# Scheduling Package Enhancement

# Patch SD*5.3*821

# Deployment, Installation, Back-Out, and Rollback Guide

**October 2022**

**Department of Veterans Affairs**

**Office of Information and Technology (OI&T)**

# Revision History

| Date | Version | Description | Author |
|---|---|---|---|
| 10/14/2022 | 1.0.0 | Initial Document Draft | Sami Alsahhar |
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# Artifact Rationale

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

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# 1. Introduction

The Deployment, Installation, Back-Out and Rollback Guide defines the ordered, technical steps required to install the product, back out the installation (if necessary), and roll back to the previously installed version of the product. It provides installation instructions for the SD*5.3*821 patch

## 1.1 Purpose

The purpose of this Guide is to provide installation steps for the SD*5.3*821 patch. The intended audience for this document is the Information Resource Management Systems (IRMS) staff. Some of the main features of this patch are the following:

This patch consists of the following enhancements:

TMP-1479: Add CHAR4 to Telehealth Management Toolbox - Clinic Inquiry

This patch enhances the Telehealth Toolbox Clinic Inquiry to add the CHAR4 value and description for the clinic.

TMP-1546: Improve the default appointment length.

Modified the previous scheme to stop reliance on the array element variable and use the length variable SDECLEN that is passed into the SDEC Add Appointment API. In the event that variable is also

null, which is not likely, then the appointment length is obtained from the SDEC APPOINTMENT file (#409.84).

TMP-1750: Add Stop Codes 497 and 498

This patch adds the newly released stop code 497 and 498 to the SD TELEHEALTH STOP CODE FILE (#40.6) so they can be assigned to Telehealth VistA clinics. The post-install routine SD53P821 will add the new Stop Codes.

TMP-1734: Appointment Availability

A new queuing process is being added to the messaging between VistA and TMP. Clinic schedule changes will be queued and evaluated before being

sent to TMP. If a schedule change results in a transaction to block a clinic and to unblock that same clinic, both of those transactions will be cancelled and not sent. Also, logic will be applied to make certain that all transactions are sent in the correct sequential order.

A report called Clinic Schedule Queuing Report has been added under the Telehealth Inquiries [SD TELE INQ] option to display the results of the queuing process.

TMP-1720: Waiting for Response Vista Integration error

Code variable protection has been added, so when an Interfacility HL7 is being generated to the Provider site, then any variables stepped on by this process, will not affect those variables that belong with the Patient site appointment process. One HL7 protocol for TMP has been altered to match VA standards to ensure the ACK is returned correctly to TMP.

TMP-1487: Add DEA Information to Telehealth Management Toolbox - Medical Center Division Inquiry

This patch adds the 'Facility DEA Number' and the 'Facility DEA Expiration Date' fields to the Medical Center Division inquiry under the Telehealth Inquiries [SD TELE INQ] option.

TMP-1770: The Facility Exp. Date displays in FileMan format

This patch changes the display of Facility Expiration Date field from FileMan format to external format. This change will be reflected in the Medical Center Division and the Institution inquiries of the Telehealth Inquiries [SD TELE INQ] option.

TMP-1709: Add VistA Clinic Special Instructions to the Clinic Inquiry

This patch adds the 'Clinic Special Instructions' field to the Clinic inquiry under the Telehealth Inquiries [SD TELE INQ] option.

## 1.2 Dependencies

N/A

## 1.3 Constraints

N/A

# 2. Pre-installation and System Requirements

## 2.1 System Requirements

| Package | Minimum Version Needed |
|---|---|
| VA FileMan | 22.0 |
| Kernel | 8.0 |
| MailMan | 8.0 |
| Health Level 7 | 1.6 |
| Order Entry/Results Reporting | 3.0 |
| CMOP | 2.0 |
| NDF | 4.0 |
| Outpatient Pharmacy | 7.0 |
| Pharmacy Data Management | 1.0 |
| Controlled Substances | 3.0 |
| Toolkit | 7.3 |
| Drug Accountability | 3.0 |

## 2.2 Platform Installation and Preparation

N/A

## 2.3 Download and Extract Files

N/A

## 2.4 Database Creation

N/A

## 2.5 Installation Scripts

N/A

## 2.6 Cron Scripts

N/A

## 2.7 Access Requirements and Skills Needed for the Installation

N/A

# 3. Installation Procedure

## 3.1 Installation from the Patch Description

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

2. From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu,
   A. Select the Verify Checksums in Transport Global option to confirm the integrity of the routines that are in the transport global. When prompted for the INSTALL NAME enter the patch or build name (ex. SD*5.3*821).
   B. Select the Backup a Transport Global option to create a backup message. You must use this option and specify what to backup, the entire Build or just Routines. The backup message can be used to restore the routines and components of the build to the pre-patch condition.
      i. At the Installation option menu, select Backup a Transport Global.
      ii. At the Select INSTALL NAME prompt, enter your build SD*5.3*821.
      iii. When prompted for the following, enter "R" for Routines or "B" for Build.

      Select one of the following:

      B Build

      R Routines

      Enter response: Build

      iv. When prompted "Do you wish to secure your build? NO//", press <enter> and take the default response of "NO".
      v. When prompted with, "Send mail to: Last Name, First Name", press <enter> to take the default recipient. Add any additional recipients.
      vi. When prompted with "Select basket to send to: IN//", press <enter> and take the default IN mailbox or select a different mailbox.
   C. You may also elect to use the following options:
      i. Print Transport Global - This option will allow you to view the components of the KIDS build.
      ii. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all of the components of this patch, such as routines, DDs, templates, etc.
   D. Select the Install Package(s) option and choose the patch to install.
      i. When Prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//" respond Yes.
      ii. When Prompted "Want KIDS to INHIBIT LOGONs during the install? NO//" respond NO.

iii. When Prompted "Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//" respond NO.
iv. If prompted 'Delay Install (Minutes): (0-60): 0//' respond 0.

# 4. Implementation Procedure

## 4.1 Post-Install Routine

There is a post-install routine for SD*5.3*821 to add the two new stop codes to the SD TELEHEALTH STOP CODE FILE (#40.6).

# 5. Back-Out Procedure

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

## 5.1 Back-Out Strategy

See Section 5.6.

## 5.2 Back-Out Considerations

N/A

### 5.2.1 Load Testing

N/A

### 5.2.2 User Acceptance Testing

User Acceptance Testing will be completed by the time patch SD*5.3*821 is released.

## 5.3 Back-Out Criteria

Back-Out criteria will follow VA guidelines and best practices as referenced in the EO National Data Center Hosting Services document.

## 5.4 Back-Out Risks

N/A

## 5.5 Authority for Back-Out

Back-out will be done only with the concurrence and participation of development team and appropriate VA site/region personnel. The decision to back-out or rollback software will be a joint decision between development team, VA site/region personnel and other appropriate VA personnel.

## 5.6 Back-Out Procedure

Prior to installing an updated KIDS package, the site/region should have saved a backup of the routines in a mail message using the Backup a Transport Global [XPD BACKUP] menu option (this is done at time of install). The message containing the backed-up routines can be loaded with the "Xtract PackMan" function at the Message Action prompt. The Packman function "INSTALL/CHECK MESSAGE" is then used to install the backed up routines onto the VistA System.

If the patch was backed up for the build, from the Kernel Installation and Distribution System Menu, select the Installation Menu. Select the Install Package(s) option and choose the patch (xxx*x.x*xxxb) to install.

The back-out plan is to restore the routines from the backup created.

No data was modified by this patch installation and, therefore, no rollback strategy is required.

The Back-out Procedure can be verified by printing the first 2 lines of the routine contained in this patch using the option First Line Routine Print [XU FIRST LINE PRINT]. Once the routine contained in the SD*5.3*821 patch has been backed out, the first two lines of the routine will no longer contain the designation of this patch in the patch.

# 6. Rollback Procedure

## 6.1 Rollback Considerations

A follow-up rollback patch would be needed to remove new data entries established by the data dictionary.

> Note: These new data entries are the result of fields added to the data dictionary, or the modification of existing fields in the data dictionary.

## 6.2 Rollback Criteria

Rollback criteria will follow VA guidelines and best practices as referenced in the EO National Data Center Hosting Services document.

## 6.3 Rollback Risks

N/A

## 6.4 Authority for Rollback

The authority for rollback would come from the project IPT, the VA project manager, and other relevant stakeholders, where applicable.

## 6.5 Rollback Procedure

In the situation where a rollback would be necessary, the development team will be contacted, and a rollback patch will be provided for the site to install. The rollback patch will roll back changes that cannot be affected by the installation Back-Out routines outlined in section 5.6.

# 7. Additional Information

If you have any questions concerning the implementation of this application, contact the VA Service Desk at 1-855-673-4357 directly or log a ticket via VA yourIT Service Portal application (https://yourit.va.gov/va).

## 7.1 Documentation

No documentation describing the new functionality introduced by this patch is available.