

Patient Centered Management Module (PCMM)

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



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

Patient Centered Management Module

Revision History

Date	Version	Author	Description
12/30/2022	1.0	Booz Allen Hamilton/HDSO/PCMM Developers	Baseline Version
01/27/2023	1.1	Booz Allen Hamilton/HDSO/PCMM Developers	Minor changes

Artifact Rationale

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

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

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1 Introduction

This document describes how to deploy and install the Patient Centered Management Module (PCMM) release WEBP*1*28 and how to back out and roll back to a previous version or dataset.

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

1.1 Purpose

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

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

1.2 Dependencies

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

Table 1 – PCMM Application Dependencies

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

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

1.3 Constraints

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

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

2 Roles and Responsibilities

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

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

Team	Contact	Phase / Role	Tasks
Booz Allen Hamilton/HDS O/PCMM Development	Hong Sun () – Hong.Sun@va.gov	Build and Deployment in Local Dev	Plan and schedule deployment in local environment.
Booz Allen Hamilton/HDS O/PCMM DevOps Team	Bob Steidl (440) 452-0701 Robert.Steidl@va.gov	Deployment in Software Quality Assurance (SQA)/User Acceptance Testing (UAT) in Department of Veterans Affairs (VA)	Support in configuration and access to production and SQA environments
Booz Allen Hamilton/HDS O/PCMM DevOps Team	Raja Cholleti Raja.chollet@va.gov	Production WebLogic Administrator	Production deployment
Booz Allen Hamilton/HDS O/PCMM DevOps Team	David Khull () – DAVID.KHULL@va.gov	Project Manager	Plan and coordination of installation
VA OIT	Bob Steidl (440) 452-0701 Robert.Steidl@va.gov	Installation	Validate through facility point of contact (POC) to ensure that IT equipment has been accepted using asset inventory processes.
Booz Allen Hamilton/HDS O/PCMM DevOps Team	David Khull () - DAVID.KHULL@va.gov	Back-out	Confirm availability of back-out instructions and back-out strategy. (What are the criteria that trigger a back-out?)
Booz Allen Hamilton/HDS O/PCMM DevOps Team	David Khull () - DAVID.KHULL@va.gov	Post Deployment	Hardware, software, and system support

3 Deployment

The deployment is planned as an iterative rollout.

3.1 Site Readiness Assessment

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

3.2 Deployment Topology (Targeted Architecture)

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

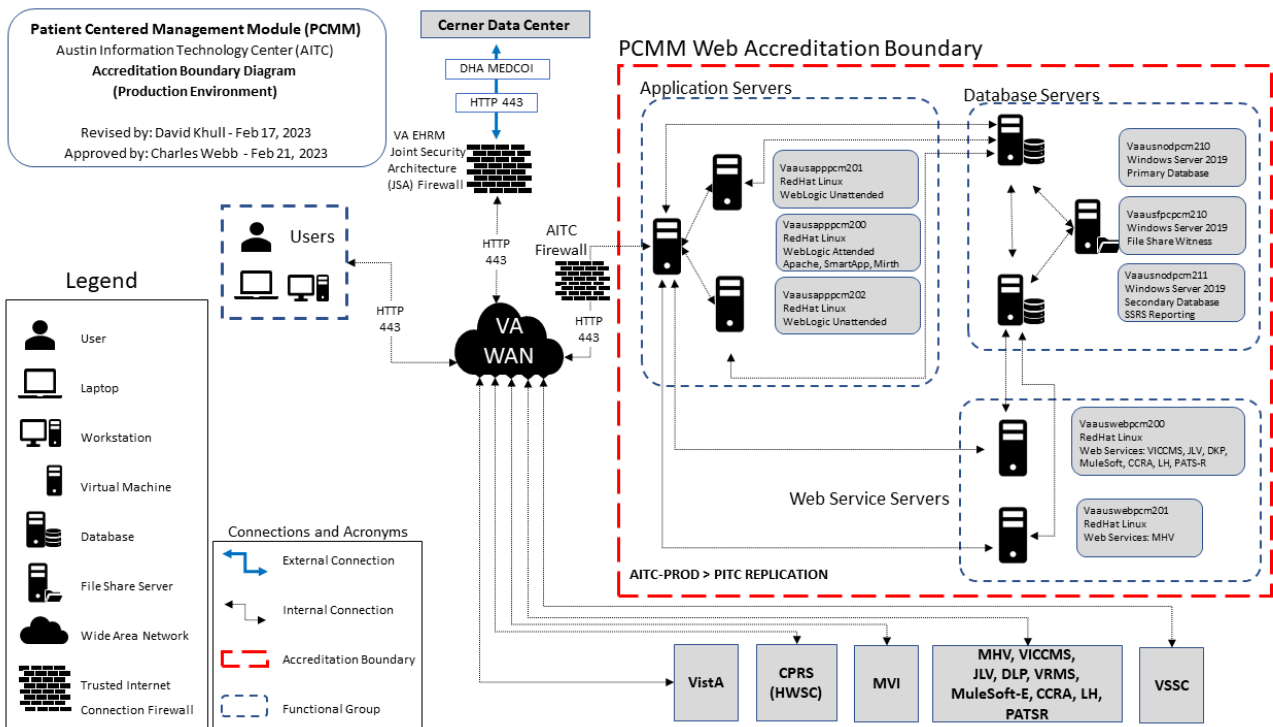


Figure 1 – Deployment Topology (Targeted Architecture)

3.3 Resources

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

3.3.1 Hardware

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

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

The architectural design of each group consists of different redundancies:

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

Table 3 – Hardware Specifications

Required Hardware	Quantity	Version	Configuration
Application Server	3	Linux-RHEL7.3	Attended Linux application server with WebLogic and Apache Web Server
Application Server	2	Linux-RHEL7.3	Unattended application server with WebLogic
Database Server	2	Linux-RHEL7.3	Windows database server for PCMM-Web application
File Share Server	1	Linux-RHEL7.3	Windows File Share Server

3.3.2 Software

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

Table 4 – Software Specifications

Required Software	Manufacturer	Version	Configuration
Oracle WebLogic Server	Oracle	12.2.1.4.0	Standard
Java™ SE Development Kit 7	Oracle	JDK1.8.0_341 (OR HIGHER)	Standard
Microsoft SQL Server	Microsoft	2019 (or higher)	Standard
Microsoft SQL Server Management Studio (SMS)	Microsoft	2019 (or higher)	Standard
Apache	Apache	3.0.5 (or higher)	Standard
jtDS driver	SourceForge	jtDS-1.3.1.jar	Standard

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Required Software	Manufacturer	Version	Configuration
VistALink	VistA	1.6	Standard
Mirth Connect	MirthCorp	3.10 (or higher)	Standard
Python	Python	3.6.8	Standard

3.3.3 Communications

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

3.4 Deployment/Installation/Back-Out Checklist

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

Table 5 – Deployment/Installation/Back-Out Checklist

#	Activity	Responsible Party	Start Time	Duration
1	Provide SQL Script to AITC DBA	Vipul Kothari		5 min
2	Backup the SQL table pcmm.PCM_STD_TEAM_ROLE	AITC DBA		10 min
3	PRE03 – Provide SQL scripts sql_pcmmw-87.sql and sql_pcmmw-94.sql to AITC DBA	Vipul Kothari		10 min
Production Deployment 9:00 PM Eastern				
	1 vausapppcm200– Stop Mirth Connect, Apache	AITC WebLogic Admin		5 min
	2 All servers – Stop the WebLogic managed servers	AITC WebLogic Admin		10 min
	3 vausappmc200 – Delete the old pcmmr and pcmmr_unattended deployments	AITC WebLogic Admin		5 min

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#	Activity	Responsible Party	Start Time	Duration
	4 vaauswebpcm200, vaauswebpcm201 – Delete the old pcmmr deployment	AITC WebLogic Admin		5 min
	5 vaausnodpcm210 – Execute SQL scripts sql_pcmmw-87.sql and sql_pcmmw-94.sqa on the PCMM Production database server	AITC DBA		5 min
	6 All servers – Delete the cache, tmp, and stage folders from each managed server folder	AITC WebLogic Admin		10 min
	7 All servers – Modify pcmm.properties files on all managed servers.	AITC WebLogic Admin		10 min
	8 aausapppcm200 – Deploy the new pcmmr and pcmmr_unattended ear files.	AITC WebLogic Admin		10 min
	9 vaauswebpcm200 – Start the WebLogic managed servers	AITC WebLogic Admin		5 min
	10 vaauswebpcm200, vaauswebpcm201 – Deploy the new pcmmr ear file	AITC WebLogic Admin		10 min
	11 vaauswebpcm200, vaauswebpcm201 – Start the WebLogic managed server	AITC WebLogic Admin		5 min
	12 vaausapppcm200– Start Apache, Mirth Connect, and SmartApp	AITC WebLogic Admin		5 min
	Smoke test (logon, SmartApp, search in Cerner for staff/patient, search in Vista)	Sustainment team		30 min
	User validation – batch reassign or unassign multiple patients to or from a team; test CPRS pop-up window	Business User		

4 Installation

4.1 Pre-installation and System Requirements

4.1.1 Backup Configuration Files

Make a copy of the existing pcmm.properties file on each server. For vaausapppcm200, vaauswebpcm200, and vaauswebpcm201, the pcmm.properties file is in PCMM_Domain\properties\pcmmProperties\Srv1\ folder. For vaausapppcm201, the file is in PCMM_Domain\properties\pcmmProperties\Srv2, and for vaausapppcm202, the file is in PCMM_Domain\properties\pcmmProperties\Srv4.

4.1.2 Copy the ear Files to the Servers

Create folder 2023.02.23-1.28.04 in /u01/app/BUILDS on vaausapppcm200, vaauswebpcm200, and vaauswebpcm201.

Example: /u01/app/BUILDS/2023.02.23-1.28.04

Copy pcmmr.ear and pcmmr_unattended_ear-1.0-28-04.ear to vaausapppcm200, and pcmmr.ear to vaauswebpcm200 and vaauswebpcm201.

4.2 Installation Procedure

4.2.1 Stop Apache and Mirth Connect Services

Stop the Apache and Mirth Connect services on vaausapppcm200:

- dzdo service mcservice stop
- dzdo service httpd stop

Verify the services are stopped:

- dzdo service mcservice status
- dzdo service httpd status

4.2.2 Stop the Managed Servers and Delete the Old Build

In the WebLogic console on vaausapppcm200, vaauswebpcm200, and vaauswebpcm201, stop each managed server. Delete the previous deployments of pcmmr and pcmmr_unattended.

4.2.3 SQL Database Changes

Execute the SQL scripts sql_pcmmw-87.sql and sql_pcmmw-94.sql on PCMM Production database server, vaausnodpcm210.

4.2.4 Delete Files from Managed Server Folders

On each server, delete cache, stage, and tmp from the managed server folder.

Example:

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

4.2.5 *Modify pcmm.properties File*

On each server, modify the following parameters in pcmm.properties to set the values and add comments as follows:

#Changed from 60 to 90 days for Build 1.28

firstEncounterValidForDays=90

#Changed from 24 to 36 for Build 1.28

scheduledJobs.patientAutoInactivation.maxMonthsAllowedBetweenEncounters=36

4.2.6 *Deploy the Latest Build*

In the WebLogic console deploy the new pcmmr.ear file on vaausapppcm200, vaauswebpcm200, and vaauswebpcm201. Deploy pcmmr_unattended_ear on vaausapppcm200.

Target pcmmr to the AttendedCluster. Target pcmmr_unattended to the UnattendedCluster.

The deployment order should be set to 95 for pcmmr and pcmmr_unattended.

Start the deployments and then start the managed servers.

4.2.7 *Start Apache and Mirth Connect Services*

Start the Apache and Mirth Connect services on vaausapppcm200:

- dzdo service httpd start
- dzdo service mcservice start
- Verify the services are stopped:
- dzdo service httpd status
- dzdo service mcservice status

4.3 Installation Verification Procedure

Verification procedures are not applicable for this installation.

4.4 System Configuration

System configuration changes are not applicable for this installation.

4.5 Database Tuning

Database adjustments are not applicable for this installation.

5 Back-Out

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

5.1 Back-Out Procedures

5.1.1 Database

Restore PCMM_PROD database from the backup made just prior to the release.

5.1.2 Application EAR Files

1. Stop the Mirth Connect and Apache services.
2. Stop the WebLogic managed servers.
3. Delete the new pcmmr and pcmmr_unattended deployments.
4. Replace the modified pcmm.properties files with the copies made prior to the deployment.
5. Deploy the previous ear files.
6. Back out the sql script changes.
7. Start the WebLogic managed servers.
8. Start the Apache and Mirth Connect services.

5.2 Authority for Back-Out

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

6 Rollback Procedure

Rollback pertains to data associated with this PCMM interface.

6.1 Rollback Considerations

It is necessary to determine if a wholesale rollback of the data associated with the PCMM interface is needed or if a better course of action would be correcting the data through a new version of the patch (if prior to a national release) or through a subsequent patch aimed at specific areas modified or affected by the original patch (after a national release). A wholesale rollback of the data associated with this patch still will require uninstalling Python and removing the cron jobs on the PCMM Web Services Server.

6.2 Rollback Criteria

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

6.3 Rollback Risks

There are no risks identified to perform a wholesale rollback of Python and the cron jobs from the PCMM Web Services Server. There is no impact to the build or databases for this installation.

6.4 Authority for Rollback

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

6.5 Rollback Procedure

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

6.6 Rollback Verification Procedure

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

7 Risk and Mitigation Plan

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

APPENDIX A: ACRONYMS AND ABBREVIATIONS

Table 6 – Acronyms and Abbreviations

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

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