Patient Centered Management Module (PCMM)

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

WEBP*1.0*32

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Version 1.0

Department of Veterans Affairs

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Revision History

Date	Version	Author	Description
5/30/2023	2.0	<mark>REDACTED</mark>	Updated to reflect changes made in WEBP*1*32
5/25/2023	1.0	<mark>REDACTED</mark>	Baseline Version

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.

List of Tables

List of Figures

1 Introduction

This document describes how to deploy and install the Patient Centered Management Module (PCMM) release WEBP*1*32, 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.

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

1.3 Constraints

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

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

2 Roles and Responsibilities

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

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

Team	Contact	Phase / Role	Tasks
REDACTED	REDACTED	Build and Deployment in Local Dev	Plan and schedule deployment in local environment.
REDACTED	REDACTED	Deployment in Software Quality Assurance (SQA)/User Acceptance Testing (UAT) in Department of Veterans Affairs (VA)	Support in configuration and access to production and SQA environments
REDACTED	REDACTED	Deployment in Software Quality Assurance (SQA)/User Acceptance Testing (UAT) in Department of Veterans Affairs (VA)	Support in configuration and access to production and SQA environments
REDACTED	REDACTED	Production WebLogic Administrator	Production deployment
REDACTED	REDACTED	Project Manager	Plan and coordination of installation
REDACTED	REDACTED	Back-out	Confirm availability of back-out instructions and back-out strategy in accordance with appropriate criteria.
REDACTED	REDACTED	Post Deployment	Hardware, software, and system support

3 Deployment

The deployment is planned as an iterative rollout.

3.1 Site Readiness Assessment

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

3.2 Deployment Topology (Targeted Architecture)

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

REDACTED

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).

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 they are in two clusters: attended and unattended. Currently, the attended cluster contains one WL server, and the unattended cluster contains two WL servers. OS-level implemented synchronization and application clustering maintain the redundancies.

Table 3 – Hardware Specifications

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

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

3.3.2 Software

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

Table 4 – Software Specifications

Required Software	Manufacturer	Version	Configuration
Oracle WebLogic Server	Oracle	12.2.1.4.0	Standard
Java™ SE Development Kit 8	Oracle	jdk1.8.0_361 (or higher)	Standard
Microsoft SQL Server	Microsoft	2019 (or higher)	Standard
Microsoft SQL Server Management Studio (SMS)	Microsoft	2019 (or higher)	Standard
Apache	Apache	2.4.6 (or higher)	Standard
jTDS driver	SourceForge	jtds-1.3.1.jar	Standard
VistALink	VistA	1.6	Standard
Mirth Connect	MirthCorp	4.2 (or higher)	Standard

3.3.3 Communications

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

3.4 Deployment/Installation/Back-Out Checklist

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

Table 5 – Deployment/Installation/Back-Out Checklist

#	Activity	Responsible Party	Start Time	Duration
1	REDACTED - Create folder /u01/app/BUILDS/2023.05.22-1.29B.05 and copy the new build ear files to the folder	REDACTED		15 min
2	REDACTED - Create folder /u01/app/BUILDS/2023.05.22-1.29B.05 and copy the new build ear file to the folder	REDACTED		15 min
Production Deployment 9:00 PM Eastern				
1	REDACTED - Stop the WebLogic managed servers	REDACTED		10 min
2	REDACTED – Delete the old pcmmr, pcmmr_unattended, and cissUserManagement deployments	REDACTED		5 min
3	REDACTED - Delete the cache, tmp, and stage folders from managed server folders	REDACTED		10 min
4	REDACTED - Deploy the new cissUserManagement-1.0-29B-05.ear, pcmmr_ear-1.0-29B-05.ear, and pcmmr_unattended_ear-1.0-29B-05.ear files	REDACTED		5 min
5	REDACTED – Deploy the new pcmmr_ear-1.0-29B-05.ear file	REDACTED		5 min
6	REDACTED - Start the WebLogic managed servers	REDACTED		10 min
7	Smoke test (logon, SmartApp, search in Cerner for staff/patient, search in Vista)	REDACTED		45 min

4 Installation

4.1 Pre-installation and System Requirements

4.1.1 Create Build Folder 2023.05.22-1.29B.05

On REDACTED, create folder /u01/app/BUILDS/2023.04.18-UM1.29.01. Copy the cissUserManagement-1.0-29B-05.ear, pcmmr_ear-1.0-29B-05.ear, and pcmmr_unattended_ear-1.0-29B-05.ear files into the new folder.

On REDACTED, create folder /u01/app/BUILDS/2023.04.18-UM1.29.01. Copy pcmmr_ear-1.0-29B-05.ear into the new folder.

4.2 Installation Procedure

4.2.1 Stop the Managed Server and Delete the Old Build

In the WebLogic console on <mark>REDACTED</mark> stop all the managed servers. Delete the previous deployments for cissUserManagement, pcmmr, and pcmmr_unattended.

4.2.2 Delete Files from Managed Server Folders

On <mark>REDACTED</mark> delete cache, stage, and tmp from the managed server folders.

> cd /u01/app/oracle/user_projects/domains/PCMM_Domain/servers/Srv1

> rm –rf ./cache/

> rm –rf ./stage/

> rm –rf ./tmp/

> Repeat the above steps for Srv2 and Srv4 folders on <mark>REDACTED</mark>.

4.2.3 Deploy the Latest Build

In the WebLogic console on <mark>REDACTED</mark>, deploy the new cissUserManagement-1.0-29B-05.ear, pcmmr_ear-1.0-29B-05.ear, and pcmmr_unattended_ear-1.0-29B-05.ear files.

In the WebLogic console on <mark>REDACTED</mark>, deploy the new pcmmr_ear-1.0-29B-05.ear file.

For cissUserManagement and pcmmr, target the AttendedCluster. For pcmmr_unattended, target the unattended cluster. Set the deployment order to 90 for cissUserManagement. Set the deployment order to 95 for pcmmr and pcmmr_unattended. Start the deployments and then start the managed servers.

4.3 Installation Verification Procedure

The <mark>REDACTED</mark> will perform the standard smoke test for PCMM.

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

SQL database changes are not applicable for this installation.

5.1.2 Application EAR Files

1. Stop the WebLogic managed servers.

2. Delete the new cissUserManagement, pcmmr, and pcmmr_unattended deployments.

3. Deploy the previous ear files:

    /u01/app/BUILDS/2023.04.18-UM1.29.01/cissUserManagement-1.29.01.ear

    /u01/app/BUILDS/2023.04.14-1.28.05ReportFix/pcmmr1.28.05.ear

    /u01/app/BUILDS/2023.02.23-1.28.04/pcmmr_unattended_ear-1.0-28-04.ear

4. Start the WebLogic managed servers.

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

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