WORK SAMPLE 1 · GENERIC EXAMPLE

Hot-migration cutover checklist: access switching and Wi-Fi at a live site

The method I use to replace network equipment at a site that must stay in service. Legacy equipment is retained for rollback until acceptance. Configuration belongs to remote engineering; the field engineer performs the physical work and records the evidence.

01 Planning

- [ ] Review the workbook, scope of work, floor plan and rack elevations; confirm the location of every rack, IDF and access point.
- [ ] Reconcile the equipment inventory against the bill of materials before travel.
- [ ] Confirm the approved change ticket, maintenance window, site contact and escalation contacts.
- [ ] Brief the team on sequence and responsibilities; agree on the go/no-go checkpoint and the rollback time limit.
- [ ] Run a failure-mode review: what could go wrong, how it would show, and the response for each.

02 Baseline (before anything is touched)

- [ ] Where site policy permits, photograph every rack, IDF and MDF; keep the photos in the authorized work record.
- [ ] Inventory the installed equipment; record discrepancies with the site survey.
- [ ] Confirm with remote engineering that legacy configurations are backed up and that interface status, MAC and ARP tables and neighbor (LLDP/CDP) data are captured for comparison.
- [ ] Identify statically addressed devices (printers, payment terminals) and confirm DHCP scope capacity.
- [ ] Interview site staff on recurring problems, symptoms and timing; log them as the baseline so later issues can be attributed correctly.
- [ ] Ask staff to report any service interruption immediately.

03 Rollback readiness

- [ ] Keep legacy switches and access points in place for rollback until acceptance. Before powering down legacy access points for the acceptance survey, confirm their restoration sequence and the rollback deadline with remote engineering.
- [ ] Defined rollback triggers: Wi-Fi authentication failure (RADIUS), a switch that does not take its configuration from remote engineering, incomplete discovery of legacy switches, or the time limit reached.
- [ ] If a legacy switch stops responding to management, escalate to remote engineering; perform a controlled power cycle only under the approved change and recovery sequence.

04 Execution

- [ ] Map and label every port before a cable moves; migrate one closet or switch at a time.
- [ ] Rack, cable and power the new switches; verify PoE budget against the planned access-point load.
- [ ] Connect the management lifeline to the pre-configured trunk port; confirm remote engineering has access to every switch.
- [ ] Move connections per the port map while remote engineering verifies reachability (ping), ARP entries, VLAN assignment and device-to-port mapping.
- [ ] Physically count daisy-chained device docks; an empty dock can appear absent from the network.
- [ ] Bring access points online and allow firmware updates to complete.

05 Acceptance

- [ ] Power down legacy access points before the post-activation Ekahau survey, so they cannot contaminate the results; compare against the pre-survey.
- [ ] Verify payment and customer-facing systems first, then every endpoint: phones, printers, workstations and scanners.
- [ ] Confirm DHCP leases, SSID authentication and roaming; compare post-change interface and MAC counts against the baseline.
- [ ] Test uplink failover where redundancy exists; confirm devices report healthy in monitoring.
- [ ] Complete the acceptance checklist and obtain the site's signature.

06 Closeout

- [ ] Finish the rooms to the remediation standard (sample 2) and update port maps and as-built documentation.
- [ ] Record serial numbers of decommissioned equipment on the return manifest.
- [ ] Where permitted, photograph every access point: port, status LED, wide and close views, cable path, service loop and mounting height against a tape measure.
- [ ] Close the change ticket; leave a direct phone number with the site and follow up to confirm stable operation.

Failure modes this checklist is designed to catch

- ◯ Nicked conductors: a strip that scores the copper without severing it passes the initial link test, then fails once the cable is flexed during device installation. Inspect conductors before terminating, re-terminate any suspect keystone, and re-test after the cable is dressed and the device is connected.
- ◯ No pre-work baseline: without a record of existing faults, every later problem is attributed to the cutover.
- ◯ Static addresses and unrecorded devices: discovered only after customers report a failure.
- ◯ No follow-up path: a two-minute phone fix becomes an outage and a return visit.

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