

# Checklist: Everything a CTO Needs for a Multi-Site IT Cutover

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**Who This Helps:** CTOs and IT leaders coordinating conversions, standardization, or new openings across multi-location organizations.

**How to Use This:** Work the checklist by time horizon and by workstream. Assign owners and due dates for every item. Pilot first, roll out in waves, and treat this runbook as a living document.

## Part 1: Standardization & Long-Lead Items (90+ Days Out)

These critical items must be addressed before the cutover date is locked.

### A. Core Standardization (Locking the Patterns)

Status	Item	Notes / Owner
[ ]	<b>Network &amp; SD-WAN Standards</b> defined (hub/spoke, QoS, security policies).	Pilot complete and standards locked.
[ ]	<b>Wi-Fi &amp; Cabling Standards</b> documented (predictive design, channel plans, PoE budget).	As-builts standard enforced.
[ ]	<b>Labeling &amp; Documentation Schema</b> enforced (ANSI/TIA-606 compliant).	Must apply across racks, panels, and ports.
[ ]	<b>Centralized Asset Inventory</b> created and mapped to sites/networks (CM-8 control).	Hardware and software license tracking.

### B. Critical Path & Vendor Management

Status	Item	Notes / Owner
[ ]	<b>Internet Circuits &amp; Last-Mile Buildout</b> validated for dedicated access intervals.	Weeks-to-months lead time accounted for with slack.
[ ]	<b>Right-of-Entry / Demarc Extension</b> prerequisites coordinated per site.	Avoid "Tech On-Site, No Access" fiasco.
[ ]	<b>Voice Number Porting Windows</b> scheduled and classified (simple/complex).	Gather BTN/CSR data and schedule after-hours FOC.

[ ]	<b>Emergency Calling (E911) Compliance</b> confirmed for every location.	Kari's Law (direct dialing) and RAY BAUM'S Act (dispatchable location) addressed.
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## Part 2: Design, Readiness, & Operational Planning (90 to 30 Days Out)

### A. Discovery & Environment Readiness

Status	Item	Notes / Owner
[ ]	<b>Site Discovery</b> complete (IDF/MDF space, power, UPS, cooling confirmed).	
[ ]	<b>PoE Budget</b> verified against <i>all</i> devices (APs, phones, cameras) with buffer.	
[ ]	<b>Analog Dependencies</b> inventoried (fax, alarm panels, elevator lines).	Plan for compliant replacement/cutover.

### B. Metrics & Governance

Status	Item	Notes / Owner
[ ]	<b>Synthetic Baselines</b> established for critical apps (latency, loss, performance).	Tests stood up and pre-cutover metrics captured.
[ ]	<b>DNS Cutover TTL Hygiene</b> complete.	TTLs lowered well ahead of the change (e.g., 48hr prior).
[ ]	<b>Change Advisory Board (CAB)</b> cadence set.	Risk reviewed, rollback defined, go/no-go criteria agreed.

### C. Identity & Security Workstreams

Status	Item	Notes / Owner
[ ]	<b>Identity Plan</b> decided (cross-tenant sync vs. full migration).	MFA flows rehearsed early.

<input type="checkbox"/>	<b>Security &amp; Compliance</b> reviewed (HIPAA/PCI segmentation).	Cardholder environment minimized and isolated.
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## Part 3: Rehearsal & Execution (14 Days to Day 7)

### A. Pre-Cutover Freeze (14 to 7 Days Out)

Status	Item	Notes / Owner
<input type="checkbox"/>	<b>Cutover Rehearsal</b> executed on a pilot site using the real runbook.	
<input type="checkbox"/>	<b>Configuration Backups</b> stored and verified (golden images).	
<input type="checkbox"/>	<b>Change Freeze</b> implemented and enforced across in-scope systems.	
<input type="checkbox"/>	<b>Communications Kit</b> prepared for field teams and staff.	Escalation path and downtime procedures documented.

### B. Last-Mile Checks (48 Hours to T-0)

Status	Item	Notes / Owner
<input type="checkbox"/>	<b>Porting FOC Windows</b> confirmed with all carriers and stakeholders.	
<input type="checkbox"/>	<b>DNS TTLs</b> verified to be at the lowered value.	
<input type="checkbox"/>	<b>Synthetic Tests</b> verified to be green and dashboards bookmarked.	
<input type="checkbox"/>	<b>Closet Power &amp; UPS Runtime</b> validated against current loads.	

### C. Cutover Day Runbook (Hour-by-Hour)

Status	Item	Sequence
<input type="checkbox"/>	Open the bridge and the war room.	T-0

[ ]	Circuits live and stable.	T+1
[ ]	SD-WAN policies pushed.	T+2
[ ]	DNS flips executed.	T+3
[ ]	Identity cutovers complete (new sign-in verified).	T+4
[ ]	Number ports verified complete.	T+5
[ ]	Line-of-Business (LOB) application flips and validation.	T+6
[ ]	<b>Decision Gate</b> reached.	T+7
[ ]	Rollback executed if hard criteria are not met by cutoff time.	N/A

#### D. Hypercare (Day 1 to Day 7)

Status	Item	Notes / Owner
[ ]	<b>Daily Standups</b> held for triage queue and ticket trending.	Trend tickets by site and category.
[ ]	<b>Performance Regression</b> investigated.	Compare synthetic baselines to pre-cutover data.
[ ]	<b>Closeout Package</b> finalized.	Labeled photos, as-builts, configs, port maps, inventory, sign-offs.

### Part 4: The 7 Headaches to Avoid

These are the common failures that derail multi-site rollouts. Ensure mitigation is planned for each.

Status	Headache to Avoid	Mitigation Strategy
[ ]	<b>The 'Tech On-Site, No Access' Fiasco</b>	Coordinate Right-of-Entry/Demarc extensions weeks in advance.
[ ]	<b>The Slow-Motion DNS Failure</b>	Lower DNS TTLs (Time-to-Live) to minutes <i>at least</i> 48 hours prior.

[ ]	<b>The E911 'Near Miss'</b>	Validate dispatchable location compliance and permitted 911 test on Day One.
[ ]	<b>One-Way Audio/Dropped Calls</b>	Remove double NAT. Review firewall pinholes. Avoid problematic SIP ALG.
[ ]	<b>The 'Afterthought' Identity Crisis</b>	Treat Entra cross-tenant sync or migration as a primary workstream.
[ ]	<b>The Ignored Analog Dependencies</b>	Inventory all alarm panels, elevator phones, and fax lines ahead of time.
[ ]	<b>The 'Labeling Drift' Nightmare</b>	Enforce TIA-606 labeling standards and include rack/port photos in the closeout package.

## Part 5: Cutover Day Validation Checklist

To be checked per site before the Decision Gate is passed.

Status	Validation Check	Passed (Y/N)
[ ]	Internet up, SD-WAN tunnels healthy, loss and jitter under thresholds.	
[ ]	Wi-Fi SSIDs present, clients roam, SNR acceptable on floor plan.	
[ ]	Users can sign in with MFA; shared mailboxes and Teams/Slack work.	
[ ]	LOB application opens and completes a real transaction or chart entry.	
[ ]	Printing and scanning tested where applicable.	
[ ]	Inbound and outbound calls work, CNAM correct, and permitted 911 test validated.	
[ ]	Payment terminal processes a sale (if in scope); PCI segmentation documented.	
[ ]	Synthetic tests are all green vs. pre-cut baseline.	