

**Medical Care Collection Fund (MCCF) Electronic Data
Interchange (EDI) Transaction Applications Suite
(TAS) ePharmacy Build 1**

E Claims Management Engine BPS*1.0*21

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

Version 1.0



August 2017

**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
April 2017	1.0	Initial Version	REDACTED

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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1 Introduction

This document describes how to deploy and install the BPS*1.0*21 and how to back-out the product and rollback to a previous version or data set.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the BPS*1.0*21 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

BPS*1.0*20 must be installed **before** BPS*1.0*21.

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

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

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
1	VA OI&T, VA OI&T Health Product Support & PMO (Leidos)	Deployment	Plan and schedule deployment (including orchestration with vendors)	Planning
2	Local VAMC and CPAC processes	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	Planning
3	Field Testing (Initial Operating Capability - IOC), Health Product Support Testing & VIP Release Agent Approval	Deployment	Test for operational readiness	Testing
4	Health product Support and Field Operations	Deployment	Execute deployment	Deployment
5	Individual Veterans Administration Medical Centers (VAMCs)	Installation	Plan and schedule installation	Deployment

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
6	VIP Release Agent	Installation	Ensure authority to operate and that certificate authority security documentation is in place	Deployment
7	N/A for this patch as we are using only the existing VistA system	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	
8	VA's eBusiness team	Installations	Coordinate training	Deployment
9	VIP release Agent, Health Product Support & the development team	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	Deployment
10	No changes to current process – we are using the existing VistA system	Post Deployment	Hardware, Software and System Support	Warranty

3 Deployment

The deployment is planned as a national rollout.

This section provides the schedule and milestones for the deployment.

3.1 Timeline

The duration of deployment and installation is 30 days, as depicted in the master deployment schedule¹.

3.2 Site Readiness Assessment

This section discusses the locations that will receive the BPS*1.0*21 deployment.

3.2.1 Deployment Topology (Targeted Architecture)

This patch BPS*1.0*21 is to be nationally released to all VAMCs.

3.2.2 Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are: TBD

- These sites will not be defined here until the sites have each signed a Memorandum of Understanding (MOU) and testing is complete as sometimes a site has to stop testing prior to the end of IOC.

¹ Project schedule (right click and select open hyperlink to access) REDACTED

Upon national release all VAMCs are expected to install this patch prior to or on the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Table 2: Site Preparation

Site/Other	Problem/Change Needed	Features to Adapt/Modify to New Product	Actions/Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Table 3: Facility-Specific Features

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Table 4: Hardware Specifications

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

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.

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Table 5: Software Specifications

Required Software	Make	Version	Configuration	Manufacturer	Other
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Required Software	Make	Version	Configuration	Manufacturer	Other
Fully patched E Claims Management Engine package within VistA	N/A	1.0	N/A	N/A	N/A
BPS*1.0*20	N/A	Nationally released version	N/A	N/A	N/A

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.

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the “Patch Tracking” message in Outlook to communicate with the ePharmacy eBusiness team, the developers, and product support personnel.

3.3.4.1 Deployment/Installation/Back-Out Checklist

The Release Management team will deploy the patch BPS*1.0*21, which is tracked nationally for all VAMCs in the NPM in Forum. Forum automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in Forum to identify when and by whom the patch was installed in the VistA production at each site. A report can also be run to identify which sites have not currently installed the patch in their VistA production system.

Therefore, this information does not need to be manually tracked in the chart below.

Table 6: Deployment/Installation/Back-Out Checklist

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Pre-installation and System Requirements

BPS*1.0*21, a patch to the existing VistA E Claims Management Engine (ECME) 1.0 package, is installable on a fully patched M(UMPS) VistA system and operates on the top of the VistA environment provided by the VistA infrastructure packages. The latter provides utilities which communicate with the underlying operating system and hardware, thereby providing ECME independence from variations in hardware and operating system.

4.2 Platform Installation and Preparation

Refer to the BPS*1.0*21 documentation on the National Patch Module (NPM) in Forum for the detailed installation instructions. These instructions would include any pre-installation steps if applicable.

4.3 Download and Extract Files

Refer to the BPS*1.0*21 documentation on the NPM to find related documentation that can be downloaded. BPS*1.0*21 will be transmitted via a PackMan message and can be pulled from the NPM. It is not a host file, and therefore does not need to be downloaded separately.

4.4 Database Creation

BPS*1.0*21 modifies the VistA database. All changes can be found on the NPM documentation for this patch.

4.5 Installation Scripts

No installation scripts are needed for BPS*1.0*21 installation.

4.6 Cron Scripts

No Cron scripts are needed for BPS*1.0*21 installation.

4.7 Access Requirements and Skills Needed for the Installation

The following staff will need access to the PackMan message containing the BPS*1.0*21 patch or to Forum's NPM for downloading the nationally released BPS*1.0*21 patch. The software is to be installed by each site's or region's designated VA OI&T IT OPERATIONS SERVICE, Enterprise Service Lines, Vista Applications Division².

4.8 Installation Procedure

Refer to the BPS*1.0*21 documentation on the NPM for detailed installation instructions.

4.9 Installation Verification Procedure

Refer to the BPS*1.0*21 documentation on the NPM for detailed installation instructions. These instructions include any post installation steps if applicable.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

² "Enterprise service lines, VAD" for short. Formerly known as the IRM (Information Resources Management) or IT support.

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

A decision to back out could be made during site Mirror Testing, Site Production Testing, or after National Release to the field (VAMCs). The best strategy decision is dependent on the stage of testing during which the decision is made.

5.1.1 Mirror Testing or Site Production Testing

If a decision to back out is made during Mirror Testing or Site Production Testing, a new version of the patch can be used to restore the build components to their pre-patch condition.

5.1.2 After National Release but During the Designated Support Period

If a decision to back out is made after national release and within the designated support period, a new patch will be entered into the National Patch Module in Forum and will go through all the necessary milestone reviews, etc. as a patch for a patch. This patch could be defined as an emergency patch, and it could be used to address specific issues pertaining to the original patch or be used to restore the build components to their original pre-patch condition.

5.1.3 After National Release and Warranty Period

After the support period, the VistA Maintenance Program would produce the new patch, either to correct the defective components or restore the build components to their original pre-patch condition.

5.2 Back-Out Considerations

Changes implemented with BPS*1.0*21 can be backed out in their entirety on an enhancement-by-enhancement basis. Either could be accomplished via a new version of BPS*1.0*21 if before national release or a new patch if after national release.

5.2.1 Load Testing

N/A. The back-out process would be executed at normal, rather than raised job priority, and is expected to have no significant effect on total system performance. Subsequent to the reversion, the performance demands on the system would be unchanged.

5.2.2 User Acceptance Testing

Concerning the Default item number to 1.1 when only one reject is listed on the ECME User Screen user story, the following acceptance criteria should be anticipated:

- When only one reject is listed on the ECME User Screen, the item number value of 1.1 is defaulted at the Select Item prompt for all ECME User Screen actions listed in the userstory.

Concerning the Default item number 1 when only one patient is listed on the ECME User Screen user story, the following acceptance criteria should be anticipated:

- When only one patient is listed on the ECME User Screen, the item number value of 1 is defaulted at the Select Item prompt for all ECME User Screen actions listed in the userstory.

Concerning the NCPDP Field Definition – Provider Name user story, the following acceptance criteria should be anticipated:

- Confirm that the BPS NCPDP FIELD DEFS file includes the Provider First Name and Provider Last Name fields.

Concerning the NCPDP Field Definition – Product ID user story, the following acceptance criteria should be anticipated:

- Confirm that the BPS NCPDP FIELD DEFS file includes the Original Manufacturer Product ID and the Original Manufacturer Product ID Qualifier fields.

Concerning the NCPDP Field Definition – Edits user story, the following acceptance criteria should be anticipated:

- Confirm that the BPS NCPDP FIELD DEFS file reflects the NCPDP name for the fields listed in the user story.

Concerning the NCPDP ECL Updates user story, the following acceptance criteria should be anticipated:

- VistA ECME input fields accept the correct ECL values.
- VistA ECME stores permanently ePharmacy claim data.
- All ECME screens display the ECL values published after E7 October 2015.
- All ECME reports print the correct ECL values transmitted on the ePharmacy claims, as applicable.
- VistA ECME sends ePharmacy claim data using the NCPDP ECL values published on/after January 2016.
- VistA ECME receives an acknowledgement that the claim has been processed without any rejects related to the updated ECL updates.
- VistA ECME continues to display all rejects to the user.
- The new reject codes are displayed on the ECME User Screen correctly.
- Descriptions for the new and/or updated reject codes display on the ECME User Screen correctly.

Concerning the Prevent OPECC Entering Submission Clarification user story, when the OPECC performs the Resubmit w/Edits action, restrict the ability to edit the Submission Clarification Code if any of the below criteria exist.

1. If a prescription has an unresolved Reject code 79 (Refill Too Soon) or Reject code 88 DUR (Drug Utilization Review).
2. If a prescription has a resolved Reject code 79 (Refill Too Soon) or Reject code 88 DUR (Drug Utilization Review) for the most recent transaction.
3. If a prescription has a pending reject on the pharmacist's worklist (Note: Reject Resolution Required rejects and Transfer Rejects are set up locally and may vary on the worklist).

The following acceptance criteria should be anticipated:

- If prescription falls into one of the three criteria, then the system should display the message and not allow OPECC to update the Submission Clarification Code using the RED Resubmit w/Edits action.
- Assure that the OPECC can edit the Submission Clarification Code using the RED Resubmit w/Edits action for prescriptions when the prescription does not meet the criteria.
- Assure that the Pharmacists can update the Submission Clarification Code at all times (the Pharmacists' ability to enter/edit the codes should not be changed).

- Assure the OPECC cannot edit the Submission Clarification Code when using the RED Resubmit w/Edits action and there are multiple reject codes, one of which fits this criteria and one does not fit the criteria.
- The OPECC should be able to edit other existing fields within the RED Resubmit e/Edits actions if the prescription falls into the three criteria.
- Assure the OPECC can edit the Submission Clarification Code when using the RED Resubmit w/Edits action and there are multiple reject codes, none of which meet the criteria.

Concerning the Change ECME screen for comments on prior transaction user story, the following acceptance criteria should be anticipated:

- When a claim is resubmitted, the main screen of the ECME User Screen will automatically display a message of “Prior comments suppressed-use CMT action for all comments” instead of displaying the comment for the previous transaction.
- The main page of the ECME User Screen will display the most current comment for the most recent transaction.
- All comments will continue to be available on other screens (no change).
- If no comments have been entered (prior or current) the message “Prior comments suppressed-use CMT action for all comments” does not display.

5.3 Back-Out Criteria

It may be decided to back out this patch if the project is canceled, the requested changes implemented by BPS*1.0*21 are no longer desired by VA OI&T and the ePharmacy eBusiness team, or the patch produces catastrophic problems.

5.4 Back-Out Risks

Since the ePharmacy software is tightly integrated with external systems, any attempt at a back-out should include close consultation with the external trading partners such as the Financial Services Center (FSC) and the Health Care Clearing House (HCCH) to determine risk.

5.5 Authority for Back-Out

The order would come from: release coordinator (product support), portfolio director, and health product support. The order should be done in consultation with the development team and external trading partners such as FSC and the HCCH to determine the appropriate course of action. ePharmacy is tightly integrated with these external partners and a decision to back-out should not be made without their consultation.

5.6 Back-Out Procedure

Backing out enhancements to a VistA application is often complex. Normally, defects are repaired via a follow-up patch. The development team recommends that sites log a ticket if it is a nationally released patch. If not, the site should contact the Enterprise Program Management Office (EPMO) team directly for specific solutions to their unique problems.

The BPS*1.0*21 patch contains the following build components:

- Routines
- File entries in the files BPS NCPDP FIELD DEFS (#9002313.91), BPS NCPDPREJECT CODES (#9002313.93), and BPS CLARIFICATION CODES (#9002313.25)

- Data Dictionary Changes

While the VistA KIDS installation procedure allows the installer to back up the modified routines using the 'Backup a Transport Global' action, the back-out procedure for global, data dictionary and other VistA components is more complex and requires issuance of a follow-up patch to ensure all components are properly removed and/or restored. All software components (routines and other items) must be restored to their previous state at the same time and in conjunction with the restoration of the data.

Please contact the EPMO team for assistance since this installed patch contains components in addition to routines.

5.7 Back-out Verification Procedure

Successful back-out is confirmed by verification that the back-out patch was successfully installed.

6 Rollback Procedure

Rollback pertains to data. The only data changes in this patch are specific to the operational software and platform settings. These data changes are covered in the Back-out procedures detailed elsewhere in this document.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.