What's left to do…

Area	Description	23-Nov	30-Nov	07-Dec	14-Dec	21-Dec	28-Dec	04-Jan	11-Jan	18-Jan	25-Jan	01-Feb
Assurance	External review and report of our status											
Cut over plan	Finalise our plan of all the tasks left to do, 100s of detailed actions											
Governance	Final approvals to go live, sign off by the board											
Training	All of our level 2 and level 3 training completes											
Change freeze	Limit our other IT and system change activity											
Portal close	Close portals and phone lines but keep processing											
Phone System changes	Updating our phone messages when customers and members call in											
Production system testing	Testing the final version of the system/live testing											
Go live	Our target go live date of 4th/5th Jan											
Hypercare Period	Period of intense support: both internal and with suppliers											
Handover	Its Business As Usual !											