

THIN LINE SOFTWARE

IMPLEMENTATION READINESS CHECKLIST

Public Safety Software Implementation Readiness Checklist

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Printable take-away from When Is a Public-Safety Software Implementation Actually Finished?

Public Safety Software Implementation Readiness Checklist

Use this during a software project to keep discovery, conversion, configuration, validation, training, go-live, hypercare, and acceptance visible. An unchecked box is a prompt to look closer. Completing every box is not a determination that the implementation succeeded, and an unchecked box is not a finding that a vendor failed.

Discovery

- ☐ Operational stakeholders identified.
- ☐ Current workflows documented.
- ☐ Required integrations identified.
- ☐ Required reports identified.
- ☐ Required public and internal access identified.
- ☐ Hardware and device requirements identified.
- ☐ Product gaps identified.
- ☐ Owners assigned to open questions.
- ☐ Success criteria documented.

Data conversion

- ☐ Source systems identified.
- ☐ Export and access confirmed.
- ☐ Conversion scope agreed.
- ☐ Historical identifiers preserved as required.
- ☐ Confidential, sealed, and restricted data identified.
- ☐ Attachments included where required.
- ☐ Relationships validated.
- ☐ Financial balances validated where applicable.
- ☐ Converted data sampled by operational users.
- ☐ Exceptions documented.
- ☐ Final and delta conversion plan approved.

Configuration and integration

- ☐ Agency configuration complete.
- ☐ Roles and permissions configured.
- ☐ Interfaces connected.
- ☐ Devices tested.
- ☐ External integrations tested.
- ☐ Reports configured.
- ☐ Public-facing access configured.
- ☐ Environment and settings documented.

Operational validation

- ☐ Real end-to-end scenarios completed.
- ☐ Patrol workflow tested.
- ☐ Dispatch workflow tested where applicable.
- ☐ Records workflow tested.
- ☐ Jail workflow tested where applicable.
- ☐ Court workflow tested where applicable.
- ☐ External and downstream users tested where applicable.
- ☐ Negative permissions tested.
- ☐ Confidential-record handling tested.
- ☐ Reporting tested.
- ☐ Exceptions documented.

Training

- ☐ User roles identified.
- ☐ Role-specific training completed.
- ☐ Supervisors trained.
- ☐ Administrators trained.
- ☐ Workarounds documented.
- ☐ Training gaps identified.
- ☐ Attendance and completion recorded.
- ☐ Users know where to obtain support.

Go-live readiness

- ☐ Blocking issues resolved.
- ☐ Conversion accepted.
- ☐ Integrations operational.

- ☐ Required users trained.
- ☐ Support contacts known.
- ☐ Cutover plan approved.
- ☐ Rollback or contingency plan documented.
- ☐ Customer and vendor authorize go-live.

Hypercare

- ☐ Issue register active.
- ☐ Critical issues reviewed daily.
- ☐ Workarounds tracked.
- ☐ Owners assigned.
- ☐ Users know the escalation process.
- ☐ Reporting and integrations monitored.
- ☐ Conversion exceptions monitored.
- ☐ Progress communicated to stakeholders.

Final acceptance

- ☐ Original implementation scope reviewed.
- ☐ Required workflows operating.
- ☐ Required access restored or working.
- ☐ Remaining defects documented.
- ☐ Deferred items explicitly accepted.
- ☐ Temporary workarounds resolved or accepted.
- ☐ Operational ownership transferred.
- ☐ Final implementation decision recorded.
- ☐ Project formally transitioned to normal support.

Checklist disclaimer

This checklist is a practical workflow aid. It does not replace a contract, statement of work, or acceptance document, and it does not score a vendor.

Generated from the Thin Line Software resource library. Read this guide online: <https://thinline.software/resources/public-safety-software-implementation-readiness-guide#implementation-readiness-checklist>