

ITSM implementation checklist: 12 points to check before and after go-live

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The points our consultants check on every ITSM implementation, whatever the platform. Give each one an owner and a date, and tick it when it is done. Anything still open two weeks before go-live is a risk to discuss.

1. Before configuration: processes and rules

	Owner	Due date
☐ Named process owners for incident, request, problem and change One person per process who decides on its rules and signs off its configuration.		
☐ A service catalogue written in your users' words Start with the services users request most often, named the way they ask for them: "New laptop", not "Hardware provisioning".		
☐ Priorities, categories and SLAs agreed with the business A priority matrix (impact × urgency), a short category tree and response and resolution targets per priority, signed off outside IT.		
☐ Assignment groups and escalation rules that match your organisation Groups that mirror the teams that really do the work, with escalation paths for SLA breaches and major incidents.		
☐ A CMDB scope: which configuration items, from which sources The configuration item classes that go live first, the source of each one (discovery, device management, import) and who owns it.		

2. Data and integrations

	Owner	Due date
☐ The data to bring across: open tickets, history, knowledge articles A decision per object (migrate, archive or leave behind) and at least one test load before go-live.		
☐ Integrations: directory and SSO, email, monitoring, collaboration tools Each integration tested with real accounts and real messages, including the error cases.		

3. Before go-live: people and cutover

	Owner	Due date
☐ A knowledge base seeded with the most frequent requests Articles for the most frequent requests and incidents, written for users and for agents.		
☐ A self-service portal tested with real users A few users from different departments complete real requests; what they stumble on is fixed before go-live.		
☐ Agent training by role and a short guide for end users Agents, team leads, process owners and administrators each trained on what they do; one page for users on how to get help.		
☐ A cutover plan with a fallback option Date, freeze, steps, go/no-go criteria, who decides, and how to fall back if the go-live goes wrong.		

4. After go-live

	Owner	Due date
☐ A hypercare team and the KPIs you will review after 30 days A named team for the first weeks, and KPIs such as SLA compliance, backlog, first-contact resolution and portal use reviewed after 30 days.		

Want this checklist applied to your project?

SMC Consulting implements ITSM platforms with ITIL v4 certified consultants, from the process workshops to hypercare. Start with a free 30-minute ITSM audit: where your project stands and what to settle first.

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