Dental Record Manager Plus (DRM Plus) Application

Deployment, Installation, Backout, and Rollback Guide

DENT*1.2*77

Version 1.2

April 1989 (VA Release)

(Revised June 2020)

Department of Veterans Affairs
Office of Information and Technology (OI&T)
Enterprise Program Management Office

Revision History

Date	Version	Description	Author
January 2020	1.0	Initial Version	REDACTED
February 2020	1.1	Patch 77 Updates	REDACTED
March 2020	1.2	Edits/Date Changes	REDACTED
June 2020	1.3	Date Changes	REDACTED

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

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1 Introduction

This document describes how to deploy and install DENT*1.2*77 and how to backout the product and rollback to a previous version or data set.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to DENT*1.2*77 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

DENT*1.2*69
DENT*1.2*75

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

ID	Team	Phase/Role	Tasks	Project Phase (See Schedule)
1	Field Testing (Initial Operating Capability – IOC), Product Support Testing & Release Agent Approval	Deployment	Test for operational readiness.	Testing
2	VA OI&T, and Product Support	Installation	Plan and schedule installation.	Deployment

ID	Team	Phase/Role	Tasks	Project Phase (See Schedule)
3	Enterprise Program Management Office (EPMO)	Backout	Confirm availability of backout instructions and backout strategy (what criteria trigger a backout.	Deployment

3 Deployment

The deployment is planned as a national release.

3.1 Timeline

The duration of deployment and installation is 30 days (requested).

3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of DENT*1.2*77.

3.2.1 Deployment Topology (Targeted Architecture)

DENT*1.2*77 is to be nationally released to all VAMCs.

3.2.2 Site Information (Locations, Deployment Recipients)

The IOC sites are:

REDACTED

Upon national release all VAMCs are expected to install this patch prior to or on the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Site/Other	Problem/Change Needed	Features to Adapt/Modify to New Product	Actions/Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Required Software	Make	Version	Configuration	Manufacturer	Other
Prerequisite patch for Dental Record Manager Plus GUI	N/A	DENT*1.2.69	N/A	N/A	N/A
Prerequisite patch for Dental Record Manager Plus KIDS	N/A	DENT*1.2*75	N/A	N/A	N/A

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the "Patch Tracking" message in Outlook to communicate with DSS and product support personnel.

3.3.5 Deployment/Installation/Backout Checklist

The Release Management team will deploy DENT*1.2*77, which is tracked nationally for all VAMCs in the National Patch Module (NPM) in FORUM. FORUM automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in FORUM to identify when and by whom the patch was installed into the VistA production at each site. A report can also be run to identify which sites have not currently installed the patch into their VistA production system. Therefore, this information does not need to be manually tracked in the chart below.

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Preinstallation and System Requirements

The DENT*1.2*77 Patch is installable on a VistA system with the prerequisite patches installed.

4.2 Platform Installation and Preparation

Refer to the DENT*1.2*77 documentation and software retrieval in FORUM for the location of detailed installation instructions. These instructions include any pre-installation steps if applicable.

4.3 Download and Extract Files

Refer to the DENT*1.2*77 patch description in FORUM to find related documentation that can be downloaded.

4.4 Database Creation

DENT*1.2*77 Patch contains one new routine. The patch introduces a new parameter – DENTV PATIENT FLAGS.

4.5 Installation Scripts

No installation scripts are needed for DENT*1.2*77 installation.

4.6 Cron Scripts

No Cron scripts are needed for DENT*1.2*77 installation.

4.7 Access Requirements and Skills Needed for the Installation

Staff performing the installation of this patch will need access to FORUM to view the patch description. Staff will also need access and ability to download the host file using SFTP from DOWNLOAD.VISTA.MED.VA.

4.8 Installation Procedure

The installation guide for DENT*1.2*77 can be found on the VA Software Documentation Library at: https://www.va.gov/vdl/.

4.9 Installation Verification Procedure

Refer to the DENT*1.2*77 documentation and software retrieval in FORUM for the location of detailed installation instructions. These instructions include any post-installation steps if applicable.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

5 Backout Procedure

A DRM Plus backout would include backing out all of the components of a DRM Plus installation from a current patch. If only a KIDS build is included in the patch to be backed out, then all that would be required for a back out would be the KIDS back out. If only a dentalmrmtx executable was included in a patch, then all that would be required for a back out would be the dentalmrmtx executable back out. If only a setupPxx executable was included in a patch then all that would be required for a back out would be the setupPxx back out. With DRM Plus patches, it is possible that different combinations of these components would be included so it is important to note what is included in the patch to be backed out from and what was included in the patch to be backed up to.

KIDS Roll Back:

Directions for backing up a global are included in each DRM Plus Patch Description and Installation guide. It is this back up global that would be used to back out of the installed patch to the previous version of DRM Plus M routines.

All users should not access the DRM Plus application during a backout. If this cannot be coordinated with the Dental Service Chief, then removing the CPRS command line of DRM Plus (DRM Plus can only be accessed through CPRS) will not allow access of the DRM Plus application to any user. If the command line is removed prior to a back out, it must be replaced as soon as a successful back out is confirmed.

These procedures include the process of backing out of all of the possible DRM Plus components that could be included in a patch release.

5.1 Backout Strategy

The vendor of Dental Record Manager Plus, Document Storage Systems, Inc., recommends that any site backing out of any component of any DRM Plus patch contact DRM Plus Technical Support at <mark>REDACTED</mark>or email at <mark>REDACTED</mark> for assistance.

5.1.1 Mirror Testing or Site Production Testing

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at <mark>REDACTED</mark>or email at <mark>REDACTED</mark>for assistance.

5.1.2 After National Release

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at (561) 284-7200 or email at vha-service-desk@dssinc.com for assistance.

5.2 Backout Considerations

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record

Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at <mark>REDACTED</mark>or email at <mark>REDACTED</mark>for assistance.

5.2.1 Load Testing

Not Applicable. The performance demands on the system will be unchanged.

5.2.2 User Acceptance Testing

Below are the acceptance criteria for each test case included in DENT*1.2*77.

Test Case #1 – Modified the coding check error message for D9630.

Acceptance Criteria: The following message displays when D9630 is initially selected during a patient dental encounter.
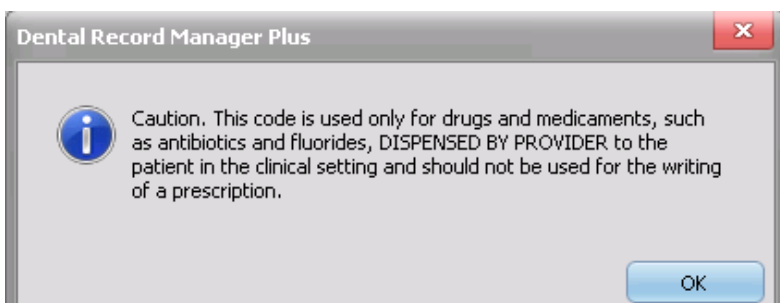
Test Case #2 – Changed the RVU value for CPT Code 94760 from 5 to the correct value of 0.

Acceptance Criteria: The RVU value for CPT Code 94760 shows as 0.

90655 IIV3 VACC NO PRSV 0.25 ML IM	5	
90658 IIV3 VACCINE SPLT 0.5 ML IM	5	
92511 NASOPHARYNGOSCOPY	30	
94760 MEASURE BLOOD OXYGEN LEVEL	0	
97035 ULTRASOUND THERAPY	15	
97140 MANUAL THERAPY 1/> REGIONS	45	
97810 ACUPUNCT W/O STIMUL 15 MIN	15	
97811 ACUPUNCT W/O STIMUL ADDL 15M	15	
97813 ACUPUNCT W/STIMUL 15 MIN	15	
97814 ACUPUNCT W/STIMUL ADDL 15M	15	
98966 HC PRO PHONE CALL 5-10 MIN	5	
98967 HC PRO PHONE CALL 11-20 MIN	11	

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Test Case #3 – Added a system parameter, DENTV PATIENT FLAGS.

Acceptance Criteria: Patient Flags can be turned on/off (checked/unchecked) in the GUI.
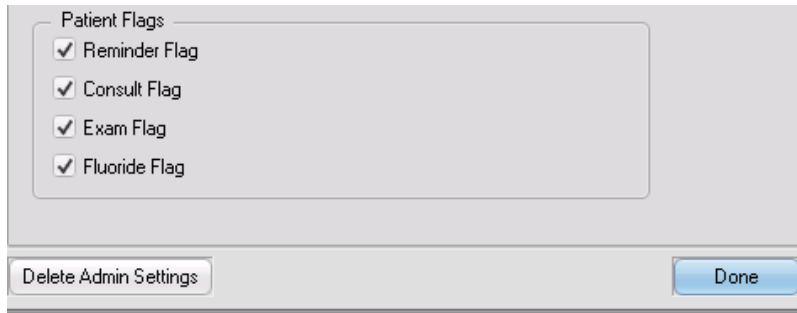
Test Case #4 - Adjusted grids to allow column adjustment in reports that allowed them in the previous patch.

Acceptance Criteria: Report Column Headers can be resized be the user.

Test Case #5 - Added endentulous exemption for PSR requirement.

Acceptance Criteria: If a patient has been noted to be edentulous (no remaining functional teeth), a PSR will not be required.

Test Case #6 - Adjusted message in PSR requirement; help display to indicate PSR.

Acceptance Criteria: The Elements Requirement Panel in the Exam tab displays the correct verbiage for the PSR requirement.
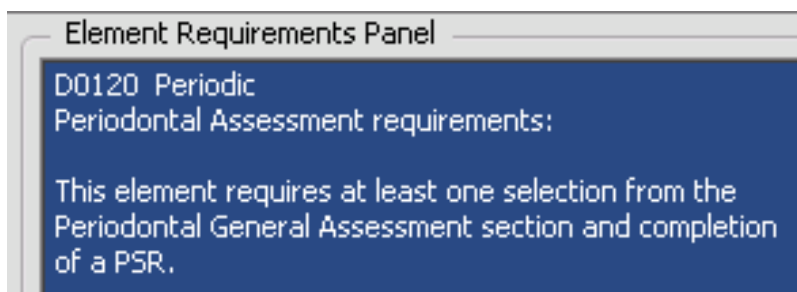
Test Case #7 -Correctly added PSR requirement to D0120 and D0150 exam codes.

Acceptance Criteria: A message will display notifying the user of the PSR requirement for the D0120 and D0150 Exam Codes if PSR has not been addressed.
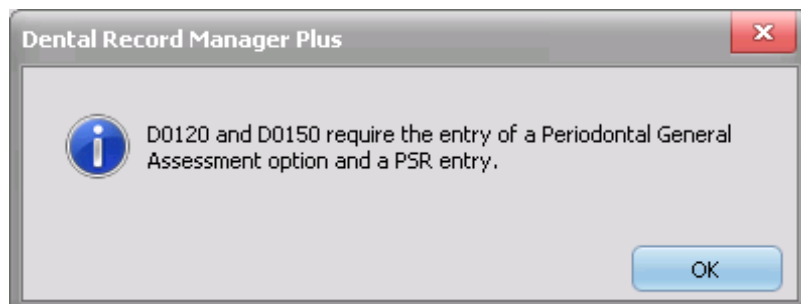
5.3 Backout Criteria

It may be decided to back out this patch if the project is canceled, the requested changes implemented by DENT*1.2*77 are no longer desired by VA OI&T and the Office Of Dentistry, or the patch produces catastrophic problems.

5.4 Backout Risks

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at (561) 284-7200 or email at vha-service-desk@dssinc.com for assistance.

5.5 Authority for Backout

Please note: backout can vary in complexity depending on whether you are backing out DRM Plus in its entirety or only one or two specific components. Dental Record Manager Plus is a Class 1 COTS vendor supported product. Sites should call DRM Plus Technical Support at (561) 284-7200 or email at vha-service-desk@dssinc.com for assistance.

5.6 Backout Procedure

The backup steps are as follows:

After Loading a Distribution, Select the Backup a Transport Global option. This global is a MailMan message.
NOTE: without this step, you cannot roll back the routines!
Using Mailman, READ the backup message which begins with "Backup of"...

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At the Mailman message action prompt enter "X" to extract the PackMan message.
At the Select PackMan function option select INSTALL/CHECK MESSAGE.
Answer YES that you want to perform the function.
Answer NO to preserve the routines in another message.

Contact Help desk to log a ticket and DSS to assist with entering the routines from the temp global.

DENTV077 is an installation routine and as such is isolated and creates no additional impacts and therefore does not require action. However, if you would prefer, you are also free to delete DENTV077 manually at this point should you elect to do so.

5.7 Backout Verification Procedure

Successful backout is confirmed by verification that the checksums match as following:

    DENTVA7   60383207
    DENTVIN   8780288
    DENTVTP0   97025303

Also, if the decision was made to delete DENTV077, ensure it was deleted.

6 Rollback Procedure

Rollback pertains to data. DENT*1.2*77 includes descriptive only changes to the DENTAL CODING CHECKS entry for CPT code 94760 as well as the DENTV INACTIVE PATIENTS option.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.