

Cutover Management Services

Cutover, when an organisation switches over to using a new or upgraded system, presents significant challenges as staff begin to use processes for the first time. If cutover and the immediate post-go live period are not managed carefully, then end user experience, system adoption, operational management and ultimately patient safety can be significantly impacted. Cutover management is therefore a critical aspect of systems delivery and requires expert planning and coordination.

Nautilus Consulting has significant experience of working as part of the hospital team and with suppliers to successfully deliver cutover services. This includes:

- Establishing cutover workstreams: identifying and helping to embed related processes and governance
- Identifying, analysing and appraising cutover options; minimising any downtime
- Developing detailed cutover plans and assisting with agreement of any downtime with operational and clinical staff
- Managing and supporting cutover processes from initiation through to return to business as usual operation, including technical planning, operational readiness, roll out planning, data catch up, and co-ordination of service management and user support processes

Our range of services, supported by a library of document templates and best practice, includes:

- **Technical and Operational Cutover Planning and Management:** Running the Cutover workstream, working with the operational Cutover sponsor, technical teams, operational teams and Business Continuity teams to govern and plan Go Live.
- **Communication Planning:** Ensure all stakeholders, internal and external to the Trust, are fully aware of Cutover arrangements and responsibilities.
- **Templates and documentation:** Detailed Cutover Plan templates, Cutover checklists and trackers developed from wide experience of recent EPR cutovers. Includes operational readiness tracking and data catch up estimation tools.
- **Early Live Support planning and management:** Identifying, agreeing, communicating and co-ordinating Early Live Support processes.
- **Business Continuity impact assessment:** Assisting with

changes to Business Continuity Plans to take account of Cutover and Early Live Support activities. Nautilus Consulting can also provide services beyond Cutover Planning to assist with identifying and accounting for the potential impact on Business Continuity of new systems or functionality.

- **Applying learning:** Facilitating cutover lessons learnt and best practice sessions to ensure the benefit of prior Trust experience and Nautilus' experience of cutover is applied.

Outcomes we have delivered for our clients include;

- **Go Lives that run to schedule:** We work at a level of technical and operational detail that has enabled go lives to be practiced, run to plan and meet expectations.
- **Stakeholder buy-in and commitment:** Cutover Plans, Downtime, Recovery and Early Live Support processes are developed with a consultative approach ensuring understanding and buy-in across IT, operational, clinical teams and suppliers.
- **Agreed Cutover and Early Live Support processes:** Fully documented governance, processes and logistics developed and provided in a "Go Live Bible", providing a ready reference on what to do throughout Go Live.
- **Well informed and prepared staff:** Agreed and targeted communication and downtime and recovery practice, to ensure staff really understand plan and their individual responsibilities throughout the cutover.
- **Maintaining engagement:** Daily stand ups and broadcasts during Early Live Support keep staff updated on progress, workarounds and fixes maintaining momentum.
- **Conditions for co-operation and co-ordination:** Working as an integral part of Technical/IT, Project and Operational teams, providing the "glue" that delivers the co-ordination, communication and cooperation so essential for smooth roll outs.
- **Value for future projects:** Re-useable tools and models for incorporation into digital business continuity plans and future projects to enable more accurate downtime and data catch up planning.

Clients who have benefited recently from our services include:

- Milton Keynes University Hospital NHS Foundation Trust
- Lewisham and Greenwich NHS Trust
- Royal Free London NHS Foundation Trust
- Royal Berkshire NHS Foundation Trust

About us

Nautilus is a digital healthcare consultancy that specialises in helping customers embrace information technology as an enabler for change. We excel in the provision of a range of strategic and operational consulting services and by assisting our customers in implementing and optimising their digital solutions.

We have built a wealth of collateral from our assignments which we bring to each new engagement, accelerating delivery, driving cost efficiencies and providing high levels of assurance. The result for the customer is a lower risk of not delivering the intended outcomes, using fewer internal resources.

