan approved and rollback owner on the bridge
- Service desk briefed; hypercare roster published
- DNS TTLs lowered at least 48 hours before cutover
- Steering committee approval recorded

Rollback triggers

- Domain cannot be verified in the target by **[Sat 09:00]**
- Inbound mail flow fails tests for more than **[60 minutes]**
- More than **[5%]** of pilot users cannot sign in
- Decision maker: **[Name, role]**

Runsheet

#	PHASE	PLANNED	DUR.	TASK	OWNER	VERIFICATION	DONE	ACTUAL TIME / NOTES
01	T-7d	Mon 09:00	30m	**Confirm go-live date with steering committee**	Project manager	Approval recorded in RAID log	☐	
02	T-2d	Thu 09:00	15m	**Lower TTL on MX, Autodiscover and SPF to 300 seconds**	DNS owner	dig shows TTL 300	☐	
03	T-1d	Thu 16:00	30m	**Send cutover notice to all staff (email 4 of 5)**	Comms lead	Sent receipt archived	☐	
04	T-0	Fri 18:00	15m	**Change freeze begins; open bridge call**	Cutover lead	Bridge attendance logged	☐	

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#	PHASE	PLANNED	DUR.	TASK	OWNER	VERIFICATION	DONE	ACTUAL TIME / NOTES
05	T-0	Fri 18:15	2h	**Start final delta sync for all mailbox batches**	Migration engineer	All batches at Synced	☐	
06	T-0	Fri 20:30	30m	**Start final OneDrive and SharePoint delta pass**	Migration engineer	Delta job complete, no errors	☐	
07	T+1	Sat 06:00	1h	**Remove domain from all source objects, then from source tenant**	M365 admin (source)	Domain no longer listed in source	☐	
08	T+1	Sat 07:00	30m	**Add and verify domain in target tenant**	M365 admin (target)	Domain status: Verified	☐	
09	T+1	Sat 07:30	1h	**Set domain as primary UPN and SMTP address for migrated users**	M365 admin (target)	Spot-check 10 users	☐	
10	T+1	Sat 08:30	30m	**Update MX, Autodiscover, SPF; publish DKIM and DMARC**	DNS owner	Records resolve to target	☐	
11	T+1	Sat 09:00	1h	**Inbound and outbound mail flow tests, message trace**	Messaging engineer	Test matrix all pass	☐	
12	T+1	Sat 10:00	30m	**Go / no-go checkpoint against criteria**	Cutover lead	Decision recorded	☐	
13	T+1	Sat 10:30	4h	**Pilot users sign in, rebuild Outlook and mobile profiles**	Service desk	Pilot sign-off form complete	☐	
14	T+2	Sun 09:00	2h	**Executive and VIP readiness checks**	Service desk	All VIPs confirmed	☐	
15	T+2	Sun 12:00	30m	**Lift change freeze; send day-one guide (email 5 of 5)**	Comms lead	Sent receipt archived	☐	
16	T+3	Mon 07:00	5d	**Hypercare desk open; triage via hypercare log**	Service desk lead	Daily hypercare report	☐	

How to use: run the bridge from this sheet. Record the actual time for each step, and stop at the go / no-go checkpoint before anything you can't undo. The Excel version calculates slippage automatically.

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Contacts on the bridge

ROLE	NAME	MOBILE	BACKUP
Cutover lead	[Name]	[Number]	[Name]
M365 admin (source)	[Name]	[Number]	[Name]
M365 admin (target)	[Name]	[Number]	[Name]
DNS owner	[Name]	[Number]	[Name]
Migration engineer	[Name]	[Number]	[Name]
Service desk lead	[Name]	[Number]	[Name]
Comms lead	[Name]	[Number]	[Name]
Executive sponsor	[Name]	[Number]	[Name]

Sign-off

Cutover lead	Technical lead	Service owner	Executive sponsor

Document history

VERSION	DATE	AUTHOR	CHANGES
1.0	[Date]	[Name]	First draft
1.1	[Date]	[Name]	Updated after pilot
1.2	[Date]	[Name]	Approved for cutover

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