

Community Viewer (CV) 3.6
Production Operations Manual



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Revision History

Date	Version	Description	Author
03/02/2021	1.0	Addressed feedback and submitting the document for approval	Liberty ITS
03/01/2021	0.2	Comments addressed and updates included	Liberty ITS
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Artifact Rationale

The Production Operations Manual (POM) provides the information needed by the Production Operations team to maintain and troubleshoot the product. The POM must be provided prior to release of the product.

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1. Introduction

Community Viewer (CV) is a browser-based software application that facilitates the secure exchange of data between Department of Veterans Affairs (VA) systems and authorized non-VA providers, known as Community Care Providers (CCPs) or Provider Profile Management System (PPMS) providers. The exchange of data improves the coordination of care and continuity of care for VA patients receiving treatment outside of the VA network.

CV pulls information from VA health care systems in real time for viewing within a web browser. Through CV, VA Staff (VAS) assign patients to CCPs and Risk Management (RM) users, allowing them access to view consolidated patient data from multiple Veterans Information Systems and Technology Architecture (VistA) systems.

i **NOTE:** Additional functionality was added to align with the Joint Longitudinal Viewer (JLV) version 2.9.2 product release. In particular, CV now connects to the JLV Electronic Health Record Modernization (EHRM) Service which adds Cerner Millennium to the set of external data sources that CV can retrieve clinical data from. This set of data, known collectively as the Federal Electronic Health Record (FEHR) includes Department of Defense (DoD) medical treatment facilities and VA sites that have transitioned from VistA to Cerner Millennium. At this time, the required approvals are not in place to allow CV to display DoD data to its CCP users. Therefore, all data from Cerner Millennium are turned off.

2. Routine Operations

Routine operations are performed by system administrators to ensure the upkeep, configuration, and reliable operation of computer systems. System administrators also ensure that the uptime, performance, resources, and security of the systems meet the needs of the end users.

2.1. Administrative Procedures

The current Production environment is held at the Philadelphia Information Technology Center (PITC), with the Austin Information Technology Center (AITC) serving as a failover site. A detailed list of the servers referenced throughout the system startup procedures can be found in the *CV AITC and PITC Production Virtual Machine (VM) Inventory* and Server counts and configurations can be found in the *VM Hardware Specifications* table of the *CV 3.6 Deployment, Installation, Backout and Rollback Guide (DIBR)*, both posted to the REDACTED.

2.1.1. System Startup

The following procedures apply to both the VA Staff and CCP modules of CV.

1. Start the CV DB servers (performed by Liberty Operations Team)
 - a. The DB server processes are configured to run as system services and are automatically started with the DB servers
 - b. Validation

- i. Startup is validated through the successful smoke test of the application; loading the CV Login page and logging in to the application confirms that the DB servers are up and operational
 - ii. The Operations team logs in to each DB server to validate that the Microsoft (MS) Structured Query Language (SQL) Server service has started; if the service has started, it signifies that the DB servers are up and operational
 - iii. The Operations team logs in to each DB server, opens SQL Server Management Studio (SSMS) and connects to the DB; the connection is successful if the DB servers are up and operational
2. Start the VistA Data Service (VDS) servers (performed by Liberty Operations Team)
 - a. The service processes are configured to run as system services and are automatically started with the VDS servers
 - b. Validation
 - i. Startup is validated through the successful smoke test of the application; loading the CV Login page and logging in to the application confirms that the servers are up and operational
 - ii. Review each WebLogic-managed web server for connection and/or application errors
 - iii. If startup is unsuccessful, the Operations team investigates the server log files and determines the correct resolution, possibly server reboots
3. Start the jMeadows servers (performed by Liberty Operations Team)
 - a. The service processes are configured to run as system services, which are automatically started with the servers
 - b. Validation
 - i. Startup is validated through the successful smoke test of the application; loading the CV Login page and logging in to the application confirms that the servers are up and operational
 - ii. Review each WebLogic-managed web server for connection and/or application errors
 - iii. If startup is unsuccessful, the Operations team investigates the server log files and determines the correct resolution, possibly server reboots
4. Start the CV VAS web application front-end web servers and the Apache Single Sign-On Internal (SSOi) service (performed by Liberty Operations Team).
 - a. The service processes are configured to run as system services and are automatically started with the servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading the CV Login page and logging in to the application confirms that the dependent back-end CV systems are up and operational (Detailed information can be found in the *Installation Verification Procedures* section of the *CV 3.6 DIBR* posted in the VA CV Product Repository on GitHub. (See [Administrative Procedures](#) for the link to the repository.)

- ii. Review each WebLogic-managed web server for connection and/or application errors
 - iii. Access and launch the CV VA Staff Universal Resource Locator (URL), also referred to as the Global Traffic Manager (GTM) URL in a web browser
 - (1) Log in with a VA Staff user test account:
 - (a) Use a Personal Identity Verification (PIV) card and Personal Identification Number (PIN), when prompted
 - (i) Community Viewer is compatible with PIV cards
 - (b) Verify that the CV Login page for VA Staff displays as expected and that the system status indicates services are online and connected
 - (c) Enter Access/Verify codes
 - (d) Verify VA Staff Portal loads
 - iv. If startup is unsuccessful, the Operations team investigates the server log files and determines the correct resolution, possibly server reboots
5. Start the CV web application servers for CCPs in the non-cloud (on prem) environment (performed by Infrastructure Operations [IO])
- a. The service processes are configured to run as system services and are automatically started with the servers
 - b. Validation
 - i. Startup is validated through the successful smoke test of the application; loading the CV Login page and logging in to the application confirms that the servers are up and operational (Detailed information can be found in *Section 4.9: Installation Verification Procedures of the CV 3.6 DIBR* posted in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.)
 - (1) Log in to the CV web application with a CCP test username and password:
 - (a) Verify that the CV Login page for CCPs displays as expected and indicates that the system status indicates that services are online and connected
 - (b) Enter username (National Provider Identifier [NPI] or non-VA email address) and password
 - (c) Verify the Provider Portal loads
 - ii. Review each WebLogic-managed web server for connection and/or application errors
 - iii. If startup is unsuccessful, IO investigates the server log files and determines the correct resolution, possibly server reboots

2.1.1.1. System Startup from Emergency Shutdown

If there is a power outage or other abrupt termination of the server operating systems, start up the servers as detailed in [System Startup](#) and allow the operating system to check the disks for corruption. Consult with IO to ensure that the DB successfully recovers.

2.1.2. System Shutdown

Shutdown procedures are performed during a published maintenance window, when there are few users accessing the system, to avoid impacting transactions in progress. The *CVAITC and PITC Production VM Inventory* and *CV 3.6 DIBR (Table 4)* both list the servers. A diagram of the CV Production environment can also be found in the *CV 3.6 DIBR (Figure 1)*. Once approved, all project documentation is available in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

1. Shut down the WebLogic services on the SSOi and CV VAS web application servers
2. Shut down the WebLogic services on the CV CCP web application servers
3. Shut down the WebLogic services on the jMeadows servers
4. Shut down the WebLogic services on the VDS servers
5. Shut down the CV DB servers

2.1.2.1. Emergency System Shutdown

The emergency system shutdown procedure is to shut down all servers in any order.

A detailed list of the servers referenced throughout this POM can be found in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

2.1.3. Backup and Restore

This section provides a high-level description of the backup and restore strategy, including all components that require backup and the devices or infrastructure that perform the backup and restore procedures.

IO manages the platform and installation of both the operating systems and the baseline installation of the MS SQL Server in the VA Production environment.

2.1.3.1. Backup Procedures

Backups of the CV DB are configured to run, automatically, at midnight daily. The DB servers are backed up at the IO data center by the Systems Administrators using IO's backup solution. The DB servers also have a MS SQL DB maintenance that automatically backs up each DB to the following location on each server:

A detailed list of the servers referenced throughout this POM can be found in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

- D:\DBBackups
- D:\DBBackups\TransactionLogs

2.1.3.2. Restore Procedures

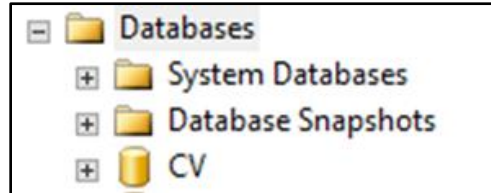
The items necessary for the recovery of the DBs are:

- DB backup (.bak) file for the CV DB
- Encryption keys for the DB

Restore a full DB backup:

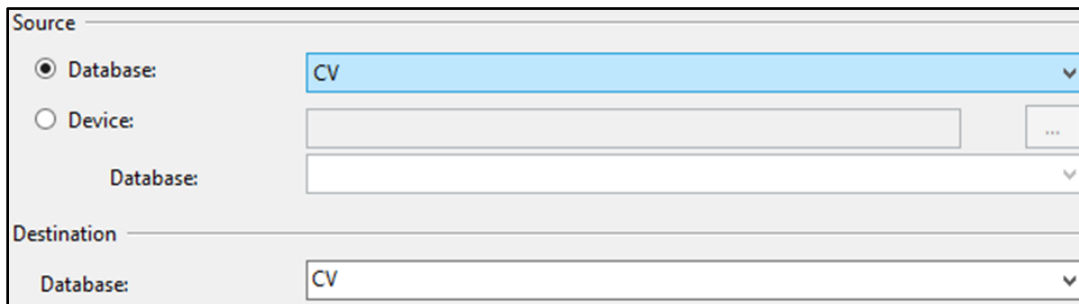
1. Connect to the appropriate instance of the MS SQL Server DB Engine in SSMS
2. Click the server name to expand the server tree
3. Right-click **Databases**

Figure 1: Database Names Tree



4. Click **Restore Database**
5. Use the **Source** section on the **General** page to specify the source and location of the backup sets to restore; select the following options:
 - a. Click the **Browse (...)** button to open the **Select Backup Devices** dialog box
 - b. Select **File** in the Backup Media Type box, then click **Add**
 - c. Navigate to the location of the backup file (.bak) of the CV DB, then click **OK**
 - d. After you add the devices you want to the **Backup Media Type** box, click **OK** to return to the **General** page
 - e. Select the name of the DB to be restored (CV) in the **Source Device: DB List** box

Figure 2: Source, Device, and Database Dialog Box



6. The **Database** box in the **Destination** section automatically populates with the name of the DB to be restored
 - a. Select CV from the dropdown
7. Leave the default in the **Restore To** box as the last backup taken, or click **Timeline** to access the **Backup Timeline** dialog box to manually select a point in time to stop the recovery action
8. Select the backups to restore in the **Backup Sets to Restore** grid
 - a. This grid displays the backups available for the specified location
 - b. By default, a recovery plan is suggested; to override the suggested recovery plan, change the selections in the grid

Figure 3: Restore Plan Dialog Box

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- c. Backups dependent upon the restoration of an earlier backup are automatically deselected when the earlier backup is deselected

i **NOTE:** Default options are not selected if an attribute necessary for restoration is not contained within the default backup.

- 9. Alternatively, click **Files** in the **Select a Page** pane to access the **Files** dialog box
 - a. Restore the DB to a new location by specifying a new restore destination for each file in the **Restore the database files as grid**

2.1.3.3. Backup Testing

A detailed list of the servers referenced throughout this POM can be found in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

- 1. Servers
 - a. Backups of the VMs are done at the VA data center by IO Systems Administrators
 - b. Backups are performed daily
 - c. Testing of the backups is performed by IO
 - d. Validation of restorations are confirmed by:
 - i. Validating that all software/configurations are restored from the expected configuration
 - ii. Confirming that the configuration files contain server-specific settings
 - iii. Validating that the application server starts as expected through logs and a smoke test of the application
- 2. DB
 - a. Backups are performed at midnight daily
 - b. Backups are periodically restored, on an ad hoc basis, to the backup DB servers to test the restore procedures and the integrity of the backup files
 - i. CV Support restores CV PROD DB backups to our CV PREPROD database machine and have a CV PREPROD CV application that is configured to use the CV PREPROD DB machine
 - c. IO system administrators validate that data in the DB contains up-to-date entries for the user profiles and audit logging
 - d. Validation of operations is confirmed through a smoke test of the application

2.1.3.4. Storage and Rotation

IO manages the platform and any storage and rotation scheduling in the CV Production environment. IO ensures the system and storage arrays are operating properly, with daily inspections of CV Quality of Service (QoS) logs and system notifications.

The Liberty project team is responsible for ensuring that the partition structure in use is sufficient ensuring there is enough storage space.

2.2. Security/Identification (ID) Management

Access to CV is restricted to authorized VistA users within, and authorized providers outside of, the VA. Authorized VistA users are referred to as VA Staff. Authorized providers outside of the VA are referred to as CCPs (or PPMS providers) and Risk Management (RM). CV utilizes HyperText Transfer Protocol (HTTP) Strict Transport Security (HSTS) which is a web security policy mechanism that helps to protect websites against protocol downgrade attacks and cookie hijacking.

Three tables within the CV DB are used for ID management; the PPMS_Provider table, the C_Provider table, and the VAS_UserRole table:

- The PPMS_Provider table within the CV DB lists CCPs’ first names, last names, e-mail address, and their associated NPI numbers
- The C_Provider table within the CV DB lists CCPs’ and RM users’ first names, last names, and their associated e-mail addresses
- The VAS_UserRole table within the CV DB assigns roles to VA Staff users specific to their function (e.g., Tier 1 VA Staff, Tier 2 VA Staff, Risk Management Provider Manager [RMPM], or Service Desk User [SDU]) and stores their associated PIV information

The CV VAS Login page guides VA Staff users through the login process, including, where necessary, fields to enter specific credentials. The CV VAS Login page fields request the VA Staff user’s Access/Verify Codes, Agency, and Site. VA Staff users must have their PIV card in place before entering the CV URL into the address bar of a supported browser.

SDUs must have their PIV card in place before entering the CV VAS Login page URL into the address bar of a supported browser. SDUs log in with their PIV card and PIN but are not required to have or use Access/Verify codes.

CCPs can use either the non-VA e-mail address associated with their account or their NPI, and a password to log in to the CV CCP Login page. CV queries PPMS during login to see if a provider has an NPI listed within PPMS. If they do, they are considered “active.” If there is no NPI listed for a provider, they are not considered active, and will be unable to log in to CV.



NOTE: The *username* field of the CV Login page has been made a free text field to accommodate either a non-VA e-mail address or NPI entry.

A detailed overview of the login process, from the user’s perspective, can be found in the *CV 3.6 VA Staff User Guide*, the *CV 3.6 Community Care Provider (CCP) User Guide*, and *Risk Management VA Staff User Guide*. Once approved, all project documentation is available in the REDACTED. See [Administrative Procedures](#) for the link to the repository.

2.2.1. Identity Management

Any VA user with VistA credentials can access either the Community Care PPMS Provider Management widget or the Risk Management Provider Management widget on the CV VA Staff portal page, depending on their role.

CCP user accounts are created by VA Staff or the Community Provider Technical Service Desk. Service Desk Users (SDUs) sign into the Admin portal using their PIV certification and pin. These users can create and manage CCP providers, edit their traits (email, etc.) but not assign patients. SDUs can see which patients are assigned to a provider, but not see patient records. Detailed instructions for creating CCP user accounts are found in the *CV 3.6 VA Staff User Guide*. Once approved, all project documentation is available in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

2.2.2. Access Control

CV access control for CCPs consists of the validation of user credentials, retrieved from the Login page, against the CV DB. When the user’s credentials are found in the PPMS_Provider table of the CV DB, the user is granted access to CV. CCPs may encounter a login error message if they attempt to access CV when their status is not set to *active* in PPMS: *There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or VA Medical Center for assistance.*

VA Staff control CCP access to patient records by making assignments for a specified date range. A CCP can access only the records of the patient with whom they have an assigned consultation for the time period set by VA Staff.

SDUs must be added to the VAS_UserRole table as authorized users. Once authorized, they use their PIV card and PIN to gain access to the application via the REDACTED.

VA Staff use their PIV card, PIN, and VistA credentials to access either the Community Care PPMS Provider Management widget or the Risk Management Provider Management widget on the VA Staff portal page, depending on their role.

[Table 1](#) summarizes the CV system components and the settings utilized for access control.

Table 1: Access Control Design

Component	Description
DB	The PPMS_Provider table within the DB contains NPI values used as usernames for CCPs. The C_Provider table within the DB contains e-mail addresses used as usernames for CCPs and RM users. The VAS_UserRole table controls access to VAS and RM functions within CV. System design specifications and diagrams can be found in the VA CV Product Repository on GitHub.
DB script	A DB script is used to deliver changes or updates to the pertinent tables within the CV DB.
Configuration settings	A configuration setting within the appconfig-production.properties file that enables access control. <ul style="list-style-type: none"> • <i>Enable VA Access Control, On/Off</i>: This setting enables access control for VA Staff.

2.3. User Notifications

CV is comprised of hardware and software interfaces to the dependent partner systems such as PPMS and the Master Person Index (MPI), as well as other infrastructure necessary to deliver the

Name	Organization	Email Address
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED

2.3.2. CV Quality of Service (QoS) Mail Groups

VA: REDACTED

Liberty Team: REDACTED

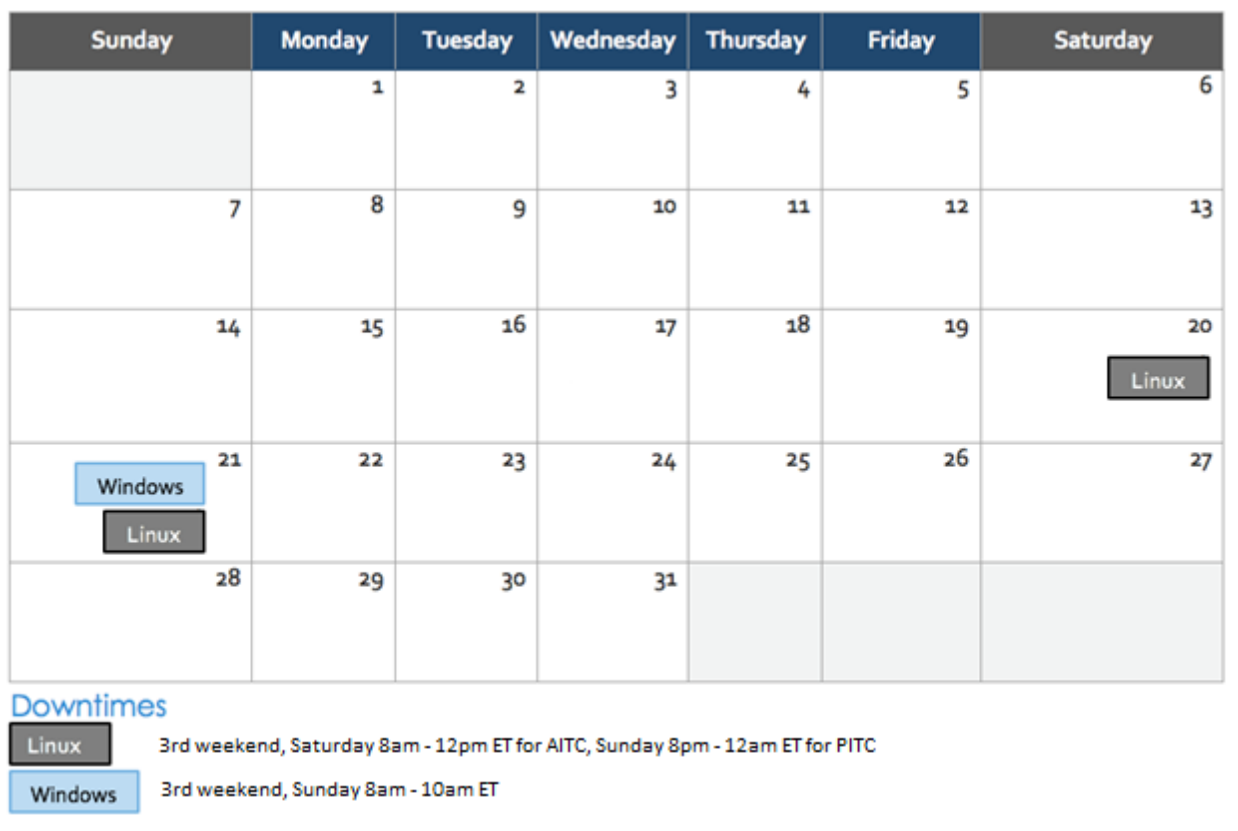
2.3.3. Scheduled Downtime Notifications

CV Support monitors the maintenance schedules of systems that provide notification of planned outages, then communicates the upcoming downtime to VA stakeholders.

- i** **NOTE:** CV Support depends on the receipt of timely information from dependent systems and infrastructure. Not all systems and/or infrastructure teams provide downtime notices to CV Support.

[Figure 4](#) shows a typical calendar of regularly scheduled downtimes for CV and external systems. For a complete list of planned downtimes, refer to the detailed list following the calendar mockup.

Figure 4: Mockup of Regularly Scheduled Downtimes



The following list details the maintenance notices currently known to CV Support.

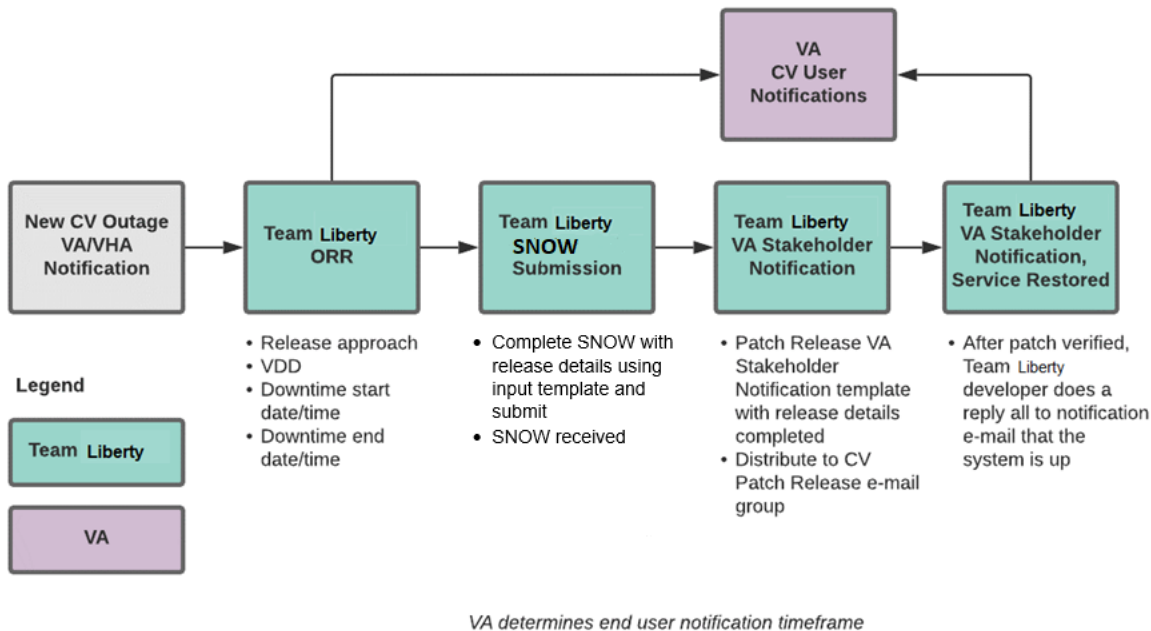
- **IO (PITC/AITC)**
 - Organization: VA
 - Frequency: Monthly, the 3rd week
 - 3rd Sunday of each month, Windows updates
 - 3rd Saturday and Sunday of each month, Linux updates
 - Scheduled Time Frame: Saturday from 8:00 am to 12:00 pm ET for AITC Linux Patching, 8:00 am to 10:00 am ET for Windows Patching, 8:00 pm – 12:00 am ET for PITC Linux Patching
 - Email Subject: Monthly Security Patching
 - POC: REDACTED
- **VA Authentication Federation Infrastructure (VAAFI)**
 - Organization: VA
 - Frequency: As needed
 - Time Frame: Varies
 - Email Subject: VAAFI Datacenter flip Miami to Culpeper
 - POC: REDACTED
- **MPI**
 - Organization: VA
 - Frequency: As needed
 - Time Frame: Varies, typically the 3rd weekend and from 3:00 pm to 9:00 pm
 - Email Subject: VAAFI Data center flip Miami to Culpeper
 - POC: REDACTED.

CV Support actively monitors all relevant system maintenance schedules and follows the planned downtime notification process for CV application code-driven patch releases (see [Figure 5](#)).

1. CV Support notifies VA stakeholders when CV is restored to service
2. The VHA CV team crafts and approves messages to notify CV users of estimated system downtime when CV is unavailable and when the system is restored

i **NOTE:** The process flow (shown in [Figure 5](#)) is designed primarily for *CV application code-driven patch releases*. It is also used as a guide for scheduled downtime notifications; however, not all steps may apply to downtimes triggered by scheduled maintenance/outages on external components that are outside the control of CV Support.

Figure 5: Scheduled Downtime Notification Process



While all CV scheduled downtime communications follow a similar format, each is tailored to the specific activity and system/service affected.

2.3.3.1. ServiceNow (SNOW) Process

2.3.3.1.1. Creating a new Release

Once the OIT PM and Project team has decided to develop and make available a group of changes as a Release, the Release Manager from the project team will enter a new Release into ServiceNow.

For detailed instructions on how to add a new Release to SNOW, please consult the following work instruction: [WI - How to Create a Release Request](#).

Figure 6: Release Integration Scheduler (SNOW) Process

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The Change Order (CHG) notifies the Enterprise Service Desk (ESD) of the planned event. Once the form has been completed and submitted, the ESD responds via e-mail within approximately 15 minutes with the associated ESD ticket number. The CHG and ESD ticket numbers are provided in the notification e-mail as shown in [Patch Release Notification E-mail \(Example\)](#).

2.3.3.2. Patch Release Notification E-mail (Example)

All,

This is to notify you of the upcoming Production release of the CV Enterprise Patch x.x.x.x.x.

- The CHG number is **CHGxxxxx**
- The ServiceNow Ticket number is **INCxxxxxxx**
- CV Enterprise Patch version x.x.x.x.x will be released to VA Production environments on <Day>, <Month> <Day>, <Year> starting at <Time 24-hour clock> (Time am/pm) ET. Patching is expected to be completed by <Time 24-hour clock> (Time am/pm) ET, <Day>, <Month> <Day>, <Year>. CV-Enterprise will be unavailable during this time.

2.3.4. Unscheduled Outage Notifications

2.3.4.1. Initial Response to Issues Within 30 Minutes of Alert

The following steps represent the response to a reported issue, to occur within 30 minutes of the initial alert:

1. If a QoS e-mail is received and errors have **not** been cleared within 30 minutes of receipt of the initial error alert, proceed to Step 2
2. Within 30 minutes of the initial error e-mail, CV Support ([Table 13](#)) will send an e-mail to the CV stakeholders ([Table 2](#)) to inform them that the Support team is investigating the issue
 - a. Use the e-mail example below, tailored to the specific activity and the system(s)/service(s) that are affected

2.3.4.1.1. Initial Outage Response Notification E-Mail (Example)

Subject: CV Outage Notification

All,

CV is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

This error impacts <service impacted> (choose one from list below)

- MPI: The users' ability to retrieve VA records
- VDS: The users' ability for VA users to log in and retrieve VA records
- Database: The ability for the application to check the authorized users list, retrieve a user's profile, generate a site list for the log in, and the ability for CV to log auditing records
- jMeadows: The application's ability to connect to external sources; users will not be able to log in to CV until service is restored.
- FEHR: The users' ability to retrieve Cerner data

Please stand by as we further investigate the error. You will be notified by e-mail as soon as the issue is rectified. If the issue persists longer than 90 minutes from now, you will be notified of the error status and resolution progress in another e-mail.

Thank you.

2.3.4.2. Outage Escalation to External Teams

The following information details the escalation process to external teams in the case of an issue caused by a service outside CV Support's purview. A status update is requested within 2 hours of the initial alert.

1. Send an e-mail to the applicable external service group as specified in [Table 13](#)
2. Request the status of the issue within 2 hours of the initial alert
 - a. Copy CV Support ([Table 13](#))
 - b. Use the e-mail example(s) below, tailored to the specific activity and system(s)/service(s) that are affected

2.3.4.2.1. Outage Escalation to External Teams E-Mail (Example)

Subject: CV Service Verification Request

All,

The CV application is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

This error impacts <service impacted> (choose one from list below)

- MPI: The users' ability to retrieve VA records
- VDS: The users' ability to authenticate and retrieve VA records
- PPMS: The ability for VA Staff to retrieve provider profiles
- VistA Host: The ability for CV to retrieve records for the specified VistA host
- jMeadows: The application's ability to connect to external sources; users will not be able to log in to CV until service is restored.
- FEHR: The users' ability to retrieve Cerner data

CV Support would like to verify that <application/service> is up, running, and not experiencing any errors.

Optional: CV Support has verified that network connectivity is not the issue. Please verify and respond to CV Support with your findings.

Thank you for your assistance in troubleshooting this issue.

1. Generate a trouble ticket and assign it to the appropriate application team
2. Send a notification to the CV stakeholders ([Table 2](#)) with all pertinent information
 - a. Use the e-mail example(s) below, tailored to the specific activity and system(s)/service(s) that are affected

2.3.4.2.2. Outage Update E-Mail (Example)

Subject: CV Outage Update

All,

The CV application is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

- MPI: The users' ability to retrieve VA records
- VDS: The users' ability to authenticate and retrieve VA records
- PPMS: The ability for VA Staff to retrieve provider profiles
- VistA Host: The ability for CV to retrieve records for the specified VistA host
- jMeadows: The application's ability to connect to external sources; users will not be able to log in to CV until service is restored
- FEHR: The users' ability to retrieve Cerner data

The CV Engineering team has determined the following:

- Severity: Severity Level ONE
- Impact: <List impacted users, and state which services are impacted, and the functionality lost>
- Fault is isolated to: <Where the error resides (local CV servers, local CV database, network (provide details if possible) or external application>
- Estimated Time of Service Restoration: <Estimated time frame of restoration>
- CHG Number: <CHG number, only if applicable and approved by VA CV PM or VHA CV team>
- Ticket Number: <Ticket number submitted to the VA service desk, only if the issue is with the network or an external application>

The CV Engineering team will continue to monitor and troubleshoot the issue. Updates will be provided every 2 hours until the issue is resolved.

Thank you.

1. Continue monitoring the issue
2. Provide updates every **2 hours** to the CV stakeholders ([Table 2](#)) until issue is resolved:
 - a. Liberty Emergency Contact: REDACTED
 - b. Liberty Alternate Contact: REDACTED
 - c. Liberty Alternate Contact: REDACTED
 - d. Liberty Alternate Contact: REDACTED

CV Support Hours: 24x7x365

2.3.5. Announcement Banners

Announcement banners are provided for the end users' benefit and information. They appear in the Announcements section of the CV Login page, and within the CV application in the form of banners.

The primary goal of announcement banners is to inform end users of important information about their use of CV. The use of acronyms and Information Technology (IT) jargon within announcement banners is minimized to clearly communicate any temporary limitations of CV.

It is important to note that the system maintenance notices shared among technical groups are different from the application-level announcement banners as they are not appropriate for end users.

Announcement banners are posted no more than 24 hours prior to a planned event and removed immediately upon completion of the planned event.

Announcement banners for an unplanned outage are posted immediately after the confirmation of the outage and are removed immediately upon resolution of the outage.

The following announcement banners are prioritized:

1. Patient Safety
2. Newly discovered defects/issues with broad impact
3. Unplanned outages or unexpected loss of data lasting more than 2 hours that are not already communicated by System Status notifications
4. Planned maintenance/outages with expected impacts or disruptions
 - a. Maintenance events no or inconsequential impact should not be posted

End users can become desensitized to the important information in announcement banners when too many alerts are posted too often. The plan to minimize alert fatigue is as follows:

1. Display announcement banners by severity
 - a. Add a prefix category (Patient Safety, Issue, Outage, Maintenance, etc.) to announcement banner titles and content to further differentiate context and priority
2. Post only those alerts that impact end users
 - a. Informational announcement banners for maintenance events where there is no expected or an inconsequential impact should not be posted
3. Set an expiration date for announcement banners, and remove them as soon as possible after the event has completed or the issue has been corrected

The following groups have the responsibility and authority to enable certain types of announcement banners:

- CV Project Support Team: Maintenance-related notifications that impact end users
- CV OIT Team: Notifications regarding patient safety and other critical issues that impact end users

[Table 3](#) lists the announcement banner content for maintenance events with expected user impact and for special events and issues.

Table 3: Announcement Banner Content for Maintenance Events Impacting End Users

Maintenance Event Titles (50-character limit)	"More" Hyperlink Expanded Content (255-character limit)
MAINTENANCE VA Patient Identity System -5/17 More	Maintenance window : 05/17/18 9pm ET -05/18/18 12pm ET Impact: Users may experience problems with patient search.
MAINTENANCE Community Partner System- 6/29 More	Maintenance window : 06/29/18 8pm ET - 06/29/18 11 pm ET Impact: CV will be available for use, but Documents widget may not retrieve records. If you experience this problem, please try again later.

PATIENT SAFETY Contrast Allergies More	CV is currently not displaying VA allergies for Contrast media entered through the Radiology option "Update Patient Record" [RA PTE DIT].
ISSUE Imaging not available More	VA images are not currently being displayed in CV. The issue is being analyzed and a patch to resolve the issue will be deployed as soon as possible.
OUTAGE Community Partner Records More	VA is currently unable to retrieve records from community partners. Engineers are working to restore connections as quickly as possible. (add details on anticipated resolution, etc. if available).

2.3.5.1. Placing Announcement Banners

When there is a major system outage, service degradation, scheduled downtime, or patient safety issue, an announcement banner will be placed on the Login page for the affected environment at the T+60-time frame. The announcement banner placement in any environment is accomplished via the database associated with that environment.

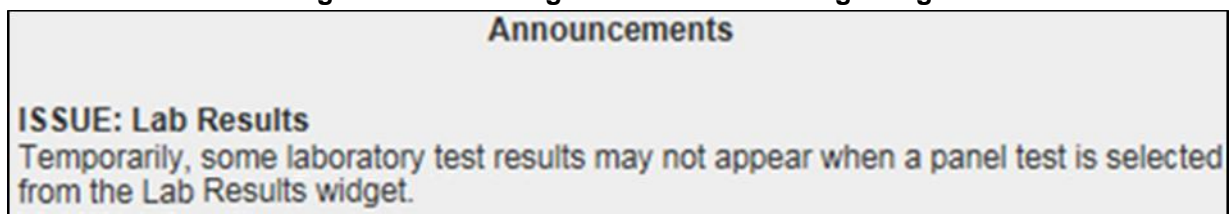
i **NOTE:** Current functionality does not allow for a specific time frame, like 2:00 pm to 8:00 pm, to be provided. At present, the system only allows for an expiration date, formatted as Month/Day/Year.

An example of the script used to place an announcement banner is as follows:

```
execute dbo.createNotification
    @startDate='10/17/2018'
    ,@endDate='10/30/2018'
    ,@announcement='Lab Results'
    ,@userGroup='ALL'
    ,@description='Temporarily, some laboratory test results may not appear when a
panel test is selected from the Lab Results widget.'
```

The resulting announcement banner, as viewed on the application Login page, is shown in [Figure 7](#).

Figure 7: User-facing Banner on the CV Login Page



2.3.5.2. Removing Announcement Banners

There are two methods used to remove a banner from the application Login page: manual and automatic expiration.

- Manual
- Automatic expiration

2.3.5.2.1. Manual Removal

The manual removal method is used when a system degradation has been resolved or the planned outage has been completed prior to the designated end date.

Manual removal is accomplished by accessing the database tables and manually changing the end date (shown below in red text) to match the start date associated with the announcement banner to be removed. Database entries demonstrating the announcement banner prior to ([Table 4](#)) and after ([Table 5](#)) manual removal follow.

Table 4: Database Table Entry Prior to Manual Removal

Start Date	End Date	Title	Announcement Banner Text
2018-10-17	2018-10-30	ISSUE: Lab Results	Temporarily, some laboratory test results may not appear when a panel test is selected from the Lab Results widget.

Table 5: Database Table Entry After Manual Removal

Start Date	End Date	Title	Announcement Banner Text
2018-10-17	2018-10-17	ISSUE: Lab Results	Temporarily, some laboratory test results may not appear when a panel test is selected from the Lab Results widget.

2.3.5.2.2. Automatic Expiration

Automatic expiration of an announcement banner occurs when the designated end date of the announcement banner has been reached (shown below in red text). Expiration dates are set based on when the issue can be resolved by an authorized member of CV Support. A database entry demonstrating a planned maintenance announcement banner as shown in [Table 6](#).

Table 6: Database Table Entry for a Planned Maintenance Announcement Banner

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-27	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm ET 26 October 2018–12am ET 27 October 2018.

2.3.5.2.3. Announcement Banner Extensions

If a service degradation or other event will exceed the planned end date of an existing announcement banner, CV Support can manually extend the duration of the announcement banner by changing the end date to a date in the future (shown below in red text). Database entries demonstrating the announcement banner prior to ([Table 7](#)) and after ([Table 8](#)) a date extension.

Table 7: Database Table Entry, as Initially Posted

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-27	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm ET, 26 October 2018–12am ET 27 October 2018.

Table 8: Database Table Entry, After a Date Extension Update

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-29	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm ET, 26 October 2018–12am ET 29 October 2018.

2.4. System Monitoring, Reporting, and Tools

CV traces and audits actions that a user executes within the application. CV audits are provided through audit trails and audit logs that offer a backend view of system use, in addition to storing user views of patient data. Audit trails and logs record key activities (date and time of the event, patient identifiers, user identifiers, type of action, and access location) to show system threads of access and the views of patient records. Refer to [Application Error Logs](#) for more information about audit and server logs.

The CV QoS service monitors the availability of data sources. Refer to [Availability Monitoring](#) for more information.

2.4.1. Dataflow Diagram

The data retrieval sequences are detailed in the *CV 3.6 CCP* and *VAS System Design Documents (SDDs)*. Once approved, all project documentation is available on the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

2.4.2. Availability Monitoring

The QoS monitors the health of the CV application and checks for the availability or disruption of dependent services within the systems in VA environments ([Table 9](#)).



Table 9: Services Monitored by QoS

Service	Description
MPI (VA)	Retrieves VA patient ID
CV DB Server	Contains CV database information
jMeadows Data Service	Connects to MPI, DB, and VDS
VDS	VA Log in/Data
PPMS	Retrieves CCP profile information
FEHR	Retrieves Cerner data

System status is displayed on the Login page and in the application when there is a degradation. System status events are logged to the CV DB, and users are notified of system status via the Login page. Detailed information on system status checks is in the *CV 3.6 CCP* and *VAS SDDs*. Once approved, all project documentation is available on the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

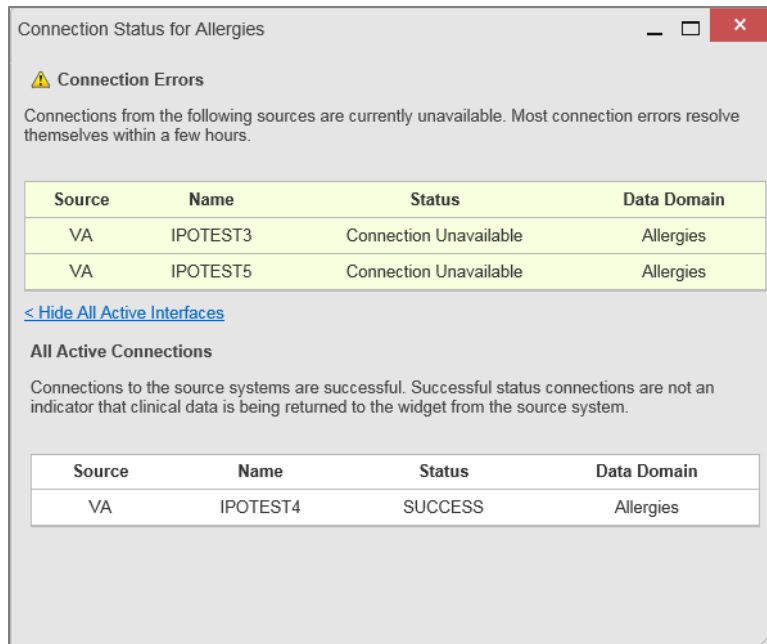
2.4.2.1. Domain-Level Availability Monitoring

CV displays interface status icons on the toolbars of multiple Patient Portal widgets to communicate the status of the data source for the widget’s clinical domain. There are two conditions:

- The information icon  indicates that all sources are available
- The warning icon  indicates one or more data sources are unavailable

Both icons are used to provide status for data sources. Clicking the status icon opens interface status details in a separate window, as shown in [Figure 8](#).

Figure 8: Connection Status Details



2.4.3. Performance/Capacity Monitoring

Query times for each web service call in to jMeadows and VDS are recorded to a file in the /u01/CV_HOME/logs/ directory on the server, where the services are installed. VA AppDynamics is deployed across the CV production environments and monitors environment metrics, as well as application performance.

Refer to [Application Error Logs](#) for more information on audit and server logs.

2.4.4. Critical Metrics

The CV Development team adds metric requirement reporting to the product backlog as metrics are defined. Current metrics considered critical are user metrics, core system metrics, user transactions, error logging, QoS metrics (service stability/availability), and other industry-standard system/performance metrics. The metric data is reported in the weekly Operations report and the weekly/monthly usage report.

Examples of the critical metrics listed above, and captured in the Operations and Usage reports, include:

- User Access: CV traces and audits the actions a user executes within the application
- Audit data is provided via audit trails and audit logs that offer a backend view of system use and store user views of patient data
- Interface with jMeadows: jMeadows retains user actions within CV
- Specific events (user transactions) are audited or captured in log files, including but not limited to user ID, date and time of the event, type of event, success or failure of the event, successful login, and the identity of the information system component where the event occurred

Each time an attempt is made to interface with jMeadows, whether it is a service communication or a user searching for a patient, the activity is logged and stored in the CV data store. The purpose of retention is for traceability; specifically, to show which calls/actions were made, where, by whom, and when they terminated. Each CV query for data is audited and has the user ID linked to it.

2.5. Routine Updates, Extracts, and Purges

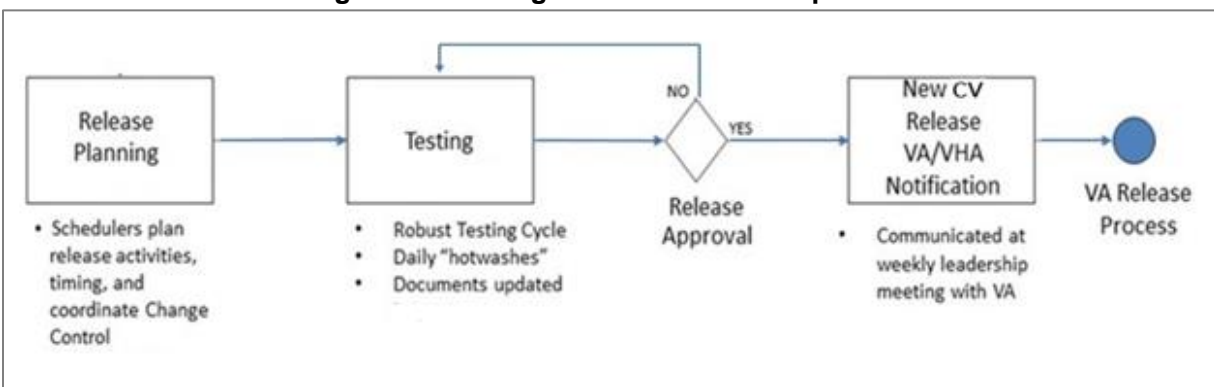
CV system updates, and other routine actions on systems within the cloud environment, are handled by the CV Support team, as needed. Updates to the CV web application servers within the non-cloud (on prem) environment are performed by AITC personnel.

A detailed list of the servers referenced throughout this POM can be found in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

2.5.1. Routine Updates

Patches and other routine updates follow the CV patching process, shown in [Figure 9](#).

Figure 9: Patching Process for CV Components



2.5.2. Quarterly Update of the VistA Site List

The CV Support team monitors the VistA site list for any changes and updates the DB quarterly.

2.5.3. Extracts

Extracts of the CV audit logs and server logs are available by request only, as needed. The VA PM must approve requests for extracts. Approvals are dependent on the type of request and the organization of the requester. Once a request is approved, an authorized system administrator extracts the requested data and sends it to the requestor, via an encrypted method. Refer to [Application Error Logs](#) for more information on audit and server logs.

2.5.4. Purges

Neither data, nor audit log entries from the CV DB, nor other system components, are purged.

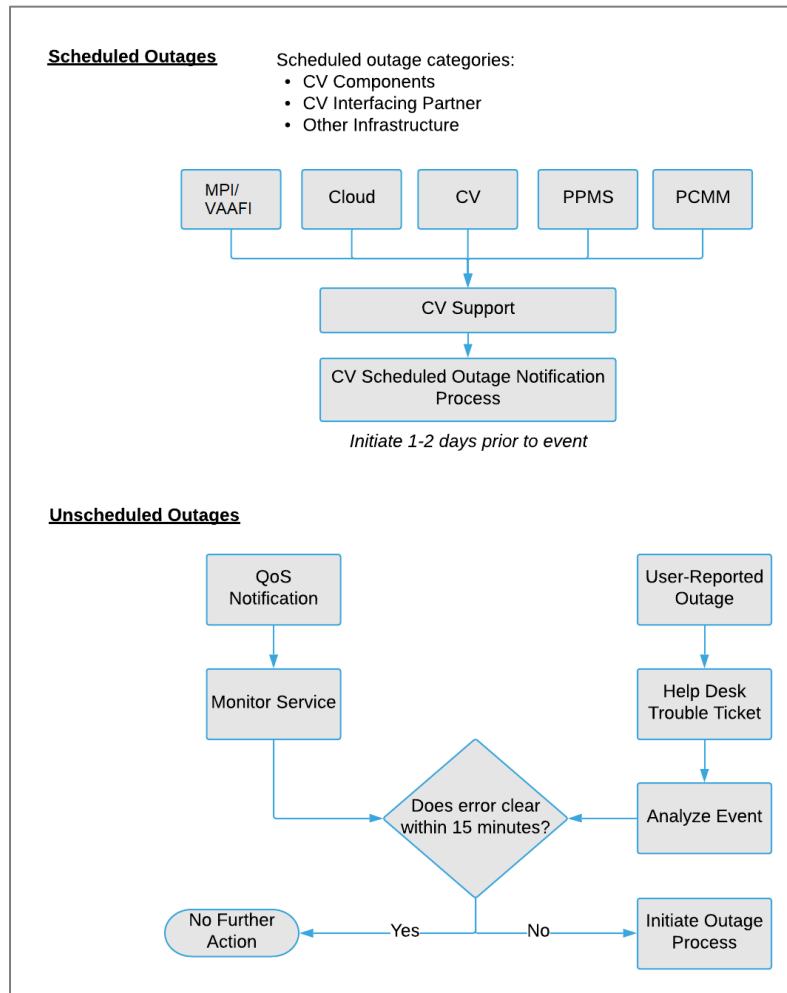
2.6. Scheduled Maintenance

Scheduled downtime typically occurs after 8:00 pm ET, and service is restored by 8:00 am ET. Any planned downtimes (within VA control) outside of these hours require justification and approval by VHA CV team and the OIT PM/ Contracting Officer's Representative (COR).

The Liberty DevOps Team actively monitors all relevant systems maintenance schedules and follows the scheduled downtime notification process for CV application code-driven patch releases. A representative from the CV Support team notifies the VA stakeholders and the ESD when the CV system is restored to service.

[Figure 10](#) depicts the CV process for monitoring, analyzing, and initiating the notification for an outage.

Figure 10: Scheduled and Unscheduled Outage Overview



2.7. Unscheduled Outage Triage Process

An unscheduled outage typically occurs when there is a major unexpected Production issue. As such, the processes in the following sections are triggered (i.e., when the entire CV application is down and/or a significant number of end users are impacted).

i **NOTE:** The QoS tool is the primary means of monitoring the CV application. The processes described below are specific to the QoS tool and its related incident responses. The VHA CV team is responsible for notifying end users.

2.7.1. Outage Triage Timeline

The CV Outage Triage process is executed by CV Support in coordination with the VA CV interface systems teams (e.g., MPI), as necessary.

The following steps represent routine system monitoring:

1. Monitor e-mail to see if the CV application corrects itself

- a. Wait 15 minutes to see if a QoS e-mail arrives indicating that there are no errors (e.g., *AITC - CVQoS Report: NO ERRORS DETECTED*)
- b. Check junk e-mail folder for QoS alerts
2. If a QoS e-mail is received indicating “*NO ERRORS DETECTED*,” the system is connected and executing properly

2.7.2. Escalation

The escalation process typically follows this progression:

1. The problem is reported
 - a. QoS reports a problem that remains unresolved for over 30 minutes (See [Availability Monitoring](#))

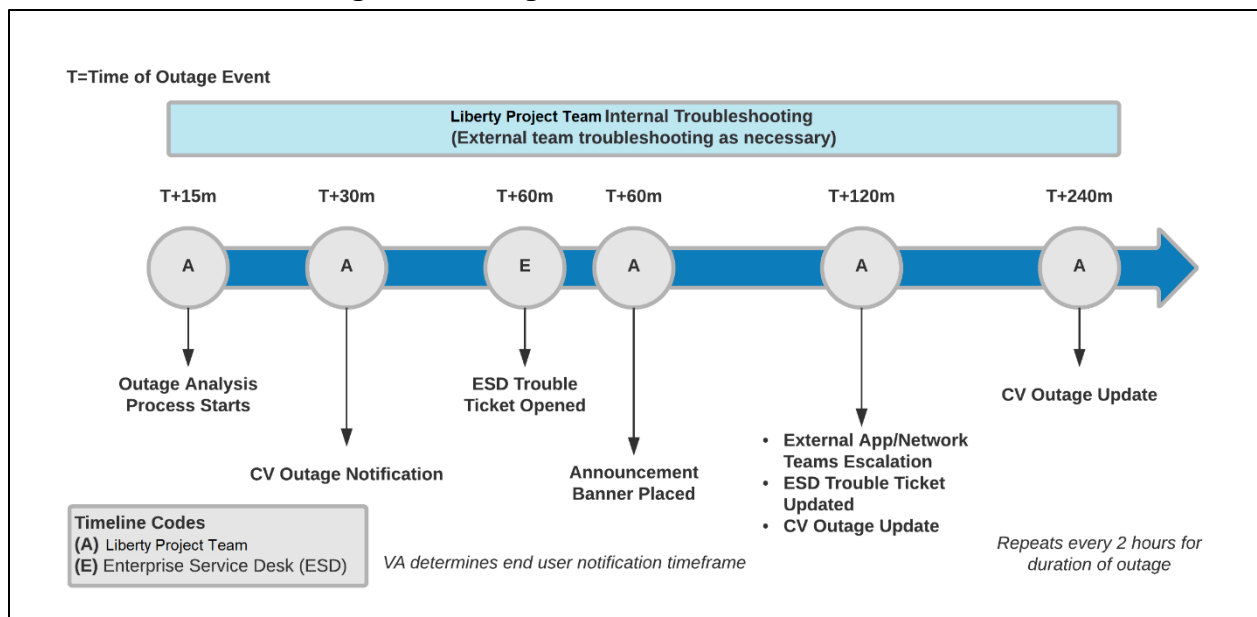
OR

 - b. A VA Staff user calls the ESD, and a CCP contacts the Community Provider Technical Service Desk and opens a trouble ticket
3. CV Support analyzes the problem and determines whether to initiate the triage process
 4. Once the triage process is initiated, CV Support follows the analysis and notification timeline and escalation (as necessary) processes, and includes external systems teams ([Figure 11](#))

i **NOTE:** There are instances when a VA user may bypass the ESD and go directly to the VA PM/COR or other program contact. Should this occur, direct the user to the ESD to complete an official trouble ticket.

i **NOTE:** Discoveries made regarding the root cause of an issue and the service restoration time frame are communicated via e-mail to the stakeholders as soon as they come to light.

Figure 11: Outage Event Activities and Timeline



2.7.3. Issue Resolution and After Action

The following steps are taken after the issue is resolved:

1. After the issue is resolved, determine if the root cause was *internal* to the CV application
 - a. If the problem was with an *external system/service*, obtain the root cause from the applicable team ([Table 13](#))
2. Send an e-mail to the CV stakeholders ([Table 2](#)) stating that CV is back online and available for use
 - a. Include the root cause of the issue and details of the fix required to resolve the issue, if available

2.8. Capacity Planning

The CV Support team monitors the performance of CV, the associated servers, user onboarding, and user behavior on a weekly basis. Server resources and CV application data are collected by the PITC Monitoring group, using the Computer Associates (CA) Application Performance Management (APM) suite.

VA AppDynamics monitors and stores data and sends alerts to notify the members of the CV Operations team e-mail distribution group when any metric exceeds its upper or lower boundary. The e-mail distribution group is maintained by the CV Support team.

2.8.1. Initial Capacity Plan

Server processing capacity forecasts and workload modeling is conducted in an ad hoc manner. These forecasts are used to project server capacity based on Production data, CV requirements, and CV application changes planned for future releases.

3. Exception Handling

Like most systems, CV may generate a small set of errors that are considered routine, in the sense that they have minimal impact on users and do not compromise the operational state of the system. Most errors are transient in nature and are resolved by the user trying to execute an operation again. The following subsections describe these errors, their causes, and what, if any, response an operator should take.

3.1. Routine Errors

While the occasional occurrence of errors may be routine, encountering many individual errors over a short period of time is an indication of a more serious problem. In that case, the error must be treated as a significant error. Refer to [Significant Errors](#) for more information.

3.1.1. Security Errors

A VA Staff user may encounter the login error message, “*Not a valid ACCESS/VERIFY CODE pair,*” if they mistype their VistA Access or Verify code.

CCPs may encounter a login error message if they attempt to access CV when their status is not set to *active* in PPMS: “*There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or VA Medical Center for assistance.*” CCPs may also encounter the

error message, “*Username and/or Password is incorrect,*” if they enter an invalid username/password combination.

A VA Staff user’s login credentials will be locked after five (5) incorrect login attempts by the VistA service to which CV connects. If this occurs, the user contacts the ESD and opens a service request ticket to resolve their login issue. The user’s local VistA Administrator can unlock their account.

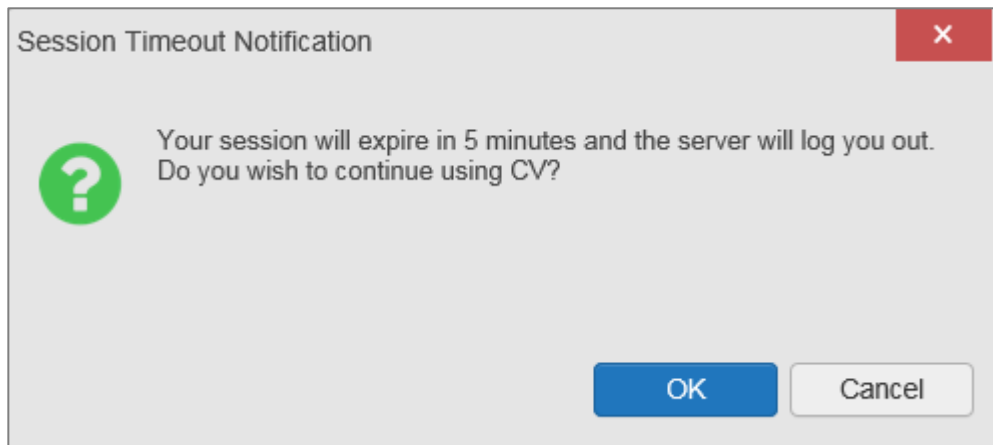
3.1.2. Timeouts

Each section below describes a possible timeout error.

3.1.2.1. Application Timeout

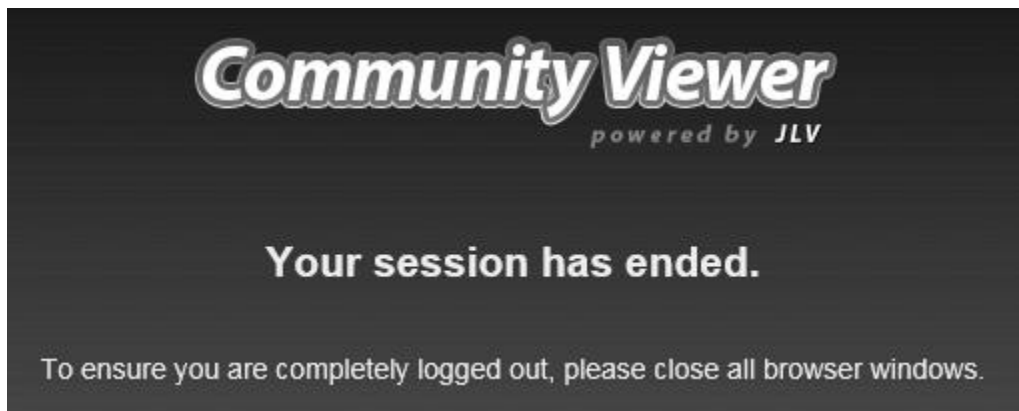
CV has a timeout feature that is set to 60 minutes of inactivity. If users leave the CV application idle for 55 minutes, they receive an audible and visual Session Timeout Notification ([Figure 12](#)). If the user would like to extend the session, they can click the OK button to continue using CV.

Figure 12: Session Timeout Notification



If the user does not interact with the Session Timeout Notification message within the 30-minute time limit, the CV session times out ([Figure 13](#)). The user must then close the browser, reopen the browser, and log back into CV.

Figure 13: Session Timeout



3.1.2.2. Connection Errors

If users encounter a web browser timeout error or the browser displays, “*This page can’t be displayed,*” when accessing the correct URL, it indicates that CV application services are either not running or there is a network outage.

Either the CV Support team or the active site’s system administrators may attempt to remote desktop into each CV application server to ensure the WebLogic services are running. If they are running, system administrators contact IO to verify that the Local Traffic Manager (LTM) is operating correctly.

CV may also report timeouts to external systems within widgets by displaying a message that one or more data sources could not be connected ([Figure 14](#)).

Figure 14: Connection Error

Date	Description	Provider	Image	Site
Aug 17, 2017	HBPC MEDICATION RECONCILIATION QUARTERLY NOTE			● IPO4
Aug 17, 2017	MHICM RECOVERY PLAN LIFE SKILLS CENTER			● IPO4
Aug 17, 2017	HBPC PHYSICIAN NOTE			● IPO4
Aug 17, 2017	10-10 MEDICAL PROGRESS NOTE			● IPO4
Dec 20, 2016	UROLOGY			● IPO4

i **NOTE:** Connection errors that persist for more than 5 minutes must be investigated by Tier 3 support.

3.1.3. Concurrency

Concurrency is monitored and handled by IO. They optimize the load balancing of the application using an F5 appliance to handle concurrent user sessions.

3.2. Significant Errors

Significant errors are defined as errors or conditions that affect the system stability, availability, performance, or otherwise make the system unavailable to its user base. The following subsections contain information to aid administrators, operators, and other support personnel in the resolution of significant errors, conditions, or other issues.

environment are written to the QOS_LOGS table within the CV DB and displayed in the CV web application.

Service interruptions detected by the QoS service are reported to the CV Support team via e-mail. An automated e-mail notification is sent every 6 hours, unless a status change is detected. Detection of a status change immediately triggers an e-mail notification, and the 6-hour timer is reset. The next e-mail is generated after 6 hours if no further system status changes are detected. The QoS service does not send service interruption notices to external systems or services. Each backend server has its own functional and service-specific application store, for example: /u01/apps/oracle/mwhome/user_projects/domains/<DOMAIN_NAME>/servers/<MGD_SERVER_NAME>/logs. Application information and errors are logged to those stores. Error logs are kept indefinitely.

The CV Support team utilizes system notifications generated from the QoS service to diagnose service interruptions and troubleshoot potential issues.

Standard SQL server, WebLogic, Java, Hypertext Markup Language (HTML), and PPMS error codes, generated by the system and recorded in application logs, are used to identify, triage, and resolve complex issues that may arise during system operation.

3.2.2. Application Error Codes and Descriptions

The CV Support team utilizes system notifications generated from the QoS service to diagnose service interruptions and troubleshoot potential issues.

Standard SQL Server, WebLogic, Java, and Hypertext Markup Language (HTML) error codes - generated by the system and recorded in the application logs - are used to identify, triage, and resolve complex issues that may arise during system operation.

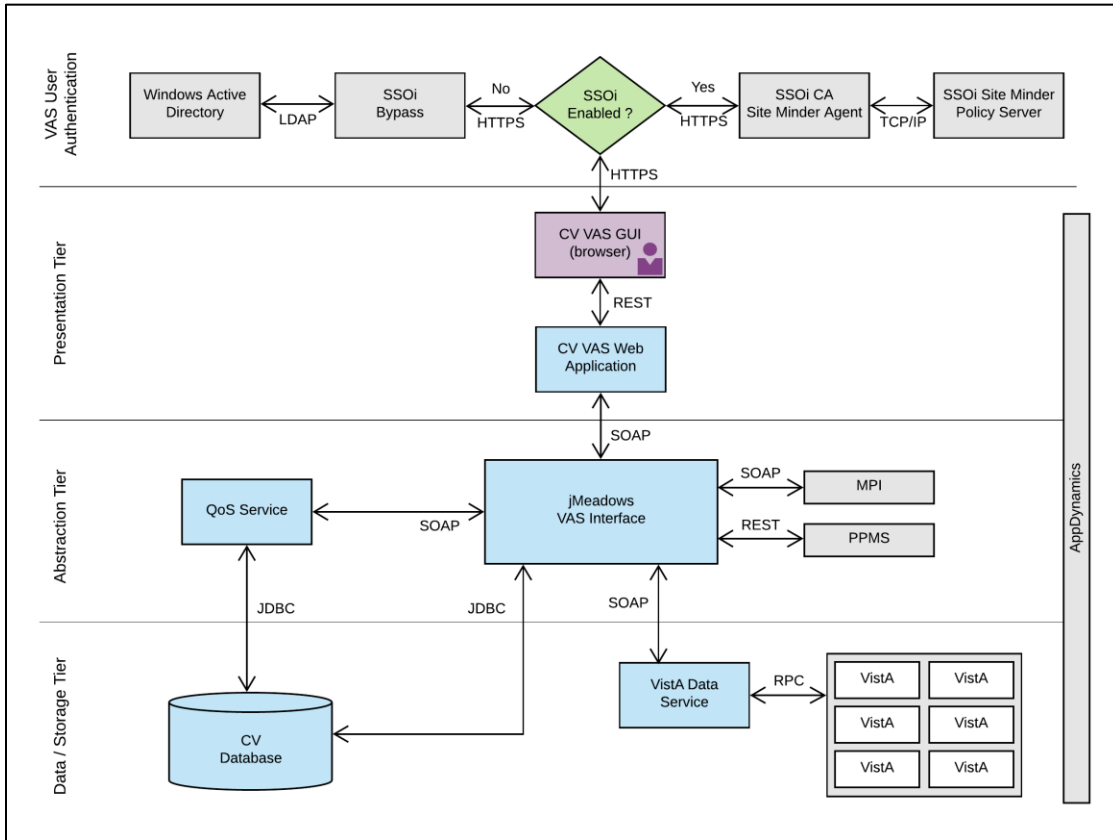
3.2.3. Infrastructure Errors

3.2.3.1. Database (DB)

The CV DB is a relational DB used to store user profile information and audit data. It also stores terminology mappings (both local terminology and national standards). The DB does NOT store, neither long term nor temporarily, patient or provider electronic health records (EHRs) from source systems.

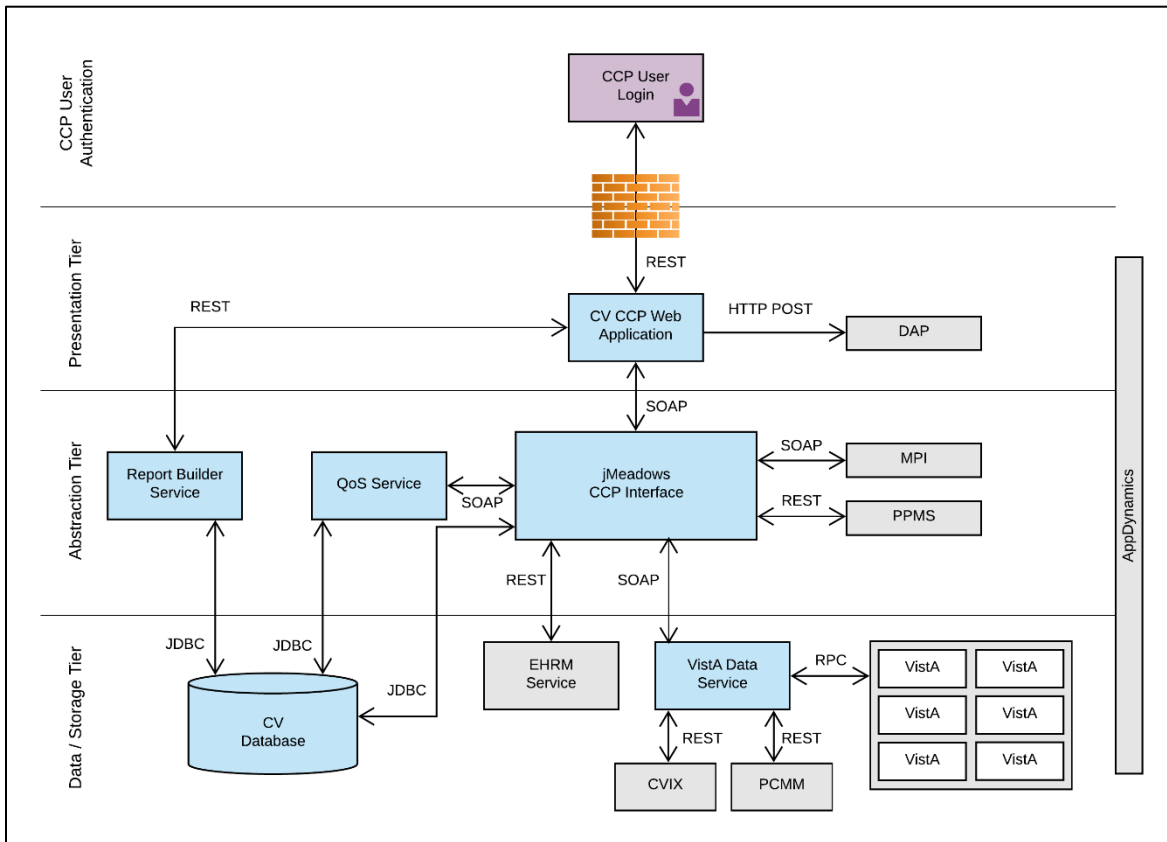
The CV DB sits on a dedicated server within the deployed CV VAS ([Figure 16](#)) and CCP ([Figure 17](#)) architecture, alongside the server hosting the CV application and VDS. Only the CV application and components of the CV system connect to, and utilize, the CV DB.

Figure 16: CV VAS Application Context



NOTE: SSOi is currently not enabled in CV.

Figure 17: CV CCP Application Context¹



For detailed information about errors and events for the SQL Server DB Engine, please see the website REDACTED.

The CV DB has a table to audit user actions within the application within the AUDIT DB table. This table collects system usage data and provides the CV Support team the ability to create reports and extract pertinent information from the DB, as needed. A sample of the Audit log can be seen in [Figure 18](#).

i NOTE: Additional functionality was added to align with the JLV version 2.9.2 product release. In particular, CV now connects to the JLV EHRM Service which adds Cerner Millennium to the set of external data sources that CV can retrieve clinical data from. This set of data, known collectively as the Federal Electronic Health Record (FEHR) includes DoD medical treatment facilities and VA sites that have transitioned from VistA to Cerner Millennium. At this time, the required approvals are not in place to allow CV to display DoD data to its Community Care Provider users. Therefore, all data from Cerner Millennium are turned off

¹Central VistA Imaging Exchange (CVIX), Java Database Connectivity (JDBC), Digital Analytics Program (DAP), Primary Care Management Module (PCMM), Remote Procedure Calls (RPCs), REpresentational State Transfer (REST), Simple Object Access Protocol (SOAP).

Figure 18: Audit Log
REDACTED fur to PII

3.2.3.2. Web Server

CV uses Oracle WebLogic as its web server in the VA environment. CV does not implement any custom WebLogic error handling or reporting. Please refer to the REDACTED.

3.2.3.3. Application Server

CV uses Oracle WebLogic as its application server in the VA environment. CV does not implement any custom WebLogic error handling or reporting. Please refer to the REDACTED.

3.2.3.4. Network

CV utilizes the network infrastructure provided at PITC as the primary site, with AITC serving as a failover site. Any network errors that arise are corrected by the team associated with the location of the error.

3.2.3.5. Authentication and Authorization (A&A)

User access control and authentication takes place before CV interfaces with jMeadows. The user is authenticated to their user profile, granting them access to the presentation layer. jMeadows retrieves user profile information from the CV DB, based on their credentials.

VA Staff users currently must provide their VistA Access and Verify codes to log in. If credentials are not found the message, “*Not a valid Access Code/Verify Code pair.*” displays.

If CCP credentials are not found or are inactive in the CV DB, the message, “*There is an issue preventing your access to Community Viewer. Please contact your VA Contractor or your VA Medical Center for assistance.*” displays. In either case, the login process stops for the user, and no further options appear.

Other A&A error messages are:

- Smart Card Required: The user has not inserted their PIV card into the card reader
- ActivClient: The user’s PIV PIN was entered incorrectly
- Missing Code: The user has not entered their Access/Verify code(s)
- Invalid Access Code: The user has entered an incorrect Access/Verify code

[Table 11](#) provides an overview of the authentication sequence for each user.

Table 11: User Authentication Sequence Overview

User	Authentication Sequence Overview
VA Staff	<ul style="list-style-type: none">• VA Staff users must provide their PIV and PIN to log in, as well as their VistA Access and Verify codes
CCP	<ul style="list-style-type: none">• CCPs are required to use their NPI or the e-mail address associated with their account in the username field, and a password to log in• CV validates their e-mail address against the C_Provider table• OR• CV validates their NPI against the PPMS_Provider table• jMeadows retrieves information from PPMS, determines if the CCP exists in PPMS, and verifies the CCP has a status of “active” in PPMS

User	Authentication Sequence Overview
RM User (Provider)	<ul style="list-style-type: none"> RM users are required to use their e-mail address (username) and a password to log in CV validates their credentials against the C_Provider table
SDU	<ul style="list-style-type: none"> SDUs must be added to the VAS_UserRole table as authorized users Once authorized, SDUs must provide their PIV and PIN to log in
RM VA Staff	<ul style="list-style-type: none"> RMPMs must be added to the VAS_UserRole table as authorized users RMPM users must provide their PIV and PIN to log in, as well as their VistA Access and Verify codes UserRole field of VAS_UserRole set to "RMP" provides RM VA Staff access to the RMP Management Widget

A detailed overview of the login process from the user’s perspective is provided in the *CV 3.6 VA Staff User Guide*, the *CV 3.6 CCP User Guide*, and the *Risk Management VA Staff User Guide*. Once approved, all project documentation is available in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

3.2.3.6. Logical and Physical Descriptions

System design specifications and diagrams can be found in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

3.3. Dependent System(s)

[Table 12](#) lists the external VA systems upon which CV depends, and the errors related to each dependent system. Tier 3 System Engineers follow a triage process to determine the root cause of the error and coordinate with the Point of Contact (POC) for the external systems, as needed.

Table 12: CV External Dependent Systems

Other VA System	Related Error(s)
Site VistA instances	If a VistA site is unavailable, CV displays the <i>Connection Unavailable</i> row in the widgets as shown in Figure 8 .
MPI	If MPI is unavailable, CV may display patient search errors or the “ <i>Patient records unavailable</i> ” error message.
PPMS	If PPMS is unavailable, CV displays the “ <i>Failed to retrieve a PPMS response.</i> ” error message.
CVIX	If the CVIX service is not available, a message states, “ <i>There was an issue retrieving the CVIX URL.</i> ”
PCMM	If PCMM is unavailable, CV displays the error message: “ The connection to PCMM is unavailable. The patient’s assigned clinical teams may not display.”
Cerner FHIR APIs	Federal EHR (Cerner) is currently unavailable. The source connection is down and some Federal HER data may not display.

3.4. Troubleshooting

Tier 1 troubleshooting for VA users is handled through the ESD. The Community Provider Technical Service Desk provides end user support and troubleshooting for CCPs. They can be reached via e-mail REDACTED.

Tier 2 issues are handled by Health Product Support (HPS).

Tier 3 support and troubleshooting is handled directly by the CV Support team.

3.5. System Recovery

The following subsections define the processes and procedures necessary to restore the system to a fully operational state after a service interruption. Each of the subsections starts at a specific system state and ends with a fully operational system.

3.5.1. Restart After Unscheduled System Interruption

The simplest way to bring the system back to normal operation after the crash of a component is to restart the affected server(s). See [System Startup from Emergency Shutdown](#) for guidance.

3.5.2. Restart After DB Restore

Refer to [System Startup](#) for system startup procedures.

3.5.3. Backout Procedures

Backout procedures vary depending on the specific release. Please see the *CV DIBR* specific to the version to be backed out for more information. Once approved, all project documentation is available in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

3.5.4. Rollback Procedures

Rollback procedures are dependent on each specific release. Please see the *CV DIBR* specific to the version to be rolled back for more information. Once approved, all project documentation is available in the VA CV Product Repository on GitHub. See [Administrative Procedures](#) for the link to the repository.

4. Operations and Maintenance Responsibilities

[Table 13](#) represents the operational roles and responsibilities for CV.

Table 13: Operations and Maintenance Responsibility Matrix

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
REDACTED	N/A	REDACTED	REDACTED
REDACTED	Tier 1 support for CCPs	N/A	REDACTED
VA CV Project Office	Office of Information Technology (OIT) and VHA Stakeholders	N/A	N/A
REDACTED	Program Manager (PM)	REDACTED	REDACTED
REDACTED	CV PM	REDACTED	LeAnn.Miller@va.gov

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
REDACTED	CV Support	REDACTED	N/A
REDACTED	Contract Program Manager (PgM)	REDACTED	REDACTED
REDACTED	Contract PM	REDACTED	REDACTED
REDACTED	Contract PM	REDACTED	REDACTED
REDACTED	CV Operations Lead	REDACTED	REDACTED
REDACTED	CV Operations	REDACTED	REDACTED
REDACTED	CV Operations	REDACTED	REDACTED
REDACTED	CV Operations	REDACTED	REDACTED
VAAFI Data Power	Technical Issues/Support Contacts	N/A	N/A
REDACTED	VAAFI Lead	REDACTED	REDACTED
REDACTED	Deputy PM SSOi	REDACTED	REDACTED
REDACTED	VAAFI	REDACTED	REDACTED
REDACTED		REDACTED	REDACTED
IO	Technical Issues/Support Contacts	N/A	N/A
REDACTED	WebLogic / Java Admin	REDACTED	REDACTED
REDACTED	Windows Admin	REDACTED	REDACTED
REDACTED	Linux Admin (Saturday patching)	REDACTED	REDACTED
REDACTED	Linux Admin (Sunday patching)	REDACTED	REDACTED
MPI (VA)	Technical Issues/Support Contacts	N/A	In VA ServiceNow assigned under: VA—Development—DEV-Person Service VHAISWIAMHELPDESK@va.gov MPITECHLEAD@va.gov
REDACTED	MPI/VAAFI Lead Developer/Architect	REDACTED	REDACTED
REDACTED	MPI Point of Contact (POC)	REDACTED	REDACTED
REDACTED	MPI POC	REDACTED	REDACTED
REDACTED		REDACTED	REDACTED
REDACTED	MPI POC	REDACTED	REDACTED
REDACTED	SSOi POC	REDACTED	REDACTED
PPMS	Technical Issues/Support Contact	N/A	N/A
REDACTED	PPMS POC	REDACTED	REDACTED

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
VA Network Security Operations Center (NSOC)	Technical Issues/Support Contacts	855-673-4357 Option 6, then 4 304-260-6685	In VA ServiceNow assigned under: VA NSOC Business Partner Extranet (BPE) Operations OR Network Support Center (NSC) BPE Operations VANSOCBPEOperations@va.gov
REDACTED	Triple-I/VA-NSOC	REDACTED	REDACTED

5. Approval Signatures

Signed: _____
REDACTED, Project Manager/Receiving Organization

Signed: _____
REDACTED, Product Owner

A. Acronyms and Abbreviations

[Table 14](#) lists the acronyms and abbreviations used throughout this document and their descriptions.

Table 14: Acronyms and Abbreviations

Acronym	Definition
A&A	Authentication and Authorization
AITC	Austin Information Technology Center
API	Application Programming Interface
APM	Application Performance Management
BPE	Business Partner Extranet
BSE	Broker Security Enhancement
CA	Computer Associates
CCP	Community Care Provider
CHG	Change Order
CPU	Central Processing Unit
CV	Community Viewer
CVIX	Central Vista Imaging Exchange
DAP	Digital Analytics Program
DB	Database
DIBR	Deployment, Installation, Backout, and Rollback
DWS	Data Web Service
EHR	Electronic Health Record
ESD	Enterprise Service Desk
FEHR	Federal Electronic Health Record
FHIR	Fast Healthcare Interoperability Resources
GB	Gigabyte
GUI	Graphical User Interface
HPS	Health Product Support
HSTS	HTTP Strict Transport Security
HTML	Hypertext Markup Language
HTTP	HyperText Transfer Protocol
ICD	Interface Control Document
ICN	Integration Control Number
ID	Identification
IEN	Internal Entry Number
IO	Infrastructure Operations
JDBC	Java Database Connectivity
JLV	Joint Legacy Viewer
JPEG	Joint Photographic Experts Group

Acronym	Definition
JSON	JavaScript Object Notation
LTM	Local Traffic Manager
MPI	Master Person Index
MS	Microsoft
NPI	National Provider Identifier
NSC	Network Support Center
NSOC	Network Security Operations Center
OIT	Office of Information and Technology
PCMM	Primary Care Management Module
PDF	Portable Document Format
PIN	Personal Identification Number
PITC	Philadelphia Information Technology Center
PIV	Personal Identity Verification
PM	Program/Project Manager
POC	Point of Contact
POM	Production Operations Manual
PPMS	Provider Profile Management System
QoS	Quality of Service
RAM	Random Access Memory
REST	Representational State Transfer
RM	Risk Management
RMPM	Risk Management Provider Manager
RPC	Remote Procedure Call
SDU	Service Desk User
SMS	Systems Made Simple
SNOW	Service Now
SOAP	Simple Object Access Protocol
SQL	Structured Query Language
SSMS	SQL Server Management Studio
SSOi	Single Sign-On Internal
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VAAFI	VA Authentication Federation Infrastructure
VAS	VA Staff
VDS	VistA Data Service
VHA	Veterans Health Administration
VI	VistA Imaging
VistA	Veterans Information Systems and Technology Architecture
VM	Virtual Machine

