**Telehealth Management Platform Phase 3**

Release 4.8.0

Deployment, Installation, Back-Out, and Rollback Guide



June 2020

Department of Veterans Affairs

Office of Information and Technology (OI&T)

**Revision History**

| Date | Version | Description | Author |
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| June 19, 2020 | 4.0 | Added URL to CRM code and deployment instructions for TMP 4.8.0. | Redacted |
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| November 25, 2019 | 2.1 | Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 5. | Redacted |
| November 19, 2019 | 2.0 | Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 4. | Redacted |
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| September 30, 2019 | 1.7 | Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 1. | Redacted |
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| February 2018 | 1.1 | Transitioned information to most recent/VIP approved document template | ProSphere Tek PMO Support Staff |
| September 2017 | 1.0 | Initial Version | ProSphere Tek PMO Support Staff |

**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 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.

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 throughout the lifecycle of the project for each build, as needed.

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# Introduction

This document describes how to deploy and install the Telehealth Management Platform (TMP) Phase 3 Release 4.8.0, as well as how to back-out the product and rollback to a previous version or data set. This document is a companion to the project charter and management plan for this effort. In cases where a non-developed COTS product is being installed, the vendor provided User and Installation Guide may be used, but the Back-Out Recovery strategy still needs to be included in this document.

## 1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the Telehealth Management Platform (TMP) solution, will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

## 1.2 Dependencies

Figures 1, 2, and 3 illustrate the systems interfacing with TMP.

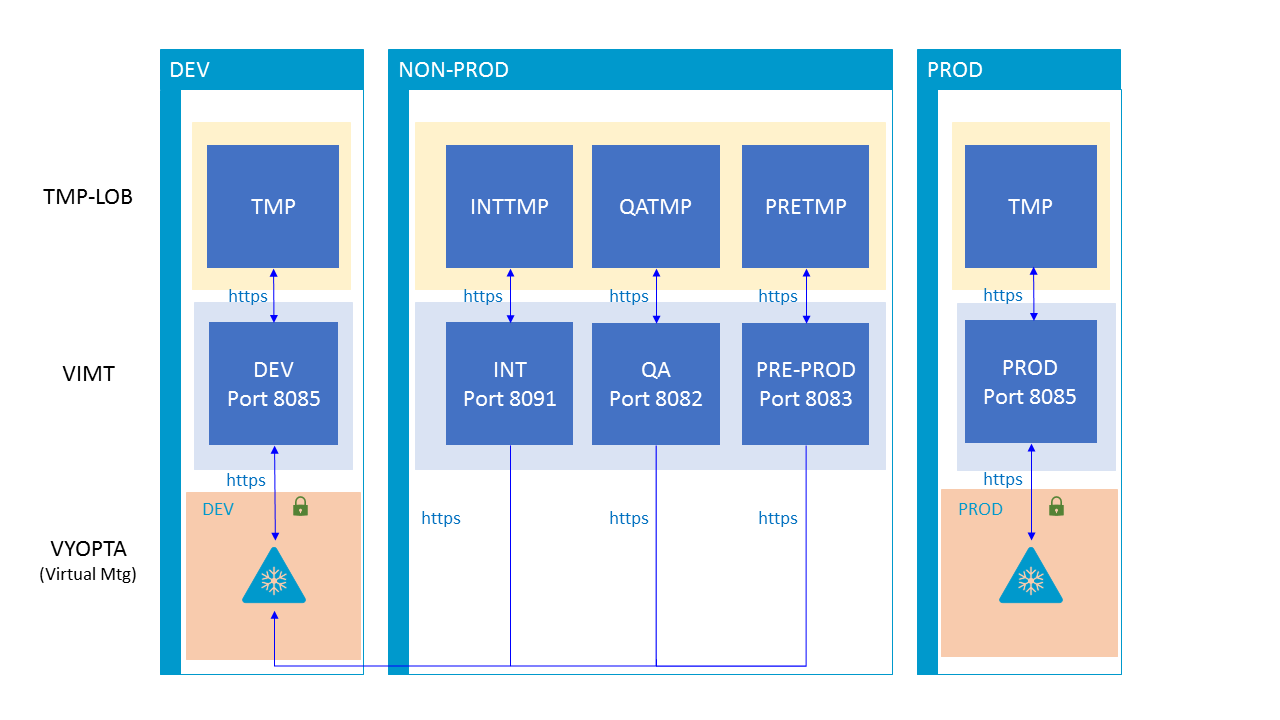


Figure 1: TMP/VIMT/VYOPTA Environment Mapping

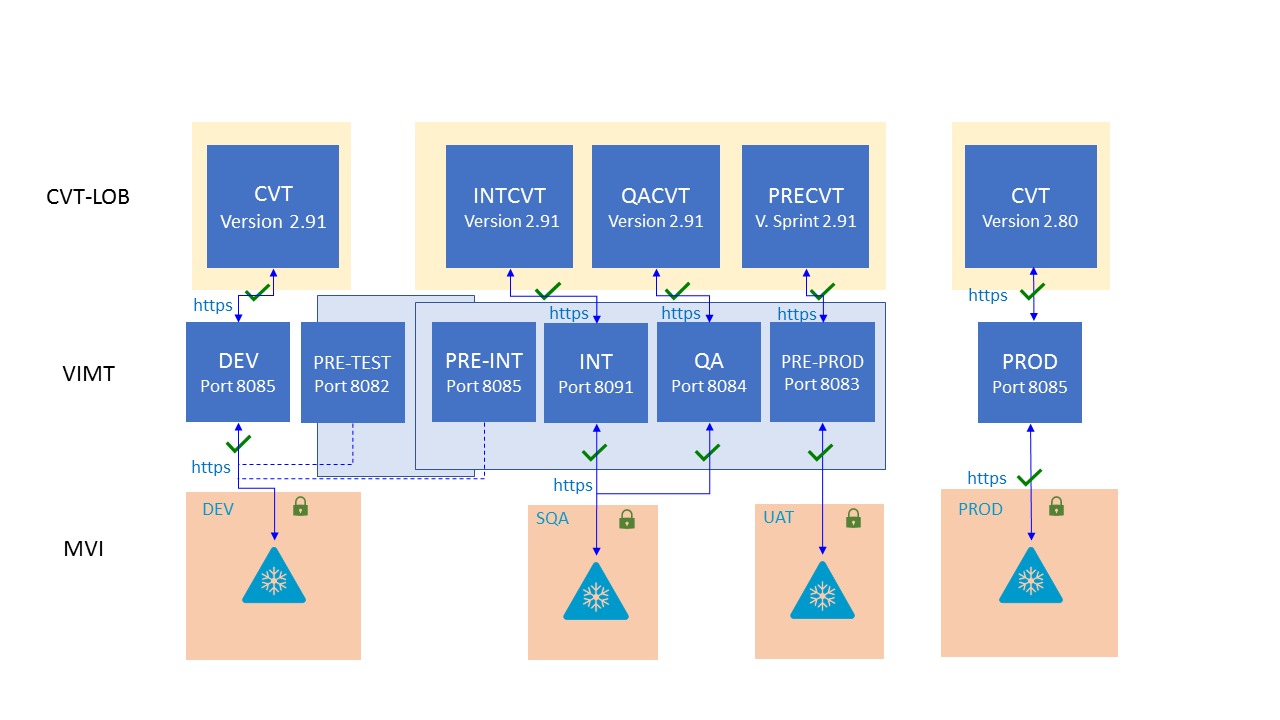


Figure 2: CVT/VIMT/MVI Environment Mapping

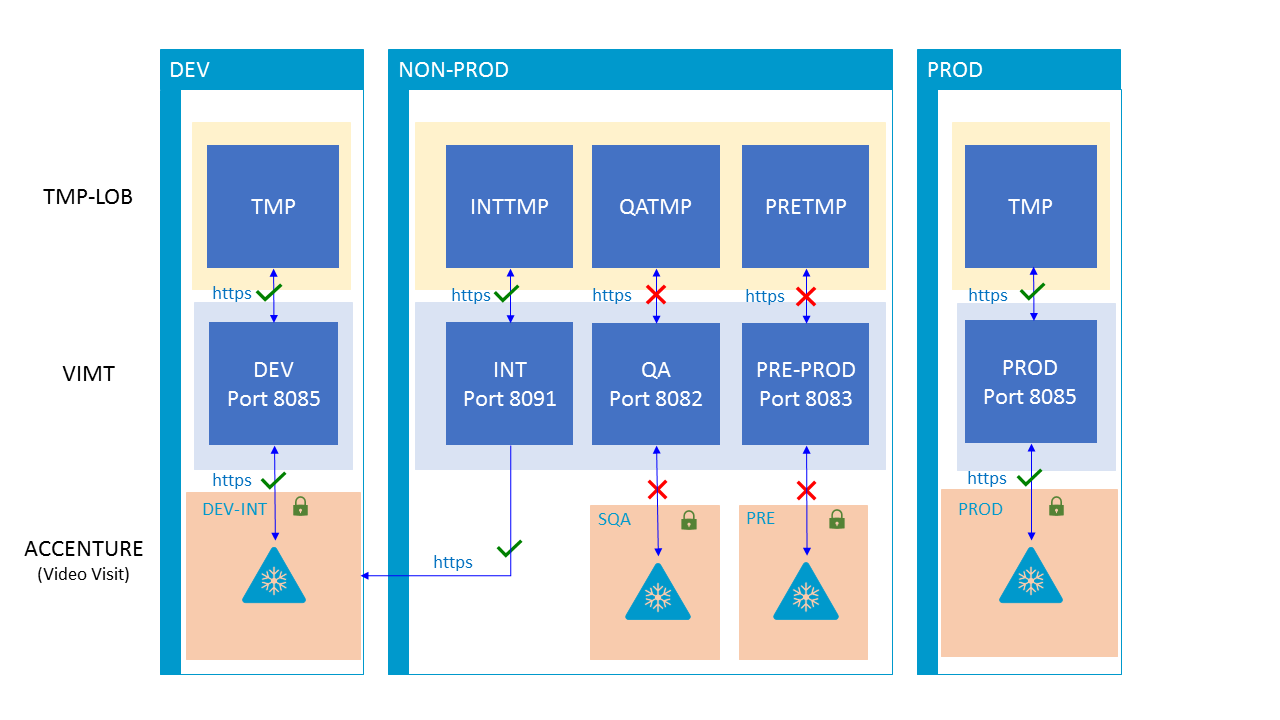


Figure 3: TMP/VIMT/Accenture Environment Mapping

## 1.3 Constraints

There are no additional constraints to this project.

# Roles and Responsibilities

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

| **ID** | **Team** | **Phase / Role** | **Tasks** | **Project Phase (See Schedule)** |
| --- | --- | --- | --- | --- |
|  | O&M Team, Project Team and Development Team | Deployment | Plan and schedule deployment (including orchestration with vendors) | TMP 4.8.0 |
|  | O&M Team and Development Team | Deployment | Determine and document the roles and responsibilities of those involved in the deployment. | TMP 4.8.0 |
|  | Enterprise Operations (EO) | Deployment | Test for operational readiness | TMP 4.8.0 |
|  | O&M Team | Deployment | Execute deployment | TMP 4.8.0 |
|  | O&M Team and Development Team | Installation | Plan and schedule installation | TMP 4.8.0 |
|  | O&M Team/Hosting Team | Installation | Ensure authority to operate and that certificate authority security documentation is in place | TMP 4.8.0 |
|  | O&M Team/Hosting Team | Installation | Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes | TMP 4.8.0 |
|  | Training | Installations | Coordinate training | TMP 4.8.0 |
|  | O&M Team and Development Team | Back-out | Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out) | TMP 4.8.0 |
|  | O&M Team/Hosting Team | Post Deployment | Hardware, Software and System Support | TMP 4.8.0 |

This section describes the teams who perform the steps described in this Plan. Representatives from the teams listed in the following table perform deployment and installation activities. This phase begins after the solution design (including deployment topology) is complete. Design activities are not included in this phase.

Table 2: General Roles and Responsibilities

|  |  |
| --- | --- |
| Team | Tasks / Responsibilities |
| **CRM Cloud Hosting Solution Team** | * Deploy code during migrations from lower environments into pre-prod and prod * Coordinate with VA Project Team members, VA NSOC, and Microsoft Support team * Receive and process incoming incidents via Cloud Ticket Determine incident types and capture all relevant incident data Create developer user accounts * Diagnose infrastructure issues * Troubleshoot basic and complex issues Resolve issues |
| **VA Project Team** | * Liaison between the project teams and team members to capture incidents * Submit incident requests using the Cloud Ticket tool |
| **Microsoft Development Team** | * Communicate with CRM Cloud Solution team to provide additional information, if necessary * Identify and submits issues to the VA project POC |
| **O&M Team** | * Deploy solutions provided by Microsoft Development Team from lower environments into pre-prod and prod * Coordinate with VA Project Team members, VA NSOC, and Microsoft Support team * Receive and process incoming incidents * Determine incident types and capture all relevant incident data * Diagnose incident issues Troubleshoot basic and complex issues Resolve issues |

Table 3: Code Deployment Responsibilities

| Team | Phase | Role |
| --- | --- | --- |
| **Microsoft Development Team** | Planning | * Finalize Development Build and Code Compilation Instructions * Provide listing of developer accounts * Schedule deployment with the CRM Cloud Hosting team via Cloud Ticket |
| **TMP Project Team** | Planning | * Schedule UAT testers and support |
| **CRM Cloud Hosting Solution Team** | Planning | * Review deployment migration request (if needed) and schedule team member to provide support during the deployment * Schedule a deep dive with the Project Team, if necessary |
| **Microsoft Development Team** | Prepare for Deployment | * Provide O&M Team with all relevant data/code including: solution extract for CRM, Compiled Code, and ISV Folder, utilizing a method approved by the Project Team (e.g. FTP, Secure Server, or other) * Freeze all development activities |
| **O&M Team** | Prepare for Deployment | * Review Code Compilation instructions for completion * Work with project teams if compilation instructions are unclear or incomplete * Replicate the existing environment configuration and code * Perform database back-ups |
| **TMP Project Team** | Execute Deployment | * Coordinate deployment support by maintaining the bridge and managing all involved stakeholders * Conduct UAT testing activities |
| **Microsoft Development Team** | Execute Deployment | Work with O&M team to resolve issues, if necessary |
| **O&M Team** | Execute Deployment | Deploy the code into Pre-Prod and Prod |
| **TMP Project Team** | Validation & Go- Live | Validate that the new environment functions as expected |
| **CRM Cloud Hosting Solution Team** | Validation & Go- Live | Execute roll-back, if necessary |

The following table describes the planned deployment environments.

Table 4: Deployment Environments

|  |  |  |
| --- | --- | --- |
| Environment | Use | Involved Parties |
| Developer Workstations | Development, Unit Testing | Microsoft |
| Microsoft PSSC Development Environment | Development, Unit Testing | Microsoft |
| VA Hosted (NWA) Dev | Development, Unit Testing | Microsoft |
| VA Hosted (NWA) INT | Unit Testing, Integration Testing | Microsoft, VA (Integration) |
| VA Hosted (NWA) QA | User Acceptance Testing | Microsoft, VA |
| VA Hosted (NWA) Pre- Prod | Fallback for Production | Microsoft, VA, Hosting Provider |
| VA Hosted (NWA) Prod | Production | Microsoft, VA, Hosting Provider |

# Deployment

The deployment is planned as a single rollout.

This section provides the schedule and milestones for the deployment.

This Release and Installation Guide identifies processes and procedures to promote the Telehealth Management Platform (TMP) Dynamics Customer Relationship Management (CRM) system into the Production Environment. The CRM system is web-based and is deployed using files containing configuration information rather than directly from one environment to another.

Redacted

## 3.1 Timeline

The deployment and installation will run for approximately 1 day*,* as depicted in the master deployment schedule TMP.

In most Deployment Plans, Enterprise Operations (EO) maintains the master schedule in MS Project Server, Field Operations and Development (FOD) maintains its schedule in Clarity, and FOD provides site scheduling to meet parameters and milestones enumerated above. Given the agile methodology used to develop and deploy TMP, along with the limited scope of this software-only deployment/installation, there is no need for a Master Deployment Schedule. The high-level schedule included below will suffice.

Table 5: High Level Milestones

| Milestones | Target Date |
| --- | --- |
| Software Quality Assurance Testing Completed | TBD |
| Section 508 Testing Completed | TBD |
| User Functionality Testing Completed | TBD |
| Software Baseline Defined | TBD |
| Deployment of TMP to Primary Production Environment | TBD |
| Deployment of TMP to Secondary Production Environment | TBD |
| Testing of TMP in Primary Production Environment Completed | TBD |
| Testing of TMP in Secondary Production Environment Completed | TBD |
| User Registration Completed (for new users) | N/A |
| User Training Completed (if applicable) | NA |

## 3.2 Site Readiness Assessment

This section discusses the locations that will receive the TMP deployment. Topology determinations are made by ESE and vetted with PD, FO, NDCP, and the PMO during the design phase as appropriate. Field site coordination will be completed FO unless otherwise stipulated by FO. The Microsoft team provides input and support to all ESE, PD, FO, NDCP, and the PMO team during the site readiness assessment. TMP is a minor application covered under CRM/UD. Site readiness will be assessed in the hosting environment.

This section discusses the locations that will receive the TMP deployment.

### 3.21 Deployment Topology (Targeted Architecture)

Deployment will be conducted through web client in a QA, PreProd, and Production environment administered by O&M, managed by Cloud Hosting team.

The CRM system is web-based and is deployed using files containing configuration information rather than directly from one environment to another.

### 3.22 Site Information (Locations, Deployment Recipients)

The CRM system is web-based and is deployed using files containing configuration information rather than directly from one environment to another.

### 3.23 Site Preparation

TMP will be accessed using the hosting environment.

Table 6: Site Preparation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Site/Other | Problem/Change Needed | Features to Adapt/Modify to New Product | Actions/Steps | Owner |
| All Sites | Familiarization with application | N/A | Attend training sessions | Rocky Mountain National Training Center |
| All Sites | Data Migration | N/A | Metadata Import into Production | Microsoft Development team |
| All Sites | Establish access to TMP URL | N/A | Grant access to application users of TMP | Will be handled by the appropriate region/site |

## 3.3 Resources

This section describes hardware, software, and facilities required for the TMP deployment and installation.

### 3.31 Facility Specifics

TMP Release 4.8.0 will deploy on CRM cloud hosted environment. There are no facility-specific features required for deployment.

Table 7: Facility-Specific Features

| Site | Space/Room | Features Needed | Other |
| --- | --- | --- | --- |
| None |  |  |  |

### 3.32 Hardware

TMP Release 4.8.0 will be supported by the existing cloud hosted environment. No hardware specifications exist.

Table 8: Hardware Specifications

| Required Hardware | Model | Version | Configuration | Manufacturer | Other |
| --- | --- | --- | --- | --- | --- |
| None |  |  |  |  |  |

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these hardware specifications.

### 3.33 Software

TMP Release 4.8.0 will be utilizing approved existing software on TRM tools list. No software specifications exist.

Table 9: Software Specifications

| Required Software | Make | Version | Configuration | Manufacturer | Other |
| --- | --- | --- | --- | --- | --- |
| None |  |  |  |  |  |

Please see the Roles and Responsibilities table in Section 2 above for details about who is responsible for preparing the site to meet these software specifications.

### 3.34 Communications

A VA Lync meeting will occur for all members involved and/or invested in TMP deployment. All members involved and/or invested in TMP Deployment will receive status emails throughout the deployment activities.

Table 10: Team Support Information/Role

| Team Support Information | Role |
| --- | --- |
| Communication Lead  *Scheduled* | Serves as the main communication and coordination POC on behalf of the application to provide regular status updates and issue escalation. |
| Functional Tester(s)  *Scheduled* | Performs testing to verify that application is functioning as expected. |
| Development  *On Call* | Development resources are typically on-call for production deployments, unless they are required to serve as advisory resources during the release activities. |
| VA OIT  *On Call* | Engage OIT contacts if decisions need to be made on behalf of the application and as voting members on the Go/No Go calls. |
| VA Business / TDD  *On Call* | Engage Business Contacts if decisions need to be made on behalf of the application and as voting members on the Go/No Go calls. |
| Application Support  *Scheduled* | Application Support contacts are scheduled to perform Production code releases and infrastructure changes. |
| Hosting Support  *On Call* | Hosting Support contacts are scheduled to perform infrastructure changes or otherwise scheduled to be on call. |
| Integration Partners  *Scheduled* | Typically, on-call support for the implementation or update of web service partner connections. |

#### 3.3.4.1 Deployment/Installation/Back-Out Checklist

This section will be completed once each task is complete.

Table 11: Deployment/Installation/Back-Out Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| Activity | Day | Time | Individual who completed task |
| Deploy | 06/25/2020 | TBD | VA Tier 2 Team |
| Install | 06/25/2020 | TBD | VA Tier 2 Team |
| Back-Out | 06/25/2020 | TBD | VA Tier 2 Team |

# Installation

## 4.1 Pre-installation and System Requirements

Customer-approved user stories and defects will be stored on the TMP Rational Tools:

[redacted](https://clm.rational.oit.va.gov/ccm/web/projects/TMP%20(CM)#action=com.ibm.team.workitem.runSavedQuery&id=_E4EYZ_slEem2COwW-St7Kw&orderBy=workItemType&direction=ascending)

## 4.2 Platform Installation and Preparation

TMP ORG is backed up by a member of the team the night prior to deployment.

Deployment occurs during off hours.

Software installs within 60-120 minutes.

## 4.3 Download and Extract Files

The CRM system is web-based and is deployed using files containing configuration information rather than directly from one environment to another.

**Table 12: File Inventory List**

| Filename |
| --- |
| [redacted](https://dvagov.sharepoint.com/sites/OITEPMOTMP3/Shared%20Documents/Forms/AllItems.aspx?viewid=da348dfd%2Def61%2D4274%2Daede%2D309dab097636&id=%2Fsites%2FOITEPMOTMP3%2FShared%20Documents%2FDeployment%20Code%20Files%2FRelease%204%2E8%2E0) |

## 4.4 Access Requirements and Skills Needed for the Installation

Microsoft Dynamics CRM Security Role – System Administrator

## 4.5 Installation Procedure

Refer to the *TMP Release 4.8.0 Deployment Instructions* (Appendix A).

## 4.6 Installation Verification Procedure

Refer to the *TMP Release 4.8.0 Deployment Instructions* (Appendix A). Verification/Testing Steps begin on page 1 of Appendix A.

For detailed testing, please also refer to the *TMP Release 4.8.0 Verification Testing Instructions* (Appendix A).

Notification sent to the field via email from National Telehealth Help Desk (NTTHD)

Users provided URL: <http://vaww.infoshare.va.gov/sites/telehealth/Lists/tmpnew/view.aspx>

Users were informed of upcoming changes on a weekly call.

## 4.7 System Configuration

Refer to the *TMP Release 4.8.0 Deployment-Verification Testing Instructions* (Appendix A).

# Back-Out Procedure

Refer to the *O&M Backout and Rollback Plan* (Appendix B).

# Rollback Procedure

TMP ORG is backed up the night prior to deployment.

## 6.1 Rollback Considerations

Go/No-Go meeting will enable a decision to provide viability to proceed.

## 6.2 Rollback Criteria

Restore backup of Production environment taken prior to deployment.

## 6.3 Rollback Risks

No risks exist.

## 6.4 Authority for Rollback

Refer to the *O&M Backout and Rollback Plan* (Appendix B).

## 6.5 Rollback Procedure

* A member of the Development Team will be assigned to this deployment.
* Evening prior to deployment – Approximately 10 pm a backup of TMP Production Environment
* Deployment Date– Upon completion of deployment activities (Installation, Verification, Testing), Go/No Go meeting will take place involving Stakeholders listed in 6.4. If decision of No Go is made, Rollback procedure will commence.
* Deployment Date – 06/25/2020
* TMP Production Org will be disabled
* Deployment Date TMP Org backup is restored over deployment Org
* Deployment Date TMP Org will be imported back into TMP Production Org
* TMP Production Org will be re-enabled
* TMP Production will be tested

## Rollback Verification Procedure

| Folder | Filename |
| --- | --- |
| See Section 4.6 | See Section 4.3 |

# Appendix A – TMP Release 4.8.0Deployment Instructions

## CRM Deployment Instructions

This section provides steps to deploy the related changes in the Production environment.

1. Open Internet Explorer and launch TMP Production instance.
2. Navigate to **Settings >> Solutions** and click on **Import.**
3. Browse to the solution **<<SOLUTION NAME>>** located at

[**<<URL PROVIDED BY VA ON THE VA SP>>**](https://dvagov.sharepoint.com/sites/OITEPMOTMP3/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FOITEPMOTMP3%2FShared%20Documents%2FDeployments%2F2019%5F08%5F08%20%2D%20D365%20Remediation%2FTMP%204%2E6%20Hotfix%205&viewid=da348dfd%2Def61%2D4274%2Daede%2D309dab097636)

and progress through the import process.

1. Publish All Customizations.

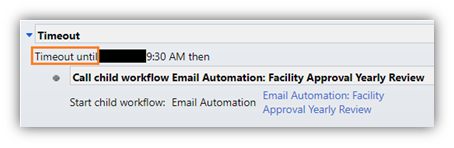
Post Deployment Steps

Trigger Facility Approval Review Process

There is a workflow **One Time: Trigger Facility Approval Yearly Review Process,**which helps trigger the recursive workflow “**Email Automation: Facility Approval Yearly Review**".

The following steps must be performed:

* Navigate to **Settings >> Processes**
* Deactivate the workflow “**One Time: Trigger Facility Approval Yearly Review Process”**, if already Activated
* Set the **Timeout until**to9:30 AM EST for the next day (*the day following the deployment*)



**Note:** The time zone of the user in TMP, making the change to the workflow must be EST, so that the time set by the user is considered 9:30 AM EST.

* Save and Activate the Workflow
* Run the workflow “**One Time: Trigger Facility Approval Yearly Review Process**” against any **Email Automation** record (*navigate via****Settings >> Email Automation***).

To confirm that the “**One Time: Trigger Facility Approval Yearly Review Process”** did trigger,

navigate to **Settings >> System Jobs** and check that the “**One Time: Trigger Facility Approval Yearly Review Process"**system job shows with the Status Reason of “Waiting for timer”.

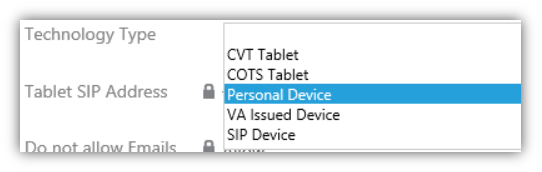
Workflow Ownership

Navigate to **Settings >> Processes**and switch to **All Processes** view. Search for the workflow “**Approval Process - Get Owner**” and perform the following steps:

* Check the Owner of the workflow. If the Owner is “VHA, TMP Scheduling”, then skip the following steps
* If the Owner is not “VHA, TMP Scheduling”, and the workflow is activated, deactivate the workflow
* Change the Owner to “VHA, TMP Scheduling”
* Save and Activate the Workflow

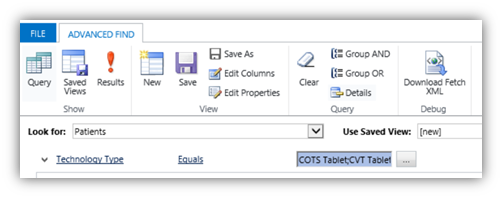
Patient Technology Type

After the Dynamics solution deployment, the **Technology Type** option set will display the following 5 options (*as shown below*).

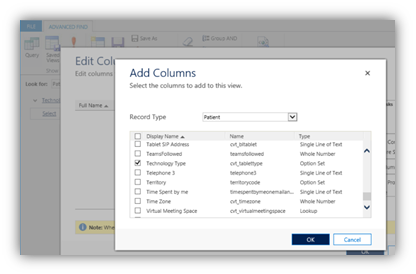


**Update Technology Type for existing Patients**

1. Create an Advanced Find to search Patients with the **Technology Type** of either “COTS Tablet” or “CVT Tablet”, as shown below:



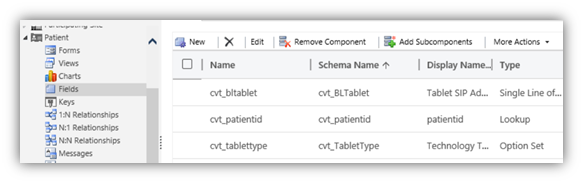
1. Edit Columns and add the **Technology Type** column:



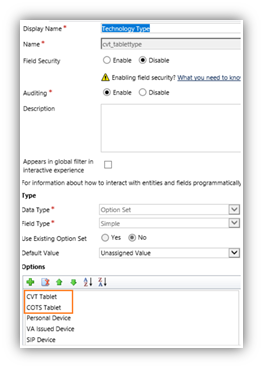
1. Execute the Advanced Find query and export the result to an excel sheet.
2. Update the **Technology Type** field to "SIP Device" for all the records in the excel, and Save the file.
3. Import the file to Dynamics using OOB Import Wizard.

**Remove "CVT Tablet" and "COTS Tablet" options**

 The **CVT Tablet** and **COTS Tablet** options must be manually removed. Navigate to the Fields of the Patient entity within the imported solution:



Open the **Technology Type** field, and delete the **CVT Tablet** and **COTS Tablet** options.



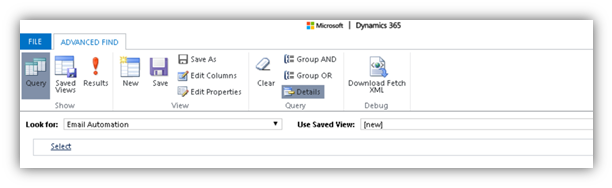
After the deletion, the **Technology Type**field must only have the following options:

* Personal Device
* VA Issued Device
* SIP Device

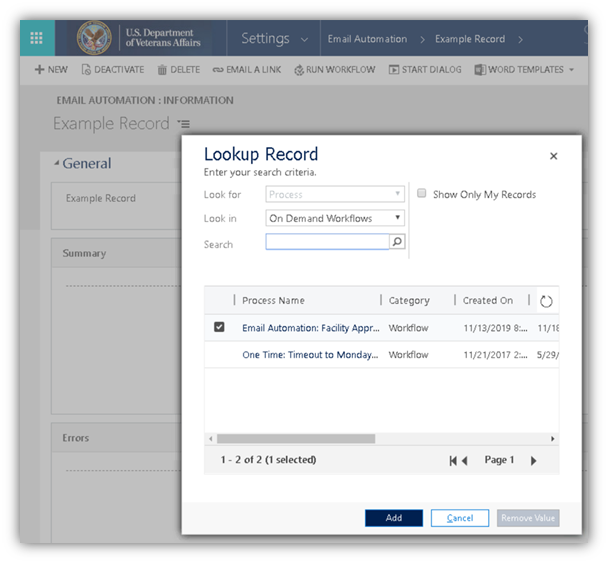
TSA Yearly Review Process

After the Dynamics solution deployment, the workflow **Email Automation: Facility Approval Yearly Review** must be manually triggered. **NOTE: THIS WORKFLOW SHOULD ONLY BE TRIGGERED ONCE.**

1. Open **Advanced Find** and create a query to retrieve **Email Automation**.



1. Select **Results** and open any **Email Automation**record. Select **Run Workflow** and make sure that **Email Automation: Facility Approval Yearly Review** is checked. Select **Add**, then **Ok.**

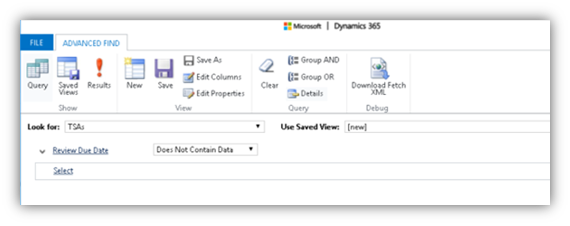


TSA Review Due Date

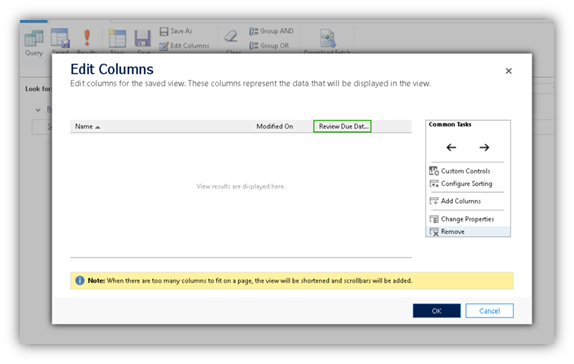
After the Dynamics solution deployment, the **Review Due Date** must be set for TSAs which are in Approved Status, without a **Review Due Date**.

**Export existing TSAs**

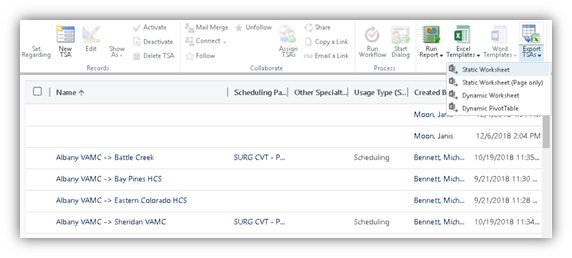
1. Open **Advanced Find** and create a query to retrieve **TSAs** where **Review Due Date**is set to **“Does Not Contain Data”**.



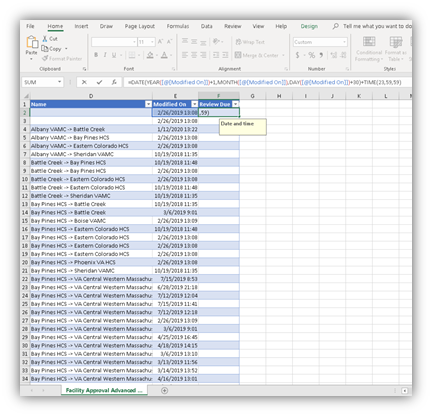
1. **Edit Columns** to contain only **Name, Modified On,**and **Review Due Date**.



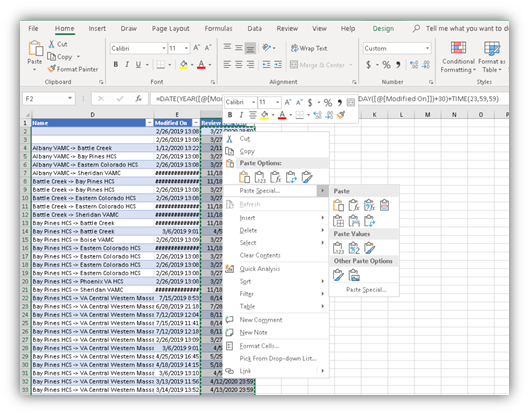
1. Select **Results**, then **Export TSAs** as **Static Worksheet**.



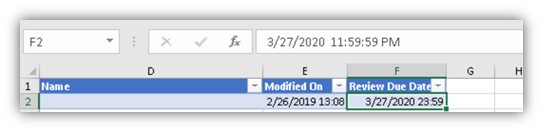
1. Download and open the excel worksheet. Add the following formula: **=DATE(YEAR([@[Modified On]])+1,MONTH([@[Modified On]]),DAY([@[Modified On]])+30)+TIME(23,59,59)** in the first empty cell below the **Review Due Date** column (F2). This should populate all cells in the **Review Due Date** column.



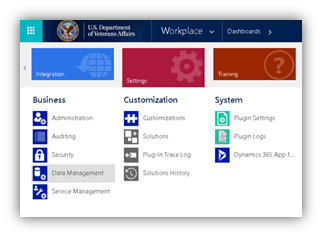
1. Copy all the cells in the **Review Due Date** column (excluding the **Review Due Date** header). Then, replace these cells by pasting as Value. **NOTE: THE IMPORT WILL FAIL IF THE FORMULAS ARE NOT REPLACED WITH VALUES VIA THIS STEP.**



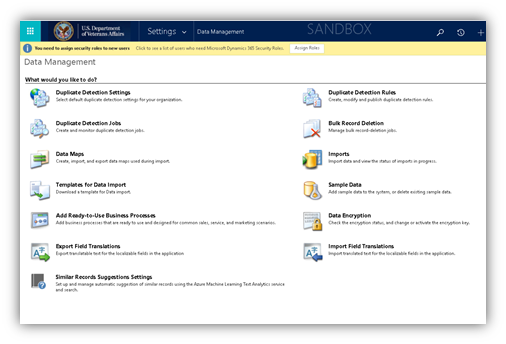
1. Verify that all the cells in the **Review Due Date**column have now been replaced with the date Value. Save the file.



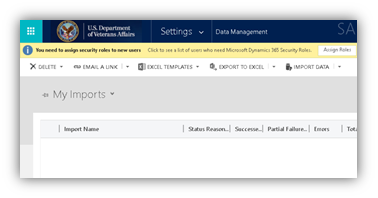
1. In the TMP Site Map, got to Settings à Data Management



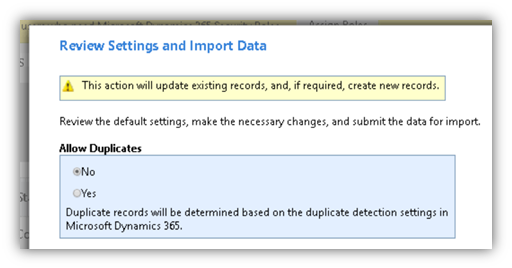
1. Select **Imports**.



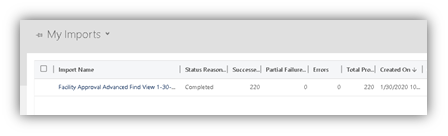
1. Select **Import Data**.



1. Step through the wizard. When you arrive at the below page, ensure that **Allow Duplicates** is set to **No**. Click Submit.



1. Confirm that the Data Import was able to successfully import all records.



## VEIS Deployment Instructions

Supported Browser

Internet Explorer (version 11) is the currently supported and tested browser at the time of this document for Kudu. Although other browsers such as Edge may work, it is not fully tested and may have some features that only work in Internet Explorer.

Pre-Requisites

“**ihs-lob-prod-tmp.zip**” file is required for deployment. It is included in the “**Release 4.8.0**” folder located on SharePoint ([here](https://dvagov.sharepoint.com/sites/OITEPMOTMP3/Shared%20Documents/Forms/AllItems.aspx?viewid=da348dfd%2Def61%2D4274%2Daede%2D309dab097636&id=%2Fsites%2FOITEPMOTMP3%2FShared%20Documents%2FDeployment%20Code%20Files%2FRelease%204%2E8%2E0)).

Links to Kudu for Load-Balanced Production Azure Web Apps

**IHS-LOB-PROD-TMP-EAST**

https://ihs-lob-prod-tmp-east.scm.prod.vaec.va.gov/DebugConsole

￼**IHS-LOB-PROD-TMP-SOUTH**

https://ihs-lob-prod-tmp-south.scm.prod.vaec.va.gov/DebugConsole

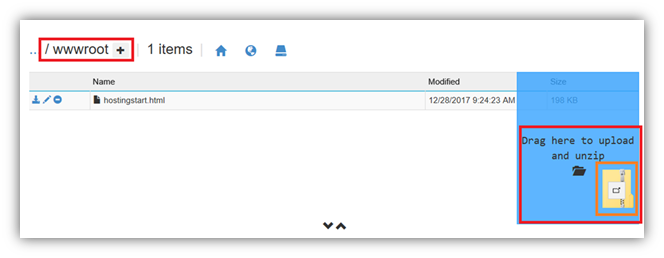
￼Page Break

Deployment Steps

This section provides how to deploy the VEIS Component Web App code (.zip file) to the corresponding Azure Web App in the Production Environment.

Note*: These steps are how to deploy***one***Azure Web App. There is a total of***two***Azure Web Apps. These steps must be implemented***twice***in total.*

1. Open Internet Explorer and navigate to the named Production Azure Web App resource via the Azure Portal (see “Links to Kudu for both Load-Balanced Production Web Apps” for resource names).
2. Stop the Service.
3. Navigate to the Azure Web App’s Kudu Console using the provided URL (see “Links to Kudu for both Load-Balanced Production Web Apps”).
4. Once in Kudu, navigate to **/wwwroot**.
5. On the computer, open File Explorer and navigate to the location of the “**ihs-lob-prod-tmp.zip**” file.
6. Drag the zip file from File Explorer over to the right-hand side of the table displayed in the Kudu Console. A logo “Drag here to upload and unzip” will display. Drop the zip file on top of this logo.



The contents will automatically unzip and overwrite everything located at **/wwwroot**.

1. Navigate back to the Production Azure Web App resource via the Azure Portal and Start the Service.

# Appendix B – O&M Backout and Rollback Plan

## Backout/Rollback Plan

As a safeguard approach, an **on-demand backup** of the Production Dynamics instance must be taken.

1. Browse directly to the instance picker URL <https://port.crm9.dynamics.com/G/Instances/InstancePicker.aspx?Redirect=True> and sign in with System Administrator.
2. Click the **Backup & Restore** tab and navigate to either the new **Power Platform admin center**or use the **old backup and restore page**.
3. Select the **VA TMP Prod**instance and click on **New backup**to create a backup.

Please refer to the link <https://docs.microsoft.com/en-us/dynamics365/admin/backup-restore-instances> for additional details, in case a restore would be needed.

In a scenario where Production instance has to be restored, please ensure that the instance is restored to the settings as depicted in the image below (*this is what Production instance has today*):

