

From first conversation to launch

A practical view of the stages, the decisions, and what your team contributes.

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Understand and agree

First, we discuss the workflow, desired result, systems, and constraints. Then the proposal defines the agreed deliverables, fees, dependencies, responsibilities, and acceptance criteria. Review questions and contractual requirements before work starts.

Prepare and build

After agreement, confirm a project owner, input materials, access, review contacts, and the communication plan. Work is built and reviewed against the agreed scope. Keep feedback in one place and distinguish defects from new requests so decisions remain clear.

Test, approve, and hand over

Your team reviews representative scenarios and the agreed success measures. Resolve launch-critical issues, record approval, and confirm the launch and fallback plan. Handover should cover the agreed documentation, training, accounts, operating guidance, and support route. Dates depend on the actual scope and dependencies.

Your checklist

0/3 complete

- ☐ Appoint a project owner and final approver.
- ☐ Agree review windows and dependencies.
- ☐ Plan testing and handover before launch.

A USEFUL NEXT STEP

Use the testing and handover guides to prepare the people who will operate the system.

Your signed proposal and agreement define the final scope, fees, responsibilities, and terms.

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