Consult Toolbox

Software Version 1.9.0071

Deployment, Installation, Back-Out, and Rollback Guide

June 2020

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

Date	Version	Description	Author
06/11/2020	1.10	v1.9.0071 Final Update	AbleVets
05/19/2020	1.9	v1.9.0071 Initial Update	AbleVets
04/01/2020	1.8	v1.9.0062 Initial Update	AbleVets
02/03/2020	1.7	v1.9.0061 Initial Update	AbleVets
12/17/2019	1.6	v1.9.0056 Initial Update	AbleVets
11/21/2019	1.5	v1.9.0054 Final Update	AbleVets
10/02/2019	1.4	v1.9.0052 Final Update	AbleVets
08/20/2019	1.3	v1.9.0050 Initial Update	AbleVets
05/03/2019	1.2	v1.9.0004 Final Update	AbleVets
02/25/2019	1.1	v1.9.0004 Initial Update	AbleVets
12/21/2018	1.0	v1.9.02b Update pre-installation	AbleVets
12/14/2018	0.9	v1.9.02a Remediation Updates	AbleVets
09/26/2018	0.8	v1.9.02 Remediation Updates	AbleVets
08/08/2018	0.7	v1.8.02 Release	AbleVets
06/29/2018	0.6	Response to Comments	AbleVets
03/01/2018	0.5	v1.8.01 Release	CC IT PMO
12/01/2017	0.4	v1.7.01 Release	CC IT PMO
10/12/2017	0.3	v1.0.6051 Release	CC IT PMO
08/01/2017	0.2	v1.0.6 Release	CC IT PMO
05/01/2017	0.1	Initial Creation	CC IT PMO

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.

Table of Contents

1. Introduction 1
   1.1 Purpose 1
   1.2 Dependencies 1
   1.3 Constraints 2
2. Roles and Responsibilities 2
3. Deployment 3
   3.1 Timeline 3
   3.2 Site Readiness Assessment 3
      3.2.1 Deployment Topology (Targeted Architecture) 3
      3.2.2 Site Information (Locations, Deployment Recipients) 3
      3.2.3 Site Preparation 3
   3.3 Resources 3
      3.3.1 Facility Specifics *(optional)* 3
      3.3.2 Hardware 4
      3.3.3 Software 4
      3.3.4 Communications 4
         3.3.4.1 Deployment/Installation/Back-Out Checklist 4
4. Installation 4
   4.1 Pre-installation and System Requirements 4
   4.2 Platform Installation and Preparation 5
   4.3 Download and Extract Files 5
   4.4 Cron Scripts 5
   4.5 Access Requirements and Skills Needed for the Installation 6
   4.6 Installation Procedure 6
   4.7 Procedure 6
   4.8 System Configuration 6
   4.9 Database Tuning 6
5. Back-Out Procedure 7
   5.1 Back-Out Strategy 7
   5.2 Back-Out Considerations 7
      5.2.1 Load Testing 7
      5.2.2 User Acceptance Testing 7
   5.3 Back-Out Criteria 7
   5.4 Back-Out Risks 7
   5.5 Authority for Back-Out Action Item 7
   5.6 Back-Out Procedure 7

5.7 Back-out Verification Procedure 8
6. Rollback Procedure 8
6.1 Rollback Considerations 8
6.2 Rollback Criteria 8
6.3 Rollback Risks 8
6.4 Authority for Rollback 8
6.5 Rollback Procedure 8
6.6 Rollback Verification Procedure 8

List of Tables

Table 1: Prerequisites 1
Table 2: Dependencies 1
Table 3: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities 2
Table 4: Site Preparation 3
Table 5: Facility-Specific Features 3
Table 6: Hardware Specifications 4
Table 7: Software Specifications 4
Table 8: Deployment/Installation/Back-Out Checklist 4

1. Introduction

This document describes how to deploy and install the One Consult Toolbox client application, as well as how to back-out the product to a previous version or data set. Deployment and installation of the One Consult Toolbox Care Assessment Need (CAN) Score Application Program Interface (API) application is covered in a feature specific guide. This document is a companion to the project charter and management plan for this effort. In cases where a non-developed Commercial-Off-The-Shelf (COTS) product is being installed, the vendor provided User and Installation Guide may be used, but the Back-Out Recovery strategy still needs to be included in this document.

1.1 Purpose

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

This document describes the content and functionality of the Consult Toolbox installation build created by Enterprise Systems Engineering (ESE), Client Services, and Desktop Technologies.

Consult toolbox is an AutoHotkey based application that provides standardized processes and procedures for documenting consults.

Consult Toolbox runs on the following operating systems.

- Windows 7, 64-bit
- Windows 10, 64-bit

The table below shows the prerequisites for Consult Toolbox. If these applications are not present on the target computer, the Consult Toolbox setup or the application will fail.

Table 1: Prerequisites

Product Name	Product Version	How to Check Whether it is Installed	Link for Package Build Document
N/A	N/A	N/A	N/A

1.2 Dependencies

Table 2: Dependencies

Release Dependency	Description	Status of Dependency	Notes or Concerns (availability, funding, resources, etc.)
Field Implementation Services	Deployment	Active	Upstream
Desktop	National Package	Active	Upstream

1.3 Constraints

Not Applicable – No Constraints regarding physical environment.

2. Roles and Responsibilities

Table 3: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
	Enterprise Systems Engineering Desktop Technology (ESE)	Deployment	Plan and schedule deployment (including orchestration with vendors)	
	ESE	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	
	Enterprise Service Line Client Technology (ESL)	Deployment	Test for operational readiness	
	ESE/ESL	Deployment	Execute deployment	
	ESE/ESL	Installation	Plan and schedule installation	
	To Be Determined	Installation	Ensure authority to operate and that certificate authority security documentation is in place	
	Not Applicable	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	No inventory being used
	Clinical Application	Installations	Coordinate training	Application Use Only
	ESE	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	
	AbleVets/Config Mgmt	Post Deployment	Hardware, Software, and System Support	

3. Deployment

The deployment is planned as a simultaneous rollout.

This section provides the schedule and milestones for the deployment.

3.1 Timeline

The deployment and installation is scheduled to run for 30 days, as depicted in the master deployment schedule April 13, 2020 to May 13, 2020.

3.2 Site Readiness Assessment

This section discusses the locations that will receive the One Consult Toolbox deployment.

Toolbox is being deployed to all Clinical facilities.

3.2.1 Deployment Topology (Targeted Architecture)

Consult Toolbox will be deployed to all Clinical Workstations.

3.2.2 Site Information (Locations, Deployment Recipients)

Consult Toolbox will be deployed to all Clinical Workstations.

3.2.3 Site Preparation

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

Table 4: Site Preparation

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

Field Implementation Services

3.3.1 Facility Specifics *(optional)*

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

Table 5: Facility-Specific Features

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.

Table 6: Hardware Specifications

Required Hardware	Model	Version	Configuration	Manufacturer	Other
N/A	N/A	N/A	N/A	N/A	N/A

Please see the table in the Roles and Responsibilities section of this document for details about who is responsible for preparing the site to meet these hardware specifications.

3.3.3 Software

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

Table 7: Software Specifications

Required Software	Make	Version	Configuration	Manufacturer	Other
N/A	N/A	N/A	N/A	N/A	N/A

Please see the table in the Roles and Responsibilities section of this document for details about who is responsible for preparing the site to meet these software specifications.

3.3.4 Communications

3.3.4.1 Deployment/Installation/Back-Out Checklist

Table 8: Deployment/Installation/Back-Out Checklist

Activity	Day	Time	Individual who completed task
Deploy (planned)	6/23/2020	12:00 AM	Field Implementation Services
Install (planned)	6/23/2020	12:00 AM	Field Implementation Services
Back-Out	TBD	12:00 AM	Field Implementation Services

4. Installation

4.1 Pre-installation and System Requirements

Consult Toolbox runs on the following operating systems.

- Windows 7, 64-bit
- Windows 10, 64-bit
- Log Files:

- %ALLUSERSPROFILE%\DeptOfVeteransAffairs\Logs\VA_ConsultToolbox_1.9.0071.log
-

- Uninstall any prior version of Consult Toolbox
- Remove all files from the folder %AppData%\ConsultToolbox

4.2 Platform Installation and Preparation

Not Applicable – no Platform Installation or Preparation required.

4.3 Download and Extract Files

For manual installations, execute the following steps in order.

1. Use dBAT for manual Install.
2. dBAT website is here for more information and help files.
3. Once connected to the workstation select the **Baseline** or **Tier 3/4** tab.
4. Find Consult Toolbox and check the check box next to application name and press **Install/Uninstall** button to initiate installation.

NOTE:	*Under **Baseline** view, only non-compliant applications (either below or above application standard) will be checkable to install. Under **Tier 3&4** view, all applications are checkable to install or uninstall.*

The Consult Toolbox installation package can be found on the CM central site at the following locations.

Package Name

1VA - VA ConsultToolbox 1.9.0071

Application ID

N/A

Package Size

2.9 MB

CM Application Source

\\....\Software Packages\VA\ConsultToolbox\1.9.0071 *(to be verified with build guide)*

NOTE:	*Please use the search functionality to locate a package in CM*

4.4 Cron Scripts

Not Applicable – no Cron script required for software installation.

4.5 Access Requirements and Skills Needed for the Installation

For manual installations, execute the following steps in order.

1. Use dBAT for manual Install.
2. dBAT website is here for more information and help files.
3. Once connected to the workstation select the **Baseline** or **Tier 3/4** tab.
4. Find Consult Toolbox and check the check box next to application name and press **Install/Uninstall** button to initiate installation.

NOTE:	*Under **Baseline** view, only non-compliant applications (either below or above application standard) will be checkable to install. Under **Tier 3&4** view, all applications are checkable to install or uninstall.*

4.6 Installation Procedure

For manual installations, execute the following steps in order.

1. Use dBAT for manual Install.

   dBAT website is here for more information and help files.
2. Once connected to the workstation select the **Baseline** or **Tier 3/4** tab.
3. Find Consult Toolbox and check the check box next to application name and press **Install/Uninstall** button to initiate installation.

NOTE:	*Under **Baseline** view, only non-compliant applications (either below or above application standard) will be checkable to install. Under **Tier 3 & 4** view, all applications are checkable to install or uninstall.*

4.7 Procedure

If you experience any issues with this package installation, please follow the procedures found in the Package Installation Issues Procedures.

4.8 System Configuration

Not Applicable – no system configuration instructions required.

4.9 Database Tuning

Not Applicable – no database tuning information or tips required.

5. Back-Out Procedure

Follow local established procedures for Un-installing the application or patch that is causing problems, either manually, dBAT or via SCCM. Run back out command line as documented in the build document found by accessing the 'Portal Entry' link from the attachments tab of this change order. From there, follow the link 'Build Document'.

5.1 Back-Out Strategy

The back-out strategy will follow VA guidelines and best practices as referenced in the Enterprise Operations (EO) National Data Center Hosting Services document.

5.2 Back-Out Considerations

Not Applicable – no Back-Out Considerations required.

5.2.1 Load Testing

Not Applicable – no Load Testing required.

5.2.2 User Acceptance Testing

Not Applicable – no User Acceptance Testing required.

5.3 Back-Out Criteria

Not Applicable – no Back-Out Criteria required.

5.4 Back-Out Risks

Not Applicable – no Back-Out Risks associated.

5.5 Authority for Back-Out Action Item

Dr. Clinton Greenstone, Product Owner.

5.6 Back-Out Procedure

Execute the following steps to uninstall the full Consult Toolbox application.

1. Launch dBAT.exe and connect to workstation listed in Manual Installation.
2. In **Workstation Detail View** and select the **Programs & Features** tab.
3. Find Consult Toolbox and check the check box next to application name and press **Install/Uninstall** button to initiate uninstall if installed.

5.7 Back-out Verification Procedure

Execute the following steps to uninstall the full Consult Toolbox application.

1. Launch dBAT.exe and connect to workstation listed in Manual Installation.
2. In **Workstation Detail View** and select the **Programs & Features** tab.
3. Find Consult Toolbox and check the check box next to application name and press **Install/Uninstall** button to initiate uninstall if installed.

6. Rollback Procedure

Follow local established procedures for Un-installing the application or patch that is causing problems, either manually, dBAT or via SCCM. Run back out command line as documented in the build document found by accessing the 'Portal Entry' link from the attachments tab of this change order. From there, follow the link 'Build Document'.

6.1 Rollback Considerations

Not Applicable – no Rollback Considerations required.

6.2 Rollback Criteria

Not Applicable – no Rollback criteria required.

6.3 Rollback Risks

Not Applicable – no Rollback Risks associated.

6.4 Authority for Rollback

Not Applicable – no Rollback Authority required.

6.5 Rollback Procedure

Not Applicable – no Rollback Procedure required.

6.6 Rollback Verification Procedure

Not Applicable – no Rollback Verification Procedure required.