

Patient Centered Management Module (PCMM)

Deployment, Installation, Back-Out, and Rollback Guide (DIBRG)



February 2024

WEBP*1.0*36

**Department of Veterans Affairs
Office of Information and Technology**

Revision History

| Date | Version | Author | Description |
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| 02/06/2024 | 1.0 | REDACTED | Baseline Version |
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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 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 as needed throughout the life cycle of the project for each build.

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1 Introduction

This document describes how to deploy and install the Patient Centered Management Module (PCMM) release WEBP*1*36 and how to back out and roll back to a previous version or dataset.

This document further details the criteria for determining if a back-out is necessary, the authority for making that decision, the order in which installed components will be backed out, the risks and criteria for a rollback, and the authority for acceptance or rejection of the risks.

1.1 Purpose

The purpose of this document is to provide a single, common plan that defines how the VA PCMM implementation will be deployed and installed, including how it is to be backed out and rolled back, if necessary.

The plan also identifies resources, a communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

The PCMM application is dependent on the following systems, applications, and services:

Table 1 – PCMM Application Dependencies

| Dependency | Type | Dependency Type | PCMM Use |
|---|---------|------------------|--|
| Cerner Millennium | System | System | Cerner EHR solutions share a single design, which eases information sharing across care teams and venues. Care teams across the continuum use the system to document and access critical patient data, streamline workflows, and help with patient safety for active-duty service members, dependents, and Veterans. |
| Cerner OPENLink | Service | Data/Information | The Cerner interface engine providing extensive data transformation, message routing, and communications-protocol bridging. |
| VA SSH File Transfer Protocol (SFTP) Site | Service | Data/Information | The SFTP Site will be set up by the OEHRM group to allow for file transfers between VA and Cerner for various data-migration and syndication activities, including transfer of the patient, staff, and encounter files discussed in this document. |

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| Dependency | Type | Dependency Type | PCMM Use |
|--|---------|------------------|---|
| Corporate Data Warehouse (CDW) | Service | Data/Information | CDW is an internal data service that interacts with and queries CDW-cached data. Data will be a scheduled task to load CDW into the PCMM environment. CDW data will reside within PCMM for lookup and reference within the PCMM decision logic. The data will have their own designated datastore due to being relational data. |
| Clinical Information Support System (CISS) | System | System | PCMM utilizes the Clinical Information Support System (CISS) framework as part of its implementation but does not share a CISS portal with any other application or partner systems outside of PCMM functionality |
| VistA | System | System | Synchronizes CPRS header information from VistA for PCP assignment status or Mental Health Treatment Coordinator (MHTC) assignment. |
| Master Patient Index (MPI) | System | System | Registers a patient from MPI broadcast messages and updates patient traits from MPI. |

1.3 Constraints

The PCMM project team, software, and test servers will adhere to the following directives, policies, procedures, standards, and guidelines:

- Veteran-focused Integration Process (VIP)
- Section 508 Information Technology (IT) accessibility standards governed under 29 U.S.C 794d
- Health Insurance Portability and Accountability Act (HIPAA)
- VA DIRECTIVE 6508 – Privacy Impact Assessments
- VA Directive 6500 – Information Security Program
- One (1) VA Technical Reference Model (TRM)
- VA Standards & Conventions Committee (SACC) Codes Standards and Conventions
- PCMM will pass any Web Application Security Assessment (WASA) scans
- PCMM will not have any critical or high issues identified by a Fortify scan

2 Roles and Responsibilities

The following table identifies the interface's deployment, installation, back-out, and rollback roles and responsibilities.

Table 2 – Deployment, Installation, Back-Out, and Rollback Roles and Responsibilities

| Team | Contact | Phase / Role | Tasks |
|----------|----------|---|---|
| REDACTED | REDACTED | Build and Deployment in Local Dev | Plan and schedule deployment in local environment. |
| REDACTED | REDACTED | Deployment in Software Quality Assurance (SQA)/User Acceptance Testing (UAT) in Department of Veterans Affairs (VA) | Support in configuration and access to production and SQA environments |
| REDACTED | REDACTED | Deployment in Software Quality Assurance (SQA)/User Acceptance Testing (UAT) in Department of Veterans Affairs (VA) | Support in configuration and access to production and SQA environments |
| REDACTED | REDACTED | Production WebLogic Administrator | Production deployment |
| REDACTED | REDACTED | Production Database Administrator | Backup database; execute SQL scripts |
| REDACTED | REDACTED | Project Manager | Plan and coordination of installation |
| REDACTED | REDACTED | Back-out | Confirm availability of back-out instructions and back-out strategy. (What are the criteria that trigger a back-out?) |
| REDACTED | REDACTED | Post Deployment | Hardware, software, and system support |

3 Deployment

The deployment is planned as an iterative rollout.

3.1 Site Readiness Assessment

The PCMM application will exist within the VA Enterprise Cloud (VAEC) for SQA, ETS, INT, and production environments. The PCMM development team will maintain a local DEV environment to be used for sprint development and testing processes.

3.2 Deployment Topology (Targeted Architecture)

The figure below details the PCMM Deployment Topology (Targeted Architecture).

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3.3 Resources

This section describes hardware, software, facilities, documentation, and any other resources, other than personnel, required for deployment and installation.

3.3.1 Hardware

PCMM is an enterprise application hosted at the VA Austin Information Technology Center (AITC).

The PCMM servers consist of eight virtual servers (VM), consisting of three application servers to accommodate end-user work, two application servers to support web service calls, and two database servers and one file share server to act as a quorum witness to the database cluster. Redundancies are achieved through replication of data at both the OS and application levels.

The architectural design of each group consists of different redundancies:

- The database servers are clustered at the Operating System (OS) level and database-application level. They are connected to a NetApp Data Storage to provide additional storage, redundancy, and availability.
- The application servers are not clustered at the OS level, but at the application level in two clusters: attended and unattended. Currently, the attended cluster contains one WL server and the unattended cluster contains two WL servers. OS-level implemented synchronization and application clustering maintain the redundancies.

Table 3 – Hardware Specifications

| Required Hardware | Quantity | Version | Configuration |
|--------------------|----------|---------------|---|
| Application Server | 1 | Linux-RHEL7.9 | Attended Linux application server with WebLogic and Apache Web Server |
| Application Server | 2 | Linux-RHEL7.9 | Unattended application servers with WebLogic |

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| | | | |
|--------------------|---|---------------|--|
| Application Server | 2 | Linux-RHEL7.9 | Web services servers with WebLogic |
| Database Server | 2 | Windows 2019 | Windows database server for PCMM-Web application |
| File Share Server | 1 | Windows 2019 | Windows File Share Server |

3.3.2 Software

The following table describes software specifications required prior to deployment. If there are site-dependent differences, those difference will need to be provided.

Table 4 – Software Specifications

| Required Software | Manufacturer | Version | Configuration |
|--|--------------|-----------------------|---------------|
| Oracle WebLogic Server | Oracle | 12.2.1.4.0 | Standard |
| Java™ SE Development Kit 8 | Oracle | 1.8.0_391 (or higher) | Standard |
| Microsoft SQL Server | Microsoft | 2019 (or higher) | Standard |
| Microsoft SQL Server Management Studio (SMS) | Microsoft | 2019 (or higher) | Standard |
| Apache | Apache | 2.4.6 (or higher) | Standard |
| jTDS driver | SourceForge | jtds-1.3.1.jar | Standard |
| VistALink | VistA | 1.6 | Standard |
| Mirth Connect | MirthCorp | 4.2 (or higher) | Standard |

3.3.3 Communications

- Notifications of scheduled maintenance periods that require the service to be offline or that may degrade system performance will be disseminated to the business-user community a minimum of 48 hours prior to scheduled events.
- Notifications to VA users for unscheduled system outages or other events that impact response times will be distributed within 30 minutes of an occurrence.
- Notifications to VA users for unexpected system outages or other events that impact the response time will be distributed to users as soon as possible
- Notifications will be distributed to VA users regarding technical help-desk support for obtaining assistance with receiving and processing.

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3.4 Deployment/Installation/Back-Out Checklist

The table below outlines the coordination effort and documents completed by individual and the day and time when each activity (deploy, install, and back-out) is completed for PCMM.

Table 5 – Deployment/Installation/Back-Out Checklist

| # | Activity | Responsible Party | Start Time | Duration |
|--|--|-------------------|------------|----------|
| 1 | REDACTED - Create folder /u01/app/BUILDS/2024.01.16-1.0-36-01 and copy the new pcmmr and pcmmr_unattended build ear files to this folder | REDACTED | | 15 min |
| 2 | REDACTED - Create folder /u01/app/BUILDS/2024.01.16-1.0-36-01 and copy the new pcmmr build ear file to this folder. | REDACTED | | 15 min |
| 3 | REDACTED - Add new lines to the ciss.properties files | REDACTED | | 15 min |
| Production Deployment 9:00 PM Eastern | | | | |
| 1 | REDACTED – Stop the Mirth Connect service | REDACTED | | 5 min |
| 2 | REDACTED - Stop the WebLogic managed servers, Srv1, Srv2, and Srv4 | REDACTED | | 5 min |
| 3 | REDACTED - Stop the WebLogic managed server, Srv1 | REDACTED | | 5 min |
| 4 | Make sure sendStringParametersAsUnicode=false is present on all Weblogic data sources that connect to the PCMM DB | REDACTED | | 5 min |
| 5 | REDACTED – Delete the old pcmmr and pcmmr_unattended deployments | REDACTED | | 5 min |
| 6 | REDACTED – Delete the old pcmmr deployment | REDACTED | | 5 min |
| 7 | REDACTED – Delete the cache, tmp, and stage folders from managed server folders | REDACTED | | 5 min |
| 8 | REDACTED – Delete the cache, tmp, and stage folders from managed server folder | REDACTED | | 5 min |
| 9 | REDACTED – Deploy and start the new pcmmr_ear-1.0-36-01.ear and pcmmr_unattended_ear-1.0-36-01.ear files | REDACTED | | 10 min |
| 10 | REDACTED – Deploy and start the new pcmmr_ear-1.0-36-01.ear file | REDACTED | | 10 min |
| 11 | REDACTED – Start the WebLogic managed servers, Srv1, Srv2, and Srv4 | REDACTED | | 5 min |
| 12 | REDACTED – Start the WebLogic managed server, Srv1 | REDACTED | | 5 min |
| 13 | REDACTED – Start the Mirth Connect service | REDACTED | | 2 min |
| 14 | Smoke test (logon, SmartApp, search in Cerner for staff/patient, search in Vista, user list/search/profile in UM) | REDACTED | | 45 min |

4 Installation

4.1 Pre-installation and System Requirements

4.1.1 Create Build Folder 2024.01.16-1.0-36-01 on App Server

On REDACTED, create folder /u01/app/BUILDS/2024.01.16-1.0-36-01. Copy the following ear files into the folder: pcmmr_ear-1.0-36-01.ear and pcmmr_unattended_ear-1.0-36-01.ear.

4.1.2 Create Build Folder 2024.01.16-1.0-36-01 on Web Services Servers

On REDACTED, create folder /u01/app/BUILDS/2024.01.16-1.0-36-01. Copy the following ear file into the folder: pcmmr_ear-1.0-36-01.ear.

4.1.3 Add New Properties to ciss.properties Files on App Server and Web Services Servers

Make a backup of ciss.properties and then add the new property line in the following locations and servers:

REDACTED

4.2 Installation Procedure

4.2.1 Stop the Mirth Connect Service

On REDACTED, stop the Mirth Connect service

```
dzdo service mcservice stop
```

4.2.2 Stop the Managed Servers and Delete the Old Builds

In the WebLogic console on REDACTED, stop managed servers, Srv1, Srv2, and Srv4. Delete the previous pcmmr and pcmmr_unattended deployments.

In the WebLogic console on REDACTED, stop managed server, Srv1. Delete the previous pcmmr deployment.

4.2.3 Update Weblogic Data Sources

In the WebLogic Admin console on REDACTED for all Data Sources that connects to PCMM databases on REDACTED note any connection that does not have

REDACTED

present in the Properties box(for rollback) and then add it.

4.2.4 Delete Files from Managed Server Folders

On REDACTED, delete cache, stage, and tmp folders below from the managed server folders.

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```
cd /u01/app/oracle/user_projects/domains/PCMM_Domain/servers/Srv1  
rm -rf ./cache/  
rm -rf ./stage/  
rm -rf ./tmp/
```

On REDACTED, repeat the steps for Srv2 and Srv4 folders.

4.2.5 Deploy the Latest Builds

In the WebLogic console on REDACTED, deploy the pcmmr_ear-1.0-36-01.ear and pcmmr_unattended_ear-1.0-36-01.ear.

For pcmmr, target the Attended Cluster and set the deployment order to 95.

For pcmmr_unattended, target the Unattended Cluster and set the deployment order to 95.

In the WebLogic console on REDACTED, deploy the pcmmr_ear-1.0-36-01.ear file.

Target the Attended Cluster and set the deployment order to 95.

Start all the deployments and start all the managed servers.

4.2.6 Start the Mirth Connect Service

On REDACTED, start the Mirth Connect service

```
dzdo service mcservice start
```

4.3 Installation Verification Procedure

The PCMM Sustainment Team will perform the standard smoke test for PCMM, plus UM smoke test.

4.4 System Configuration

System configuration changes are not applicable for this installation.

4.5 Database Tuning

Database adjustments are not applicable for this installation.

5 Back-Out

Back-out pertains to a return to the last known good operational state of the software and appropriate platform settings.

5.1 Back-Out Procedures

5.1.1 Application EAR Files

1. On REDACTED, stop the WebLogic managed servers, Srv1, Srv2, and Srv4.
2. Remove the lines added to each ciss.properties from step 4.1.3.
3. Delete the new pcmmr_ear-1.0-36-01.ear and pcmmr_unattended_ear-1.0-36-01.ear deployments.
4. Remove the sendStringParametersAsUnicode=false that were added.
5. On REDACTED, deploy and start the previous ear files:
/u01/app/BUILDS/2023.12.22-1.0-35-07/pcmmr_ear-1.0-35-07.ear
/u01/app/BUILDS/2023.12.22-1.0-35-07/pcmmr_unattended_ear-1.0-35-07.ear
On REDACTED, deploy and start the previous ear file:
/u01/app/BUILDS/2023.12.22-1.0-35-07/pcmmr_ear-1.0-35-07.ear
6. Start the WebLogic managed servers and proceed with testing.

5.2 Authority for Back-Out

Based on authority provided by the business sponsor and VA OIT IT program manager, PCMM can be backed out in accordance with their approval.

6 Rollback Procedure

Rollback pertains to data associated with this PCMM interface.

6.1 Rollback Considerations

It is necessary to determine if a wholesale rollback of the data associated with the PCMM interface is needed or if a better course of action would be correcting the data through a new version of the patch (if prior to a national release) or through a subsequent patch aimed at specific areas modified or affected by the original patch (after a national release).

6.2 Rollback Criteria

The decision to perform a wholesale rollback for this installation will be made by the business sponsor(s) and VA OIT IT program manager. Criteria will be determined based on separate and unique factors and evaluated upon post-installation use of the product.

6.3 Rollback Risks

There are no risks identified to perform a wholesale rollback of the database and deployment.

6.4 Authority for Rollback

Based on authority provided by the business sponsor and VA OIT IT program manager, PCMM can be rolled back in accordance with their approval.

6.5 Rollback Procedure

The rollback procedure steps are documented in Section 5.1 for the application and infrastructure. The back-out instructions are the same as those for the rollback of the application.

6.6 Rollback Verification Procedure

Verify that all above data components have been removed from the system as described in the previous section.

7 Risk and Mitigation Plan

The PCMM project team maintains a Program Risk Registry. Refer to this for all risks and mitigation plans for the PCMM project, including PCMM Web and VistA integration and the rest of the VA partner interfaces (Cerner Millennium, Cerner OpenLink, VA SFTP Site, and VA CDW).

Appendix: Acronyms and Abbreviations

Table 6 – Acronyms and Abbreviations

| Acronym / Abbreviation | Definition |
|------------------------|---|
| AITC | Austin Information Technology Center |
| AWS | Amazon Web Services |
| COTS | Commercial off-the-Shelf |
| CDW | Corporate Data Warehouse |
| CISS | Clinical Information Support System |
| CPU | Central Processing Unit |
| DAS | Data Access Service |
| DB | Database |
| DDL | Data Definition Language |
| ETL | Extract - Transform – Load |
| ETS | Enterprise Testing Service |
| EHR | Electronic Health Record |
| EHRM | Electronic Health Record Modernization |
| GovCloud | Government Cloud |
| HIE | Health Information Exchange |
| HL7 | Health Level 7 |
| HIPAA | Health Insurance Portability and Accountability Act |
| IAM | Identity and Access Management |
| IOC | Initial Operating Capability |
| IT | Information Technology |
| PCMM | Patient Centered Management Module |
| OIT | Office of Information and Technology |
| OEHRM | Office of Electronic Health Record Modernization |
| QA | Quality Assurance |
| SaaS | Software as a Service |
| SACC | Standards & Conventions Committee |
| SFTP | SSH File Transfer Protocol |

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| Acronym / Abbreviation | Definition |
|------------------------|--|
| TRM | Technical Reference Model |
| UAT | User Acceptance Testing |
| VA | U.S. Department of Veterans Affairs |
| VAMC | Veterans Affairs Medical Center |
| VIP | Veteran-focused Integration Process |
| VISN | Veterans Integrated Service Network |
| VistA | Veterans Information Systems and Technology Architecture |
| VM | Virtual Machine |
| WASA | Web Application Security Assessment |