

Telehealth Management Platform Deployment, Installation, Back-Out, and Rollback Guide



Jan 2021

Department of Veterans Affairs

Office of Information and Technology (OI&T)

Revision History

Date	Version	Description	Author
April 29, 2022	7.1	Renamed release 4.9.0.10 to <FUTURE RELEASE>	Murthy Puvvada/ TMP Developer
Jan 11, 2021	7.0	Added URL to CRM code and deployment instructions for VVS version upgrade	Shannon Utting/TMP PMO Team
September 25, 2020	6.0	Added URL to CRM code and deployment instructions for combined releases TMP 4.8.1 and 4.8.2.	Shannon Utting/TMP PMO Team
August 4, 2020	5.0	Updated Deployment Date for TMP VistA Patch SD*5.3*754.	Shannon Utting/TMP PMO Team
June 19, 2020	4.0	Added URL to CRM code and deployment instructions for TMP 4.8.0.	Shannon Utting/TMP PMO Team
June 18, 2020	3.0	Added URL to CRM code and deployment instructions for TMP 4.6.10 (Hotfix 10)	Shannon Utting/TMP PMO Team
June 17, 2020	2.9	Updated Deployment Date for TMP VistA Patch SD*5.3*746v1.	Shannon Utting/TMP PMO Team
May 27, 2020	2.8	Added Deployment instructions for TMP VistA Patch SD*5.3*746v1.	Shannon Utting/TMP PMO Team
May 27, 2020	2.7	Added URL to CRM code and deployment instructions for TMP 4.6.9 (Hotfix 9)	Shannon Utting/TMP PMO Team
May 13, 2020	2.6	TMP D365 Product Upgrade Wave 1	Shannon Utting/TMP PMO Team
May 6, 2020	2.5	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 8.	Shannon Utting/TMP PMO Team
April 3, 2020	2.4	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 7.	Shannon Utting/TMP PMO Team
March 26, 2020	2.3	Added Deployment instructions for TMP VistA Patch SD*5.3*714v4.	Shannon Utting/TMP PMO Team
January 21, 2020	2.2	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 6.	Shannon Utting/TMP PMO Team
November 25, 2019	2.1	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 5.	Shannon Utting/TMP PMO Team
November 19, 2019	2.0	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 4.	Shannon Utting/TMP PMO Team
November 6, 2019	1.9	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 3.	Shannon Utting/TMP PMO Team
October 25, 2019	1.8	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 2.	Shannon Utting/TMP PMO Team
September 30, 2019	1.7	Added URL to CRM code and deployment instructions for TMP 4.6 Hotfix 1.	Shannon Utting/TMP PMO Team

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 Combined Releases 4.8.1 and 4.8.2, 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, 3, 4 and 5 illustrate the systems interfacing with TMP.

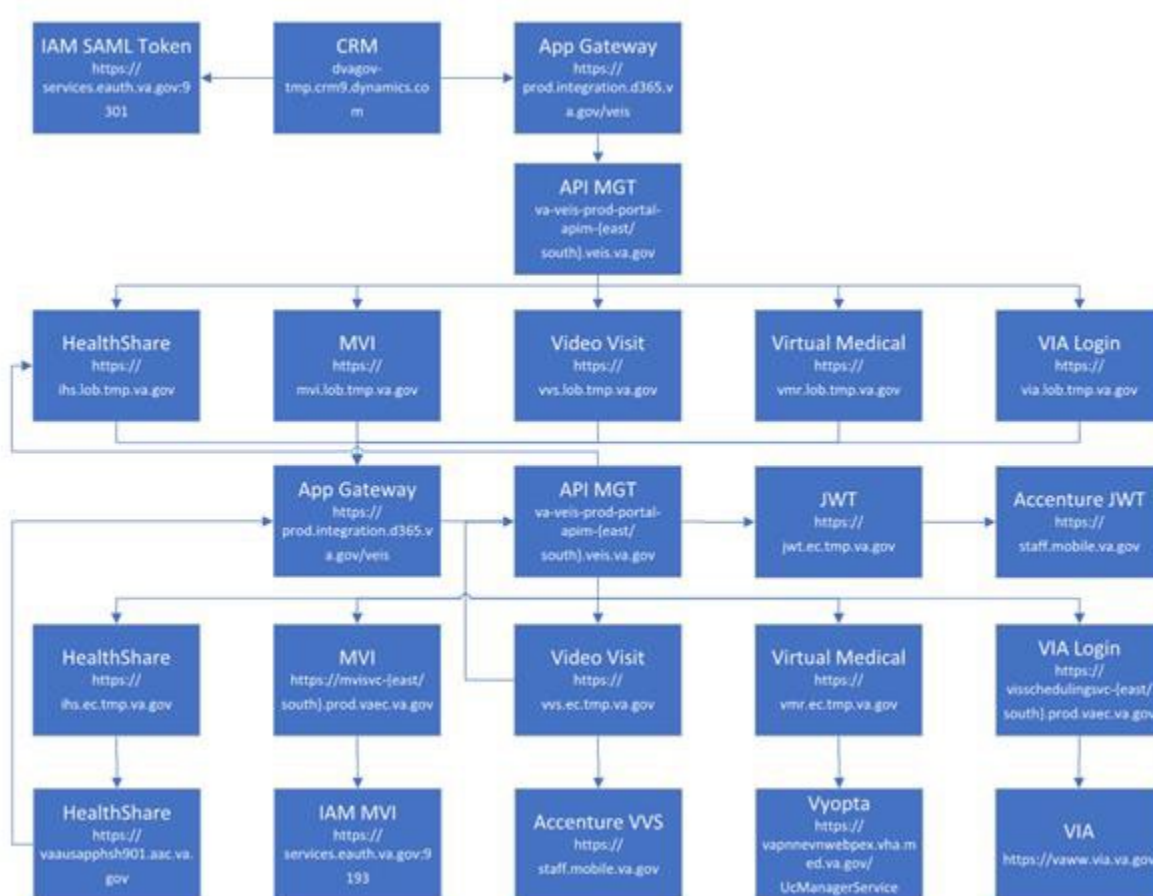


Figure 1: TMP/VEIS (LOB & EC) Environment Mapping

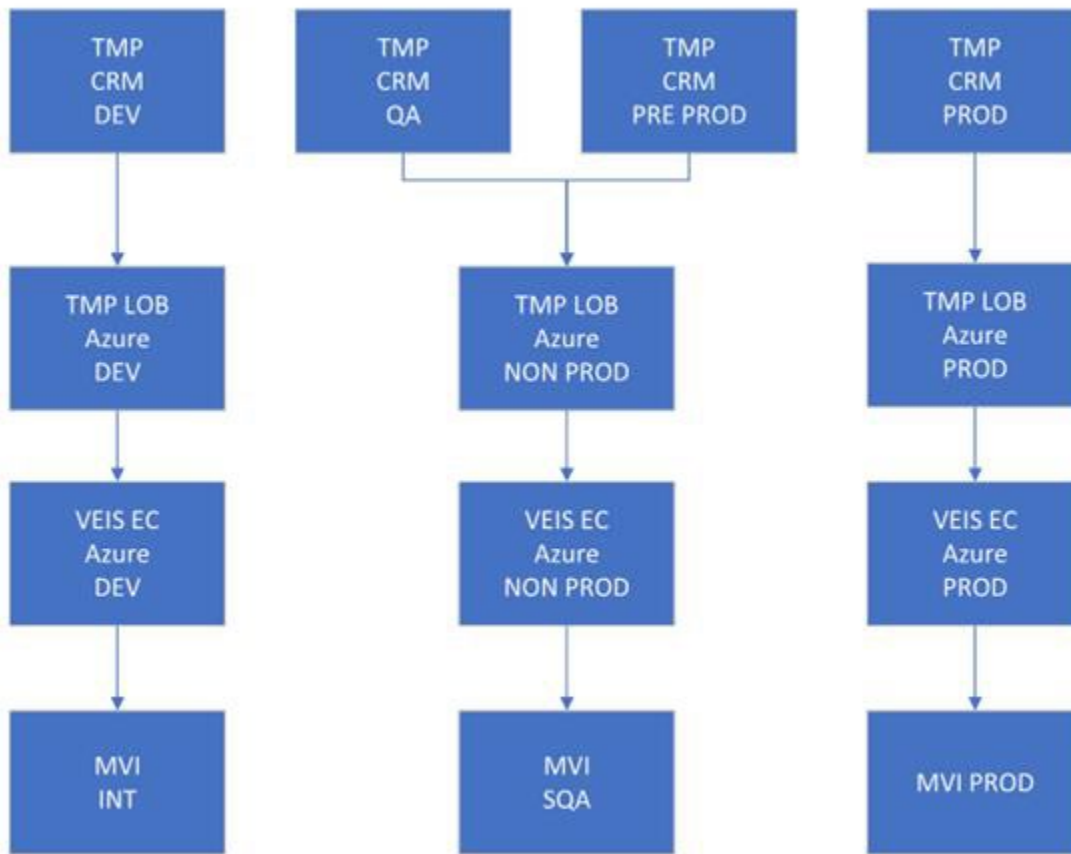


Figure 2: TMP/VEIS/MVI Environment Mapping

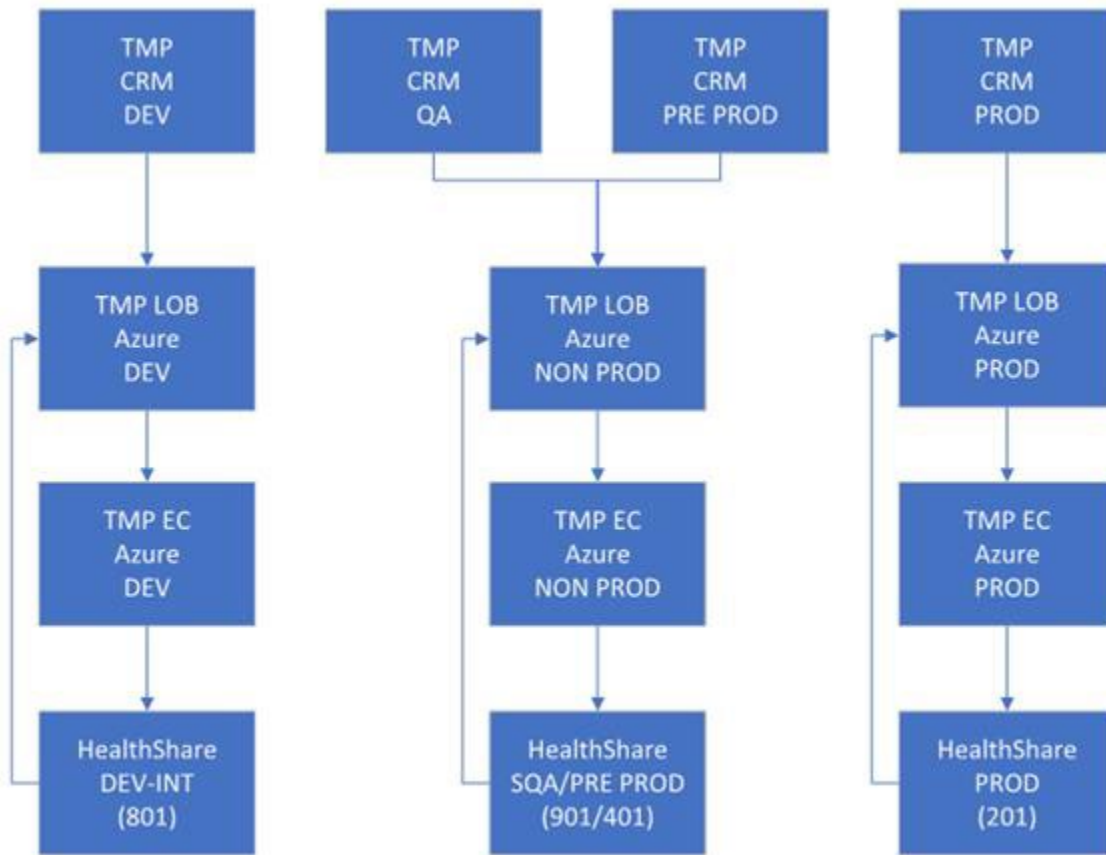
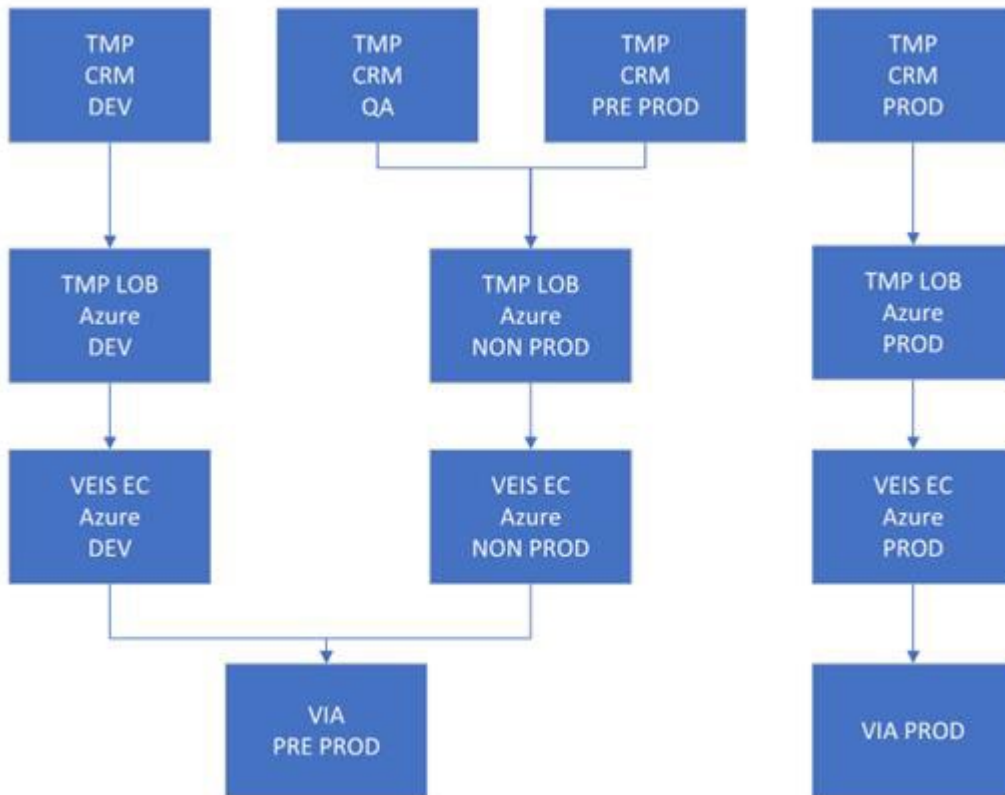


Figure 3: TMP/VEIS/ HealthShare Environment Mapping



TMP/VEIS/VVS Environment Mapping

Figure 4:

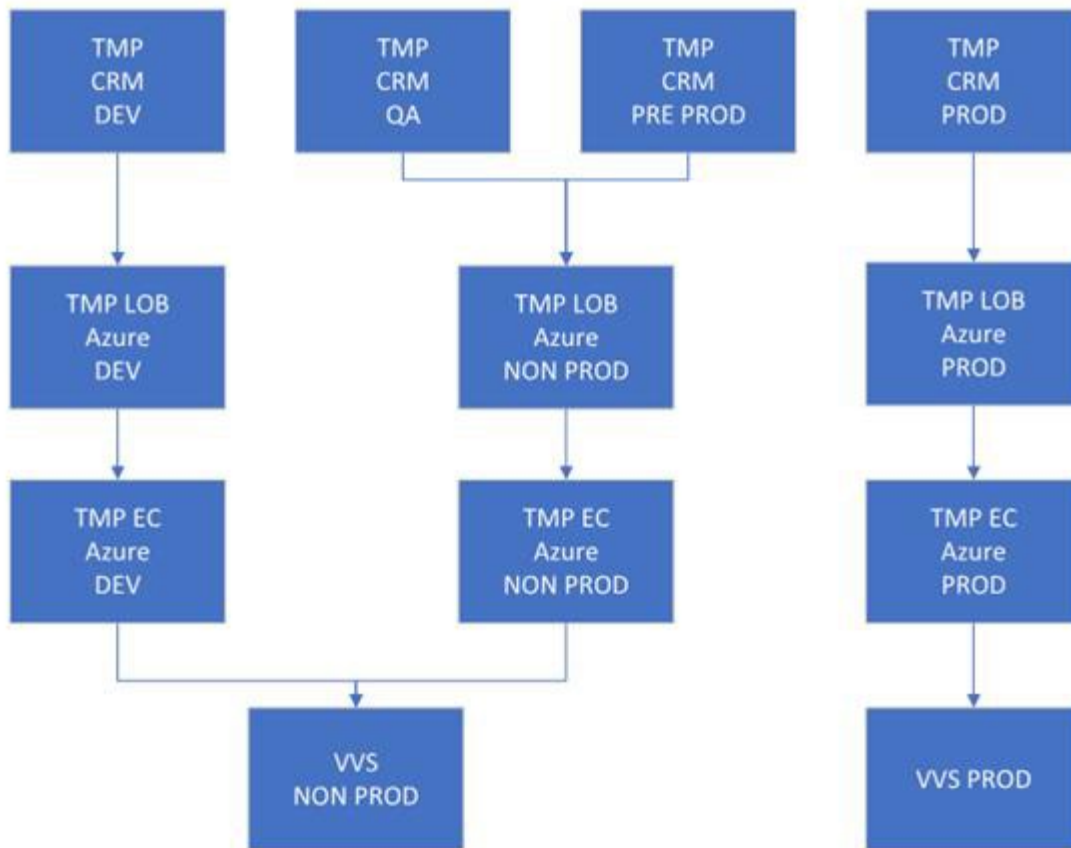


Figure 5:

TMP/VEIS/VVS 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 Release
	O&M Team and Development Team	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	TMP Release
	Enterprise Operations (EO)	Deployment	Test for operational readiness	TMP Release
	O&M Team	Deployment	Execute deployment	TMP Release
	O&M Team and Development Team	Installation	Plan and schedule installation	TMP Release

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
	O&M Team/Hosting Team	Installation	Ensure authority to operate and that certificate authority security documentation is in place	TMP Release
	O&M Team/Hosting Team	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	TMP Release
	Training	Installations	Coordinate training	TMP Release
	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 Release

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
D365 Product Team	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Liaison between the project teams and team members to capture incidents • Submit incident requests using the Cloud Ticket tool
Liberty Development Team	<ul style="list-style-type: none"> • Communicate with CRM Cloud Solution team to provide additional information, if necessary • Identify and submits issues to the VA project POC
Liberty Development Team	<ul style="list-style-type: none"> • 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
Liberty Development Team	Planning	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Schedule UAT testers and support
Liberty Development Team	Prepare for Deployment	<ul style="list-style-type: none"> • 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
Liberty Development Team	Prepare for Deployment	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Coordinate deployment support by maintaining the bridge and managing all involved stakeholders • Conduct UAT testing activities
Liberty Development Team	Execute Deployment	Work with O&M team to resolve issues, if necessary

Team	Phase	Role
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
O&M 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	LITS
VA Hosted (NWA) Dev	Development, Unit Testing	LITS
VA Hosted (NWA) INT	Unit Testing, Integration Testing	LITS, VA (Integration)
VA Hosted (NWA) QA	User Acceptance Testing	LITS, VA
VA Hosted (NWA) Pre- Prod	Fallback for Production	LITS, VA
VA Hosted (NWA) Prod	Production	LITS, VA

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.

- [TMP Dev](#)
- [TMP QA](#)
- [TMP Pre-Prod](#)
- [TMP Prod](#)
- Git Hub <https://github.com/department-of-veterans-affairs/crm-tmp-product>

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 Telehealth Management Platform Phase 3

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
Unit Testing Completed	8/20/2021
Software Quality Assurance Testing Completed	9/3/2021
Pre-Production Testing Completed	9/24/2021

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 Microsoft.

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 browser.

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	Office of Connected Care-Telehealth Training Team
All Sites	Data Migration	N/A	Metadata Import into Production	Liberty 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

Current TMP release 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

Current TMP release 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

Current TMP release 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 Teams 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	POC
Communication Lead <i>Scheduled</i>	Serves as the main communication and coordination POC on behalf of the application to provide regular status updates and issue escalation.	Nilesh Mandekar nilesh.mandekar@va.gov

Team Support Information	Role	POC
Functional Tester(s) <i>Scheduled</i>	Performs testing to verify that application is functioning as expected.	John Smith
Development <i>On Call</i>	Development resources are typically on-call for production deployments, unless they are required to serve as advisory resources during the release activities.	Murthy Puvvada murthy.puvvada@va.gov
VA OIT <i>On Call</i>	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 <i>On Call</i>	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 <i>Scheduled</i>	Application Support contacts are scheduled to perform Production code releases and infrastructure changes.	
Hosting Support <i>On Call</i>	Hosting Support contacts are scheduled to perform infrastructure changes or otherwise scheduled to be on call.	
Integration Partners <i>Scheduled</i>	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	TBD	TBD	All Nationwide VistA Production Sites Patch Installers
Install	TBD	TBD	All Nationwide VistA Production Sites Patch Installers
Back-Out	TBD	TBD	All Nationwide VistA Production Sites Patch Installers

Installation

4.1 Pre-installation and System Requirements

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

TMP Requirements

<https://vajira.max.gov/projects/TMP/versions/27226>

4.2 Platform Installation and Preparation

TMP ORG is backed up by a member of the team the night of 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
<a href="https://github.com/department-of-veterans-affairs/crm-tmp-code/tree/Release/Solutions/Release%20<FUTURE RELEASE>">https://github.com/department-of-veterans-affairs/crm-tmp-code/tree/Release/Solutions/Release%20<FUTURE RELEASE>

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 <FUTURE RELEASE> Deployment Instructions* (Appendix A).

4.6 Installation Verification Procedure

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

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

Notification sent to the field via email from Office of Connected Care Help Desk (OCCHD) .

Users were informed of upcoming changes on a weekly call.

4.7 System Configuration

Refer to the *TMP Combined Releases <FUTURE RELEASE> 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 of 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 – 11/26/2021

Rollback Verification Procedure

Folder	Filename
See Section 4.6	See Section 4.3

Appendix A – TMP Release Deployment Instructions

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

<https://github.com/department-of-veterans-affairs/crm-tmp-code/tree/Release/Solutions/Release%20<FUTURE RELEASE>>

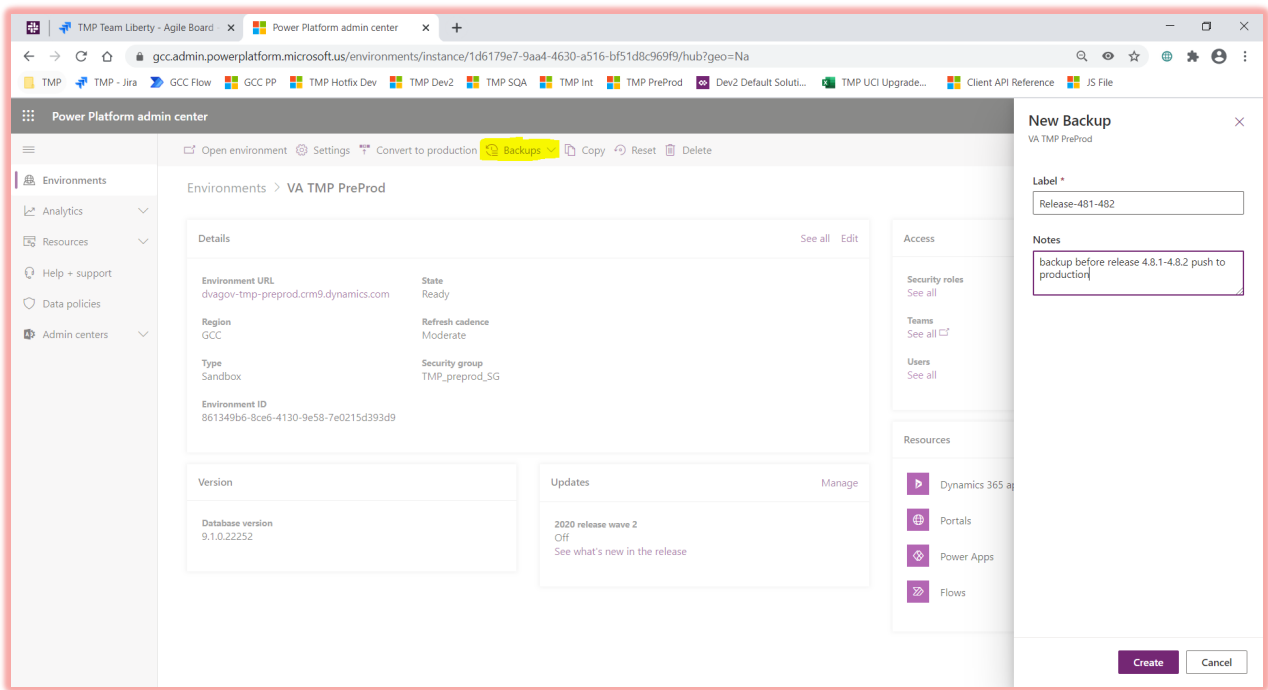
Appendix B – TMP Release Backout and Rollback Plan

Deployment, Installation, Backup, Restore Instructions for TMP Release 9/24/2021

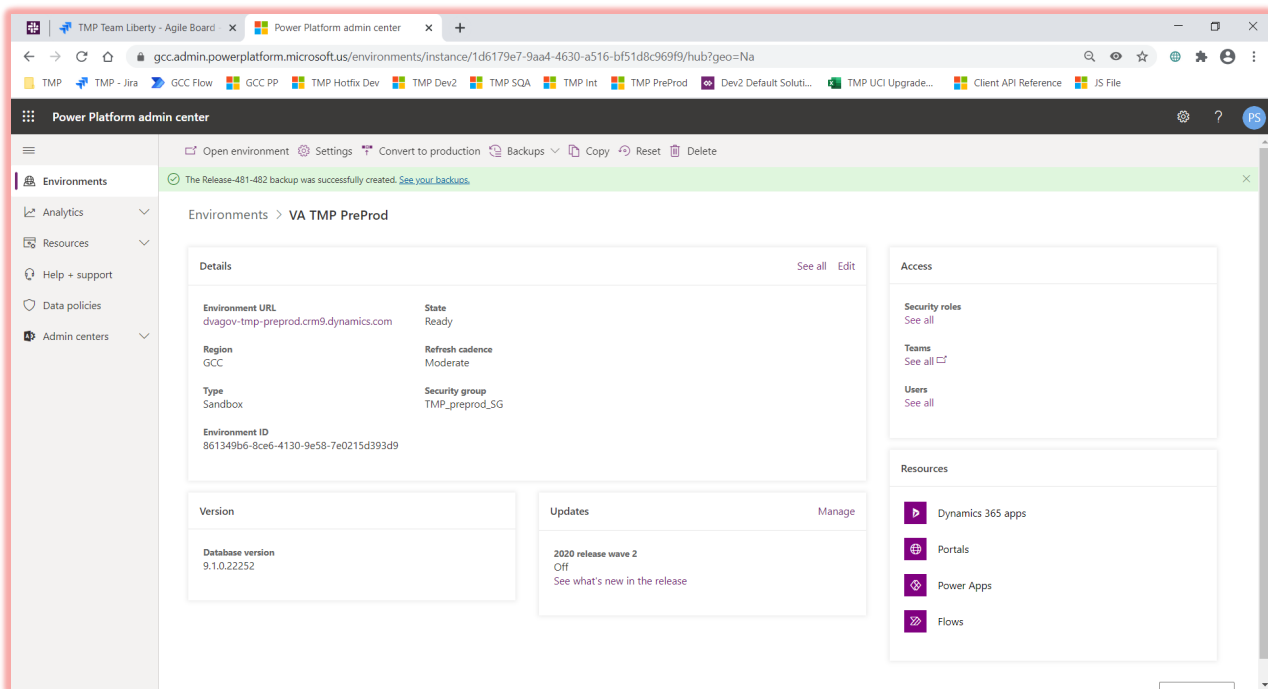
Backup:

1. Navigate to the <https://gcc.admin.powerplatform.microsoft.us/environments>
2. Select the production environment “VA TMP Prod”.

3. Create a manual backup as shown below:



4. Please wait till you see a message similar to below:



Deployment Instructions:

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


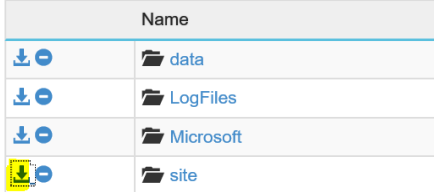
Solution Deployment:

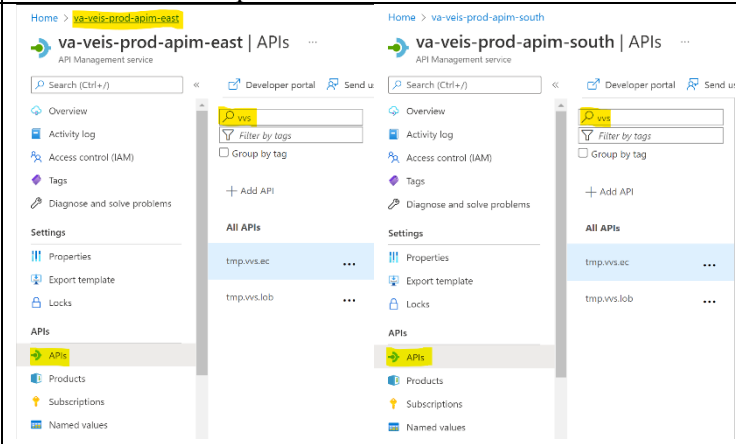
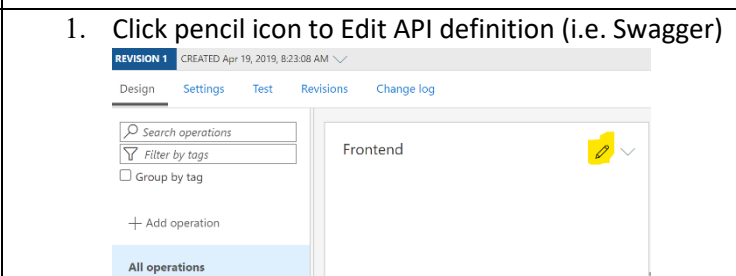
1. Download the following solutions from Github [here](#):
 - a. TMPRelease_49012_1_0_0_0.zip
2. Import the solution using [link](#) Publish all customizations **twice**.


1. Using either XrmToolKit or Plugin Registration Tool:

- a. Update the TMPPlugins assembly.
- b. Create new Steps for 2 new Plugins: McsGroupResourceCreatePreStage and McsGroupResourceDeletePostStage
 - i. McsGroupResourceCreatePreStage
 1. Message Event: Create
 2. Entity: Group Resource
 3. Execution Pipeline: Pre-operation
 4. Execution Method: Synchronous
 - ii. McsGroupResourceDeletePostStage
 1. Message Event: Delete
 2. Entity: Group Resource
 3. Execution Pipeline: Pre-operation
 4. Execution Method: Synchronous
 5. Pre-Image
 - a. Image Name: pre
 - b. Image Entity Alias: pre
 - c. Image Attributes: mcs_relatedresourcegroupid, mcs_relatedresourceid, mcs_type
- c. Updated Step for ParticipatingSiteUpdatePreStage
 - i. Added Pre-Image
 1. Image Name: pre
 2. Image Entity Alias: pre
 3. Image Attributes: cvt_scheduleable, cvt_warningtype

2. API deployment

1. 1.	Log into https://portal.azure.us in IE	
2.	Go to App Services and find the relevant LOB/EC for the subscription you are deploying to	SQA: ihs-lob-qa-tmp; vvs-lob-qa-tmp; vvs-ec-qa.tmp; mvi-lob-dev-tmp PPD: ihs-lob-nprod-tmp; vvs-lob-nprod-tmp; vvs-ec-nprod-tmp; mvi-lob-nprod-tmp PROD EAST: ihs-lob-prod-tmp-east; vvs-lob-prod-east; vvs-ec-prod-east; mvi-lob-prod-tmp-east PROD SOUTH: ihs-lob-prod-tmp-south; vvs-lob-prod-west; vvs-ec-prod-south; mvi-lob-prod-tmp-south
3.	Click on Get Publish Profile to download the kudu profile	
4.	Log into the App Service, then go to the command prompt and download the Site folder to create a backup	

5.	Go to the site\wwwroot\bin folder in Azure	Take a backup of the bin folder
6.	Publish from the VS -> master branch	VA.TMP.Integration.Api.HealthShare; VA.TMP.Integration.Api.VideoVisit; Ec.VideoVisit.Api VA.TMP.Integration.Api.Mvi
10.	In the Azure Portal, stop and start the app service	
11.	In the App Service Configuration Section add a new Setting. Repeat for both East and South Regions. NOTE: This is a one-time step to be followed. Save changes once they are created which will restart the App Service.	VVS: 1. EC: GetLoanedDevicesUri: /pgs/v1/patients/{0}/devices 2. LOB: EcGetLoanedDevicesUri: /ec/vvs/api/GetLoanedDevices IHS LOB: 1. MviOrgName: a: QA/PreProd - TMPNP B: Prod - TMP 2. MviPersonSearchUri: /lob/mvi/api/PersonSearch MVI: 1. EcUnattendedPersonSearchUri: /EC/MVIService/api/RetrievePerson
12.	Backup VVS LOB and EC APIs	
mv13.	Save Swagger definition for both LOB and EC	1. Click pencil icon to Edit API definition (i.e. Swagger) 

		<p>2. Save locally to your GFE</p>  <p>3. Repeat for both LOB and EC in both East and South Regions.</p>
14	Update the new Swagger definition	Copy and paste the info, host, basePath, schemes, securityDefinitions, and security attributes from the backup file to the new Swagger definition update. Repeat for both LOB and EC in both East and South Regions.
15.	Update the Swagger definition	Replace the existing definition with new Swagger definition containing the changes from Step 14 and click Save.

3. Migrate Data for VALD Feature

- a. Using the XrmToolKit open the Data Migration Tool.
- b. Connect to TMP Dev Environment
- c. Filter Tables to the mcs_setting Table.
- d. Filter the records to by name matching "VALD Feature".
- e. Connect to SQA as the Target Environment.
- f. Click on the Export menu and select the Data option.
- g. Select the folder in which to save the Export to.
- h. Confirm the alert message by clicking on the Yes button. Then click OK to acknowledge the notification.
- i. Click on the Import men and select the "From last exported" option.
- j. Confirm the alert message by clicking on the Yes button. Then click OK to acknowledge the notification.

Integrations Deployment (Kudu)

Manual Configuration:

Step 1: select any one of the TSA's which is approved and set the review date to 60 days from the current day for testing and save.

Step 2: Click on advance settings and navigate to email automation Entity and open the entity.

Step 3: click on the facility approval initial email for running the workflow.

Step 4: click on the run workflow.

Step 5: select the one-time trigger facility approval and add it.

Step 6: click OK and the workflow gets triggered.

Create new Integration Setting for new GetLoanedDevices Endpoint

VvsGetLoanedDevices - Saved
Integration Setting

General Related

Name	VvsGetLoanedDevices
Value	/veis/lob/vvs/api/GetLoanedDevices
	Puvvada, Murthy

create new Scheduling Package for VVC Test Call

1. Created new scheduling package -VVC Test Call Package

VVC Test Call Package - Saved
Scheduling Package - Information

Configuration Participating Sites Service Information Notes Administration Related

Details	Specialty
Provider Location Type: Clinic Based	Specialty: Vista Test
Patient Location Type: VA Video Connect/Telephone	Specialty Sub-Type: ---
Available Telehealth Modality: Clinical Video Telehealth	Other Specialty Details: ---
Group Appointment: No	Specialty Operations Manual: ---
Intra or Interfacility: Intrafacility	Alias (H.323 & SIP Dial-in): ---
Usage Type: Scheduling	
If applicable, please indicate the Hub:	Appointment Defaults
Hub: ---	Appointment Length: 15 minutes
	Start Appointments Every: 15 minutes

2. Provider Facility

Test Facility - Saved
Facility

General Facility Information Contacts Administration Related

Name: Test Facility	VISN: VA TMP Dev
Station Number: 999	Time Zone: (GMT-05:00) Eastern Time (US & Canada)
Use Vista (Intrafacility): Yes	Facility Type: Vista

3. Added provider and patient sites under Participating sites tab

Provider Sites			Patient Sites		
Warning	TMP Site	Facility	Warning	TMP Site	Facility
	Test Site VAMC (999AB)	Test Facility	Missing Clinic	Test Site VAMC (999AB)	Test Facility

4.created provider site under participating sites tab

Pro - Test Site VAMC (999AB) - Saved

Participating Site

Scheduling Package	VVC Test Call Package
Location Type	Provider
TMP Site	Test Site VAMC (999AB)
Can Be Scheduled	Yes
Warning	---

5.added resources for provider site

Pro - Test Site VAMC (999AB) - Saved

Participating Site

Name	Resource Type	User	TMP Resource	Vista IEN (TMP Re...	TMP Resource Group	Res
Adrian, James	Provider	Adrian, James				
Test Clinic @ 999AB	Vista Clinic		Test Clinic @ 999AB	9999		

6.created Patient site under participating sites tab

Pat - Test Site VAMC (999AB) - Saved

Participating Site

Scheduling Package	VVC Test Call Package
Location Type	Patient
TMP Site	Test Site VAMC (999AB)
Can Be Scheduled	Yes
Warning	Missing Clinic

7.added TMP Site details:

Test Site VAMC (999AB) - Saved

TMP Site

General **Site Information** Administration Cerner Related

Facility	* Test Facility
Parent Station Number	* 999
Station Number	* 999AB

DEA Information	
DEA Registered	* No
DEA Expiration Date	---
DEA Number	---

ED Phone Number	---
ED (Nursing Desk) Phone Number	---
ICU Phone Number	---
MRI Phone Number	---
Radiology Tech Phone Number	---

8. added related teams

Test Facility - Saved

Facility

General Facility Information Contacts Administration **Teams** Related

Show Chart New Team Add Existing Team Refresh Flow Run Report Excel Templates Export Te

Team Associated View

Team Name ↑	Type	VISN	Facility
Chief of Staff Approval Group @ Test Facility	Chief of Staff		Test Facility
FTC Approval Group @ Test Facility	FTC		Test Facility
TESTING TMP-633			Test Facility
Vista Test Service Chief Approval Group @ Test Facility	Service Chief		Test Facility

9. added new service.

VVC Test Call Package - Saved

Service

General **Required Resources** Related

Name	* VVC Test Call Package	Initial Status Reason	* Pending
Description	---		

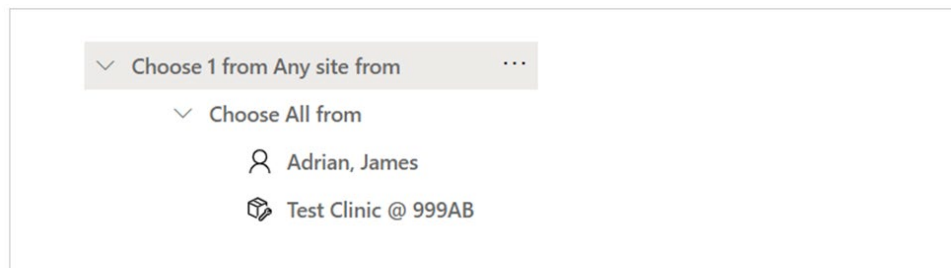
Scheduling	
Default Duration	15 minutes
Start Activities Every	15 minutes
Beginning At	8:00 AM

10. added required resources.

VVC Test Call Package - Saved

Service

General Required Resources Related



- Migrate the integration settings record where name is VVSLoanedDevices

11. For Patient search, Use XrmToolbox tool bulk updater to update all Patient records to have a new field updated with Lastname+ SSN. To do this use the below fetchxml, and use the option set Touch 'last name' on all record.

Select 'include all records returned'

```
<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">
  <entity name="contact">
    <attribute name="fullname" />
    <attribute name="telephone1" />
    <attribute name="contactid" />
    <order attribute="fullname" descending="false" />
  </entity>
</fetch>
```

12. For Appointment search, Use XrmToolbox tool bulk updater to update all Patient records to have a new field updated with Lastname+ SSN. To do this use the below fetchxml, and use the option set Touch on 'customers' all record.

Select 'include all records returned'

```
<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">
  <entity name="serviceappointment">
    <attribute name="subject" />
    <attribute name="scheduledstart" />
    <attribute name="resources" />
    <order attribute="createdon" descending="true" />
  </entity>
</fetch>
```

13. For Reserve Resource search, Use XrmToolbox tool bulk updater to update all Patient records to have a new field updated with Lastname+ SSN. To do this use the below fetchxml, and use the option set Touch on 'optionalattendees' all record.

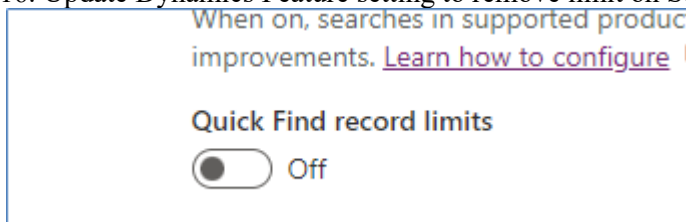
Select 'include all records returned'

```
<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">  
<entity name="appointment">  
  <attribute name="subject" />  
  <attribute name="statecode" />  
  <attribute name="scheduledstart" />  
  <attribute name="scheduledend" />  
  <attribute name="instancetypecode" />  
  <attribute name="cvt_site" />  
  <attribute name="cvt_serviceactivityid" />  
  <attribute name="activityid" />  
  <order attribute="createdon" descending="true" />  
</entity>  
</fetch>
```

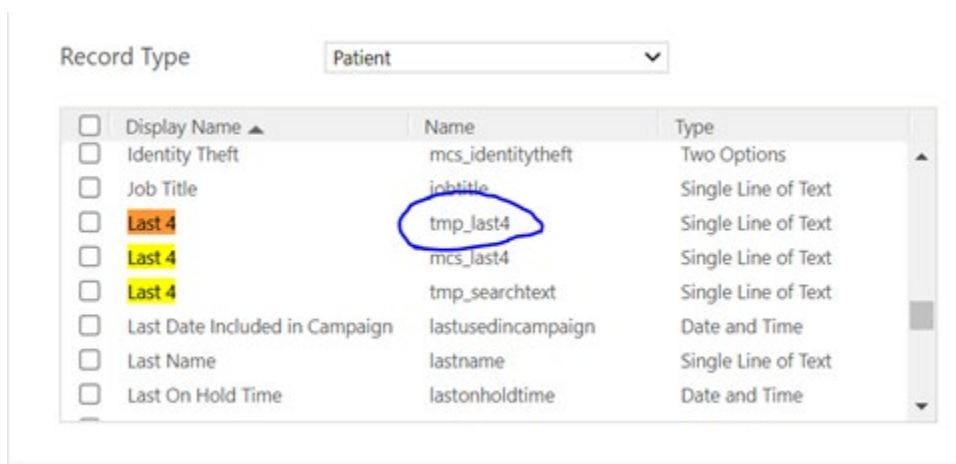
14. Update System Settings to include appointments and Reserve resources as part of the global search. We can remove Archived Agreements and Leads from the search list.

15. Check for Duplicate buttons on Appointment, and Reserve resource list, form

16. Update Dynamics Feature setting to remove limit on Search result set



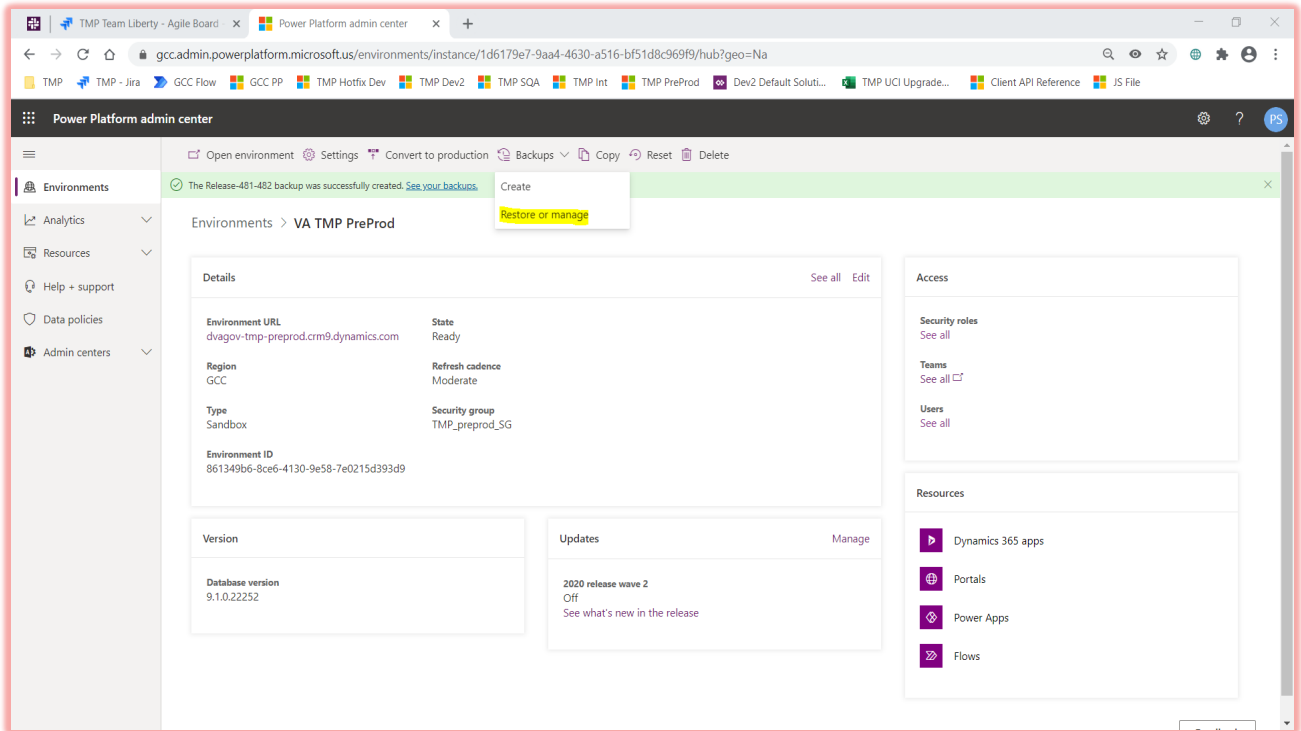
17. Delete the Last 4(tmp_last4) field in patient entity. Kindly make sure the right field is deleted as there are 2 other fields with the same display name of 'Last 4'.



18. Appointments -> Update 'Appointment Advanced Find View' to add 'Last 4' and remove 'Last 4(regarding)'

Restore

1. Navigate to the <https://gcc.admin.powerplatform.microsoft.us/environments>
2. Select the production environment “VA TMP Prod”.
3. Select Restore or manage under “Backups” link:



4. Select the backup created in Backup step #1 -> Click Restore

The screenshot shows the Power Platform admin center interface. The breadcrumb navigation is "Environments > VA TMP PreProd > Backups". Below the navigation, there is a "System" section with a "Manual" link. A table lists the following backup entries:

Created on	Label	Notes	Created by	Expires On
09/29/2020 12:15:03 PM	Release-481-482	backup before release 4.8.1-4.8.2 push L...	Murthy.Puvvada@va.gov	10/06/2020 12:15:03 PM
09/23/2020 1:34:10 PM	Backup before Release481-482 push	Backup before Release481-482 push	Murthy.Puvvada@va.gov	09/30/2020 1:34:09 PM