CUTOVER PHASE · TEMPLATE

Cutover runsheet

An hour-by-hour runsheet for a Microsoft 365 tenant-to-tenant cutover weekend, from change freeze to hypercare, with owners, dependencies, verification and actual times.

CM-TPL-CUT-01 · v1.0 · November 2026

Latest version

PROJECT	OWNER	STATUS	LAST UPDATED
[Project name]	[Name, role]	Draft	[YYYY-MM-DD]

How to use this template

1. Replace the example dates, domains and owner roles with your own; keep step numbers stable once the runsheet is issued.
2. Every step needs one owner role and a verification that proves it is done. If you cannot verify it, it is not a step yet.
3. Rehearse the runsheet in a dry run and use the actual durations to correct the planned durations.
4. On the weekend, the cutover manager updates Status, Actual start and Actual finish live on the bridge. Slip (min) calculates automatically.
5. Do not pass a go / no-go step until the decision is recorded in the bridge log with a time.
6. Use the PDF version as the printed briefing pack for leads and the steering group.

1. Cutover summary

Two or three sentences: what is moving, from where to where, the window and the expected user impact.

Fabrikam users, mailboxes, OneDrive, SharePoint and Teams data move from the Fabrikam Microsoft 365 tenant to the Contoso tenant over the weekend of 2026-12-04 to 2026-12-06. The fabrikam.com domain moves with them. Users keep their email addresses but sign in to the Contoso tenant from Monday 2026-12-07.

Expected user impact: no access to email and files from Friday 18:00 until the go-live message on Sunday afternoon. Inbound email is queued, not lost.

ITEM	DETAIL
Change record	CAB-2026-118

General information only, not professional advice. © 2026 Cloud-Migrations.au · cloud-migrations.au/templates

ITEM	DETAIL
Cutover window	2026-12-04 17:00 to 2026-12-06 15:00 (AEDT)
Users in scope	e.g. 420 users, 35 shared mailboxes, 60 SharePoint sites
Point of no return	GO / NO-GO 3, Saturday 09:00
Rollback plan	CM-TPL-CUT-03, version and location
Hypercare starts	Monday 2026-12-07 07:00

2. Roles and responsibilities

One named person per role, plus a backup. The cutover manager runs the bridge; the sponsor makes go / no-go decisions.

ROLE	NAME	BACKUP	RESPONSIBLE FOR
Project sponsor			Go / no-go and rollback decisions; go-live declaration
Cutover manager			Runs the bridge and the runsheet; keeps the bridge log
Project manager			Freeze, comms approvals, stakeholder updates, day-1 report
Identity lead			UPN changes, domain removal and verification, sign-in blocks, MFA
Exchange lead			Mailbox batches, permissions, DKIM, mail flow testing
Data migration lead			OneDrive, SharePoint and Teams passes and exception handling
Network and DNS lead			TTLs, DNS changes, hold queue, propagation checks
End user computing lead			Device re-pointing, mobile instructions
Test lead			Smoke tests, business validation coordination, defect triage
Service desk lead			Knowledge articles, scripts, hypercare desk readiness
Change and comms lead			User communications at each milestone

General information only, not professional advice. © 2026 Cloud-Migrations.au · cloud-migrations.au/templates

3. Timeline at a glance

The milestones from the runsheet. Keep this to one page; the full step list is in the spreadsheet.

WHEN	MILESTONE	OWNER ROLE
Fri 12:00 to 16:30	Pre-cutover checks, final delta syncs, DNS export	Cutover manager
Fri 17:00	Change freeze starts; bridge opens 17:30	Project manager
Fri 18:00	GO / NO-GO 1	Project sponsor
Fri 18:15 to 21:45	Domain removed from source, added and verified in target, users updated	Identity lead
Fri 21:45 to 23:45	Mailbox batches completed, DNS switched, mail flow tested, queue released	Exchange lead
Sat 00:00	GO / NO-GO 2	Cutover manager
Sat 00:15 to 07:00	Source sign-in blocked, final data passes, device re-pointing	Data migration lead
Sat 07:00 to 09:00	IT smoke tests and sign-in log review	Test lead
Sat 09:00	GO / NO-GO 3 (point of no return)	Project sponsor
Sat 10:00 to 16:00	Business validation and fixes	Business readiness lead
Sun 09:00 to 13:00	Stabilisation checks and integrations	Cutover manager
Sun 14:00	Go-live declaration and user comms	Project sponsor
Mon 07:00	Hypercare desk and floor walkers live	Hypercare lead

4. Go / no-go points

For each decision point list the criteria that must be true. If a criterion is not met, the default answer is no-go.

DECISION POINT	TIME	CRITERIA TO PROCEED	IF NO-GO
GO / NO-GO 1	Fri 18:00	Pre-final syncs complete; TTLs at 300s; DNS exported; licences assigned; all leads on bridge	Postpone cutover; lift freeze; send postponement comms

General information only, not professional advice. © 2026 Cloud-Migrations.au · cloud-migrations.au/templates

DECISION POINT	TIME	CRITERIA TO PROCEED	IF NO-GO
GO / NO-GO 2	Sat 00:00	Domain verified in target; batches completed; five mail flow tests passed; queue released	Execute rollback plan mail steps; restore DNS to before values
GO / NO-GO 3	Sat 09:00	Smoke tests passed or exceptions accepted; no blocking CA failures; data exceptions below threshold	Full rollback per CM-TPL-CUT-03; this is the last point rollback is supported
Go-live declaration	Sun 14:00	Business validation signed by all departments; no open P1; P2s have workarounds	Extend stabilisation; delay go-live comms; brief service desk

5. Working rules for the weekend

Agree these before the weekend and read them out at the first roll call.

- Only the owner of a step marks it complete, and only after the verification is done.
- Report any step running more than 15 minutes over its planned duration to the cutover manager immediately.
- No changes outside the runsheet without the cutover manager agreeing and logging it.
- Leads on long-running steps check in on the bridge every 30 minutes.
- Escalate blocked steps after 15 minutes; do not troubleshoot silently.
- Handovers between shifts are done on the bridge, not by chat message.

6. Communications schedule

Which messages go out, to whom and when. Drafts should be approved before the weekend.

WHEN	AUDIENCE	MESSAGE	SENT BY
Fri 12:30	All Fabrikam users	Final reminder: outage window, what to expect Monday	Change and comms lead
After each go / no-go	Steering group	Decision, status and next checkpoint	Project manager
Sat 18:00	Steering group	End of day status	Project manager
Sun 14:30	All Fabrikam users	You are live: sign-in steps and help contacts	Change and comms lead
Mon 16:00	Sponsor and steering group	Day-1 hypercare report	Project manager

General information only, not professional advice. © 2026 Cloud-Migrations.au · cloud-migrations.au/templates

7. Contacts

Fill in before the weekend and test every number. Do not put passwords or secrets in this document.

ROLE OR ORGANISATION	NAME	MOBILE	EMAIL	AVAILABLE
Cutover bridge (Teams / dial-in)				Fri 17:30 to Sun 15:00
Project sponsor				
Cutover manager				
Migration tool vendor support				
DNS registrar or DNS host support				
Microsoft support case reference				
Service desk team leader				

Approval

NAME	ROLE	SIGNATURE	DATE

CM-TPL-CUT-01

General information only, not professional, legal or technical advice. Adapt this template to your organisation, test procedures in a non-production environment and keep verified backups. To the extent permitted by law, Cloud-Migrations.au accepts no liability for loss arising from its use. © 2026 Cloud-Migrations.au. Free to use and adapt within your organisation.