

# 9 Strategic Must-Haves for a Smooth Workday Go-Live

WHAT SEPARATES SMOOTH GO-LIVES FROM THE ONES THAT DRAG ON





# Be 100% Confident in Your Data

## ⚠️ What's at Risk if You Don't

If users see broken or missing data on Day 1, you lose trust immediately, and it's hard to win back.

## ✅ What Good Looks Like

Every prototype includes targeted data validations. You define exit criteria for both breadth (coverage across domains) and depth (granularity and accuracy). These thresholds get stricter with every round.

If you don't make your Exit Criteria, a mitigation plan should kick in, rather than just moving forward.

## 💡 Pro Tip

Set up a repeatable, semi-automated validation process from day one. Don't wait until final prep, build the habit early and make it scalable.

EXECUTIVE SPONSORSHIP





# Equip Managers as First-Line Support

## ⚠️ What's at Risk if You Don't

If managers don't know what's coming, they become blockers instead of enablers. And confused managers equals frustrated employees.

## ✅ What Good Looks Like

Managers are looped in early, get hands-on training, and know exactly what changes affect their teams. They're confident explaining the why, guiding their teams through the new experience, and spotting friction early.

When issues pop up, they don't become negative, but rather flag it with your HRIS team.

## 💡 Pro Tip

Create a manager-specific kit: quick FAQs, escalation paths, and a sample kickoff message they can share with their team. Help them look prepared, even if they're not.

FIRST LINE SUPPORT





# Empower Superusers as Internal Influencers

## ⚠️ What's at Risk if You Don't

If your superusers are just backup testers, you miss a huge opportunity. They're your fastest path to trust and adoption.

## ✅ What Good Looks Like

Superusers can be more than functional experts, they're your potential change agents.

They get early access, know the roadmap, and can influence their peers. They're the ones people turn to first, so you equip them with early insights, extra training, and ongoing involvement post-Go-Live.

## 💡 Pro Tip

Pick superusers with credibility, not just capacity. Give them sneak previews, behind-the-scenes context, make them the voice of the user and listen to their feedback.

Make them feel special by for example giving them nice T-shirts at go-live.

DAY 2 SUPPORT MODEL





# Have a Clear Day 2 Support Model

## ⚠️ What's at Risk if You Don't

Go-Live is not the finish line. If users don't know where to go for help, or get conflicting answers, trust drops fast.

## ✅ What Good Looks Like

There's a documented support structure from Day 1: who owns triage, how to route tickets, what qualifies as a bug vs enhancement, and SLAs for responses.

Internal vs vendor responsibilities are crystal clear, and the model scales past hypercare.

## 💡 Pro Tip

Build your Day 2 model before Go-Live, not after. Include onsite support (like superusers) especially for HR ops.

They can help calm nerves, solve fast, and reinforce confidence during the first few weeks.



FREEZE ZONE



# Define a Freeze Zone for Last-Minute Requests

## ⚠️ What's at Risk if You Don't

Last-minute changes break things, often without most people even realizing it. One “urgent tweak” can derail weeks of testing and confuse end users.

## ✅ What Good Looks Like

You define a formal freeze period, typically 2–4 weeks before Go-Live. Only business-critical changes get through, and even then, they follow a risk-based approval path.

Everyone knows the rules and sticks to them.

## 💡 Pro Tip

Create a “Change Exception Log” where late asks must justify business risk. It protects your team and gives execs visibility into what's at stake.

CUTOVER PLANNING





# Lock in a Detailed Cutover Plan and Cutover Owner

## ⚠️ What's at Risk if You Don't

Cutover is where projects fall apart. Without detailed steps, timings, and ownership, tasks can be forgotten and you're at risk of chaos.

## ✅ What Good Looks Like

You have a minute-by-minute cutover plan: who does what, when, and with what fallback. A detailed Excel that covers all the tasks from a few weeks before to a few weeks after go-live.

A cutover manager owns the timeline, keeps everyone aligned, and makes real-time decisions when things shift. Nothing is “assumed.”

## 💡 Pro Tip

Start daily cutover standups at least a week before Go-Live. Track open items, call out blockers, and build momentum. Small issues stay small when everyone's aligned.

PLAN YOUR ROADMAP





# Plan Your Day 30 / 90 / 180 Roadmap

## ⚠️ What's at Risk if You Don't

Without a post-Go-Live plan, your team either burns out or drifts. Momentum fades. Fixes drag. Enhancements stall.

## ✅ What Good Looks Like

You map out the next 6 months before Go-Live.

Day 30 = stabilization and urgent fixes. Day 90 = enhancements and backlog items from the project. Day 180 = roadmap pivots. You assign owners, align priorities, and keep the team focused after the launch adrenaline fades.

## 💡 Pro Tip

Share this roadmap with stakeholders before Go-Live. It sets expectations and builds patience when not everything is perfect on Day 1.

CELEBRATE GO-LIVE





# Celebrate Your Project Team's Work Loudly

## ⚠️ What's at Risk if You Don't

Your team's exhausted by Go-Live, after months of pressure, late nights, and stress. But they still need one last push to get through hypercare.

If you don't recognize their effort now, morale drops right when you need them most.

## ✅ What Good Looks Like

You call out champions by name. And not just the visible PM, but try to recognize as many people as possible. Whether they get visibility in comms, events, or maybe a little gift. It builds pride and keeps the energy alive beyond launch week.

## 💡 Pro Tip

Do a full team celebration somewhere outside the office with a fun event. Everyone contributed, and naming just a few misses the shared win. Go big to lock in team pride and closure.

WRAPPING IT UP





# Wrapping It Up

A clean Go-Live is the result of strategy, leadership, and dozens of smart decisions made early.

If you have an upcoming Workday Go-Live:

💡 Take these 9 must-haves seriously

💬 Share this with your team

✉️ And if you want a sanity check before launch feel free to DM me or Matt.

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