



## Go live acceptance criteria

Go live involves a specific type of service release; where a completely new service or a complete replacement for an existing service is deployed.

As with any release, [Service acceptance criteria](#) will still apply.

The unique consideration for go live is that there must be sufficient technical and operational maturity in place for the service to perform as expected. At go live the service does not need to be in a fully mature state.

Following go live the service will undergo continual service improvement to mature the service.

### Audience

- Suppliers
- Contractors
- Stakeholders
- Developers
- Designers
- Project managers
- Relationship managers
- Testing team

### Requirements

Go-live acceptance criteria will focus on ensuring a new service can meet the planned availability and resilience requirements. As with the release of any service the go-live acceptance criteria should check:

- Requirements coverage
- Testing has been completed
- Support arrangements/structures are in place
- Third party agreements are in place and have been tested
- Support and technical documentation is in place
- Support software and tools are in place
- Staff have been recruited and trained
- Cut over plans are in place and have been tested
- Roll back plans are in place and have been tested

To make sure this is the case, as a minimum, the following detailed technical and support tests should have been performed. Successful test outcomes should be included on the go live checklist and checked as part of go live acceptance to ensure planned availability and resiliency of the service is met

- **Monitoring tools are in place** - For the TfL website ([www.tfl.gov.uk](http://www.tfl.gov.uk)) this includes:
  - User journey monitoring where software continually simulates a series of typical tasks performed by a user. Alerts are sent to the support teams if the software is unable to complete a typical task
  - Technical monitoring tools are in place to check software and infrastructure continue to operate as expected. In the event this is not the case, alerts are sent to the support teams
- **Incident and major incident management processes are in place** - The incident and major incident management processes document the steps to be followed in the event performance of the service is degraded or the service is unavailable
- **Capacity management** - Plans need to be in place to address the expected volumes of users. The plans need to cover both typical use and any cases where exceptional levels of use are expected. The plans should document the expected capacity of the system to meet the levels of use of the service. The service **must** be tested to ensure it can provide the expected capacity
- **Managed degradation in the event of non-critical failure** - In the event a part of the system fails, for example, a server fails, the overall service should continue to operate with reduced performance
- **Failover** - Parts of the service will have redundant infrastructure and software components. In the event of failure of a hardware or software component, the service should be able to fail over to redundant infrastructure and software
- **Disaster recovery** - In the event of a disaster it **must** be possible to restore the service. To facilitate recovery, backups of software and data should be stored off-site. The process for disaster recovery **must** be tested including restoring software and data
- **Release and deployment processes** - Processes for release and deployment, including testing of releases prior to deployment and roll-back plans, **must** be in place.

## Why we do this

Having specific criteria for go-live acceptance allows us to release services to TfL website users as soon as possible.

Meeting the go-live acceptance criteria means when we release services we are confident they will meet the expectations of TfL website users.

## Further reading

Go live acceptance is a specific case of service acceptance. You should read the [Service acceptance criteria](#) document within the toolkit to understand in greater detail how TfL Online develop service acceptance criteria.

Details of the [Incident management](#) process and the [Release management](#) process are detailed in other sections of the toolkit.

---

Type: Standard  
Owner: TfL Online Compliance  
Department: TfL Online

### Version History

---

Version	Date	Summary of changes
1.0	08/11/2013	First issue

---

### Review History

---

Name	Title	Date	Comments
------	-------	------	----------

---