Electronic Health Modernization

IFC Order Response (GMRC*3.0*185)

Deployment, Installation, Back-Out, and Rollback Guide

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Revision History

Date	Version	Description	Author
05/02/2023	1.0	Initial draft	W. Chave

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback (DIBR) Guide for new products going into the Department of Veterans Affairs (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 location or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the DIBR Guide 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 is intended to guide the VA Medical Center (VAMC) Information Resources Management (IRM) Specialist or VA Testing Center engineer in the installation of the IFC Response patch (GMRC*3.0*185). The patch is a component of the Consult/Request Tracking (GMRC) Package.

Purpose

The purpose of this document is to describe how, when, where, and to whom the IFC Response patch (GMRC*3.0*185) is deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The document also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

Dependencies

GMRC*3.0*193 must be installed before this patch.

Constraints

There are no constraints for this patch.

2. Roles and Responsibilities

The deployment, installation, back-out, and rollback roles and responsibilities are shown in Table 1.

Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

Team	Phase / Role	Tasks
EHRM IO Deployment Team, VistA Team	Deployment	Plan and schedule deployment
EHRM IO Deployment Team, VistA Team	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.
EHRM IO Deployment Team, VistA Team	Deployment	Test for operational readiness
EHRM IO Deployment Team, VistA Team	Deployment	Execute deployment
Site-specific Regional IT Team	Installation	Plan and schedule installation

Team	Phase / Role	Tasks
Site-specific Regional IT Team	Installation	Ensure authority to operate and that certificate authority security documentation is in place
Site-specific Regional IT Team	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)
EHRM IO Deployment Team, VistA Team Product Development Team during warranty period, afterwards (software only) Tier 1, Tier 2, Tier 3 / VistA Maintenance	Post Deployment	Hardware, Software and System Support

3. Deployment

The patch will be released nationally subject to the standard patching procedures.

3.1 Timeline

TBD

3.2 Site Readiness Assessment

N/A

3.2.1 Deployment Topology (Targeted Architecture)

N/A

3.2.2 Site Information (Locations, Deployment Recipients)

The patch will be deployed to all Veterans Health Information Systems and Technology Architecture (VISTA) production instances. The IOC test sites are TBD.

3.2.3 Site Preparation

N/A

3.3. Resources

The IFC Response patch requires that the gmrc_3_185.dat file be present in the patch master directory (/srv/vista/patches/SOFTWARE/ for pre-production/production and /home/sftp/patches/ for development/testing).

The patch adds data to the Patient Account Number field (#502), to the Cerner Ordering Provider field (#507), to the Cerner Placer Field1 field (#508), to the OPT IN FOR FINAL STATUS

field (#511) and to the PERFORMED DATE/TIME field (#512) in the REQUEST/CONSULTATION file (#123). This will have no measurable impact on database size.

3.4. Hardware

There is no specific hardware required other than that which already hosts the VistA system. This is a software enhancement that will not require additional hardware.

3.5. Software

There is no specific software required other than that which already hosts the VistA system.

3.6 Communications

N/A.

3.6.1 Deployment/Installation/Back-Out Checklist

The Release Management team will deploy the Image Migration patch.

Table 2: Deployment/Installation/Back-Out Checklist

Activity	Day	Time	Individual who completed task
Deploy	TBD	TBD	TBD
Install	TBD	TBD	TBD
Back-Out	TBD	TBD	TBD

4. Installation

The software for this patch is being released in a PackMan message named GMRC*3.0*185. An environment check routine verifies that the data file is present in the appropriate host file directory. There are no pre-installation actions required of the installer. Post-installation, the installer must review the MailMan message titled "GMRC*3.0*185 LOAD REPORT" generated by patch installation (see sample message below).

```
Subj: GMRC*3.0*185 LOAD REPORT  [#72952043] 04/05/22@09:38  12 lines
From: SMITH, MRY (IRM)  In 'IN' basket.   Page 1
---------------------------------------------------------------------------
===========================================================================
2 CONSULTS UPDATED.
TYPE    UNIQUE ID        ACCOUNT NUMBER
------  ---------------  --------------
FILLER  442_1234567      10008008001
PLACER  541_7654321      10008008000
===========================================================================
```

```
4 ORDERS NOT FOUND.

PLACER ORDER NUMBER      SITE            ACCOUNT NUMBER
-----------------------  -----------     --------------
2233445566               FILLER: 541     123456789
        ORDERING PHYSICIAN: 1234567890^CERNER^CERNER^JUNIOR
     CERNER PLACER FIELD 1: IFC Request – Columbus
   OPT IN FOR FINAL STATUS: N
       PERFORMED DATE/TIME: 203204251334+0400

6655443322               FILLER: 541     987654321
        ORDERING PHYSICIAN: 1234567890^CERNER^CERNER^JUNIOR
     CERNER PLACER FIELD 1: IFC Request – Columbus
--------------------------------------------------------------------------------
```

If the message states “No matching records for station XXX”, there are no further actions required. This indicates that the site had neither placed an IFC nor received an IFC from a Cerner-converted site prior to installation of patch GMRC*3.0*184.

If the message returns a list of orders that could not be matched to the site’s consult file, then the installer needs to forward the error report message to the site’s Clinical Application Coordinator (CAC) so the orders can be researched and corrected.

4.1. Pre-installation and System Requirements

Patch GMRC*3.0*193 is a required build for the IFC Response patch (GMRC*3.0*185).

4.2. Platform Installation and Preparation

This product is a VistA patch. Sites should install patches into the test/mirror/pre-prod accounts before the production account as is the normal VistA patch installation standard convention.

When installing any VistA patch, sites should utilize the option “Backup a Transport Global” to create a backup message of any routines exported with this patch.

4.3. Download and Extract Files

N/A.

4.4. Database Creation

N/A.

4.5. Installation Scripts

N/A.

4.6. Cron Scripts

N/A.

4.7. Access Requirements and Skills Needed for the Installation

To install this VistA patch, the patch installer must be an active user on the VistA system and have access to the VistA menu option, "Kernel Installation & Distribution System" [XPD MAIN] and have VistA security keys XUPROG and XUPROGMODE. Knowledge on how to install VistA patches using the items on this menu option is also a required skill.

4.8. Installation Procedure

This patch may be installed with users on the system although it is recommended that it be installed during non-peak hours to minimize potential disruption to users. This patch should take less than 5 minutes to install.

Installation Instructions:

1. Choose the PackMan message containing this build. Then select the INSTALL/CHECK MESSAGE PackMan option to load the build.

2. From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu,

    A. Select the Verify Checksums in Transport Global option to confirm the integrity of the routines that are in the transport global. When prompted for the INSTALL NAME enter the patch or build name GMRC*3.0*185.

    B. Select the Backup a Transport Global option to create a backup message. You must use this option for each patch contained in the Host File. For each patch you can specify what to backup, the entire Build or just Routines. The backup message can be used to restore just the routines or everything that will restore your system to pre-patch condition.

    C. You may also elect to use the following options:

        i. Print Transport Global - This option will allow you to view the components of the KIDS build.

        ii. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all the components of this patch, such as routines, DDs, templates, etc.

    D. Select the Install Package(s) option and choose the patch to install.

i. If prompted 'Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//', answer YES.

ii. When prompted 'Want KIDS to INHIBIT LOGONs during the install? NO//', answer NO.

iii. When prompted ‘Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//’, answer NO.

4.9. Installation Verification Procedure

Verify completed installation by checking that the build components as listed in the patch description have been correctly installed onto the target VistA system.

5. Back-Out Procedure

Back-Out procedures pertain to a return to the last known good operational state of the software and appropriate platform settings.

5.1. Back-Out Procedure

WARNING: Use caution in performing these steps. Deletions cannot be undone!
There is no harm in leaving the build installed. As long as no other application calls the new API, then the routine will never be run.

Removing patch GMRC*3.0*185 from a site can be done by installing the backup created during patch installation. Backing out the patch should not be performed until the data is rolled back.

6. Rollback Procedure

Rollback pertains to data associated with this patch.

6.1. Rollback Considerations

This patch loads data into the VistA database.

The decision to rollback this VistA patch will be made by the Business Sponsor, Office of Electronic Health Record Modernization (EHRM IO) VA Leadership, VA OIT IT Program Manager, and the Development Team. Criteria will be determined based on separate and unique factors and will be evaluated upon post-patch installation use of the product.

6.2. Authority for Rollback

Based on authority provided by the Business Sponsor, EHRM IO VA Leadership and VA OIT IT Program Manager, VistA patch GMRC*3.0*185 can be rolled back in accordance with their approval.

6.4. Rollback Procedure

GMRC*3*185 loads data into the REQUEST/CONSULTATION file (#123). Rollback restores the data in this file to its state prior to installation of the patch. The GMCR185 BACKOUT option does this. The option must be run within 7 days of patch installation, or the recovery data will be purged.