Deployment, Installation, Back-Out, and Rollback Guide

Medical Care Collection Fund (MCCF) Electronic Data Interchange (EDI) Transaction Applications Suite (TAS) Phase 2

eInsurance IB*2.0*602

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Revision History

Date	Version	Description	Author
3/4/2019	1.3	IOC -Exit Updated cover page to reflect we are now in Phase 2 not Phase 1, added test sites, and corrected a missing word in section 5.2.2	REDACTED
1/31/2019	1.2	Updating for Tech Writer Review	REDACTED
12/12/2019	1.1	IOC – Entry (updated again)	REDACTED REDACTED
04/06/2018	1.0	IOC – Entry (was shelved for IOC testing at a later date)	REDACTED
March 2018	0.1	Initial Version - Draft	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 of these activities. Its purpose is to provide clients, stakeholders, and support personnel a smooth transition to the new product or software. This document should be structured to reflect the application of these procedures to either a single site or to multiple sites.

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 IB*2.0*602 patch 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 IB*2.0*602 will be deployed and installed, as well as how the patches are 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

The following patches must be installed **before** IB*2.0*602:

- IB*2*621

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

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
5	Individual Veterans Affairs Medical Centers (VAMCs)	Installation	Plan and schedule installation	Deployment
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	N/A
8	VA's eBusiness team	Installation	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 deployment and installation is scheduled to run for 30 days, as depicted in the master deployment schedule[1].

3.2 Site Readiness Assessment

This section discusses the locations that will receive the IB*2.0*602 deployment.

3.2.1 Deployment Topology (Targeted Architecture)

This patch IB*2.0*602 is to be nationally released to all VAMCs.

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

3.2.2 Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are:

- REDACTED

Upon national release all VAMCs are expected to install this patch within the compliance dates.

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
Fully patched Integrated Billing package within VistA	N/A	2.0	N/A	N/A	N/A
IB*2*621	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 eBusiness eInsurance sub-team, the developers, and product support personnel.

3.3.4.1 Deployment/Installation/Back-Out Checklist

The Release Management team will deploy the patch IB*2.0*602, which is tracked in the National Patch Module (NPM) in Forum, nationally to all VAMCs. 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 systems. 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
Back-Out	N/A	N/A	N/A

4 Installation

4.1 Pre-installation and System Requirements

IB*2.0*602, a patch to the existing VistA Integrated Billing 2.0 package, is installable on a fully patched M(UMPS) VistA system and operates on top of the VistA environment provided by the VistA infrastructure packages. The latter provides utilities which communicate with the underlying operating

system and hardware, providing Integrated Billing independence from variations in hardware and operating system.

4.2 Platform Installation and Preparation

Refer to the IB*2.0*602 documentation on the National Patch Module (NPM) on Forum for the detailed installation instructions. These instructions will include any pre installation steps if applicable.

4.3 Download and Extract Files

Refer to the IB*2.0*602 documentation on the NPM to find the location of related documentation that can be downloaded. IB*2.0*602 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

IB*2.0*602 does NOT modify the VistA database.

4.5 Installation Scripts

No installation scripts are needed for IB*2.0*602 installation.

4.6 Cron Scripts

No Cron scripts are needed for IB*2.0*602 installation.

4.7 Access Requirements and Skills Needed for the Installation

The following staff need access to the PackMan message containing the IB*2.0*602 patch or Forum's NPM in order to download the nationally released IB*2.0*602 patch. The software is to be installed by the sites or regions designated: VA OI&T IT OPERATIONS SERVICE, Enterprise Service Lines, and/or VistA Applications Division[2].

4.8 Installation Procedure

Refer to the IB*2.0*602 documentation on the NPM for the detailed installation instructions.

4.9 Installation Verification Procedure

Refer to the IB*2.0*602 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.

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

4.11 Database Tuning

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

5 Back-Out Procedure

Back-Out pertains to a return to the last known valid instance of operational software and platform settings.

5.1 Back-Out Strategy

Although it is unlikely, due to care in collecting, elaborating, and designing approved user stories, followed by multiple testing stages (Developer Unit Testing, Component Integration Testing, SQA Testing, and User Acceptance Testing), a back-out decision due to major issues with this patch could occur during site Mirror Testing, Site Production Testing or after National Release to the field (VAMCs). The best strategy is dependent on the stage during which the decision is made.

If during Mirror testing or Site Production Testing, a new version of a defect correcting test patch is produced, retested and successfully passes development team testing, it would be resubmitted to the site for testing. If the patch produced catastrophic problems, a new version of the patch can be used to restore the build components to their pre-patch condition.

If the defect(s) were not discovered until after national release but during the designated support period, a new patch will be entered into the National Patch Module on Forum and go through all the necessary milestone reviews etc., as a patch for a patch. It is up to VA OI&T and product support whether this new patch would be defined as an emergency patch or not. This new patch could be used to address specific issues pertaining to the original patch or could be used to restore the build components to their original pre-patch condition.

After the support period, the VistA Maintenance Program would produce the new patch, either to correct the defective components or to back-out the patch.

5.2 Back-Out Considerations

It is necessary to determine if a wholesale back-out of the patch IB*2.0*602 is needed or if a better course of action is to correct through a new version of the patch (if prior to national release) or through a subsequent patch aimed at specific areas modified or affected by the original patch (after national release). A wholesale back-out of the patch will still require a new version (if prior to national release) or a subsequent patch (after national release). If the back-out is post-release of this patch IB*2.0*602, this patch should be assigned status of “Entered in Error” in Forum’s NPM.

5.2.1 Load Testing

N/A. The back-out process if necessary is 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

1. Added the ability for a VistA user to expire all subscriber policies attached to an insurance group plan without the need to move them to another plan. The user can also choose to inactivate the plan after the expiration process has completed. A bulletin detailing the changes is sent to both

the user initiating the process and the "IB NEW INSURANCE" mail group. A new option was added, "Expire Group Plan" [IBCN EXPIRE GROUP SUBSCRIBERS] with synonym [XPIR] to the PATIENT INSURANCE MENU [IBCN INSURANCE MGMT MENU].

2. Adjusted the VistA Third Party Joint Inquiry option (TPJI) to correctly display the date of death (DoD) information in the header so it is no longer truncated when the patient name is extra-long.

3. Enhanced these Excel formatted reports to include the same identifying header information (other than "Page:" and page number) as their report formatted counterparts:

   a) "eIV Payer Link Report" [IBCNE IIV PAYER LINK REPORT]
   b) "eIV Response Report" [IBCNE IIV RESPONSE REPORT]
   c) "Insurance Buffer Activity" [IBCN OUTPUT INS BUFF ACTIVITY]
   d) "Insurance Buffer Employee" [IBCN OUTPUT INS BUFF EMPLOYEE]
   e) "Verification of No Coverage Report" [IBCN NO COVERAGE VERIFIED]
   f) "User Edit Report" [IBCN USER EDIT RPT]
   g) "Generate Insurance Company Listings" [IBCN ID DUP INSURANCE ENTRIES]
   h) "List New Not Verified Policies" [IBCN LIST NEW NOT VER]

4. Adjusted the VistA software that purges eIV related inquiries and responses to correctly calculate the earliest possible purge date to display to the user. The IIV TRANSMISSION QUEUE (#365.1) file (TQ) records linked to IIV Response File (#365) records whose "Do Not Purge" field (#365, .11) is set to "1" (Yes) will no longer be considered. Additionally, when examining IIV Response File (#365) records for purging, VistA was modified to remove responses that have a TQ pointer that points to a non-existent TQ record.

5. Adjusted the VistA software for the Fee Patient Inquiry [FBAA PATIENT INQUIRY] option, Preregister a Patient [DGPRE PRE-REGISTER OPTION] option and Register a Patient [DG REGISTER PATIENT] option to verify the proper field size for the Medicare (WNR) Subscriber ID and describe those requirements for the user via help text.

5.3 Back-Out Criteria

The project is canceled or the requested changes implemented by IB*2.0*602 are no longer desired by VA OI&T and the eBusiness eInsurance sub-team, or the patch produces catastrophic problems.

5.4 Back-Out Risks

Since the eInsurance 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

Any back-out decision should be a joint decision of the Business Owner (or their representative) and the Program Manager with input from the Health Product Support (HPS) Application Coordinator, developers (both project and Tier 3 HPS), and if appropriate, external trading partners such as the VA Financial Service Center (FSC) or Health Care Clearinghouse.

eInsurance is tightly integrated with these external partners and a back-out of the patch should not be a standalone decision.

5.6 Back-Out Procedure

The back-out plan for VistA applications is complex and not a "one size fits all" solution. The general strategy for a VistA back-out is to repair the code with a follow-up patch. The development team recommends that sites log a ticket if it is a nationally released patch.

Back-Out Procedure prior to National Release. If it is prior to national release, the site will be already working directly with the development team daily and should contact that team. The development team members will have been identified in the Initial Operating Capability (IOC) Memorandum of Understanding (MOU). As discussed in section 5.2, it is likely that development team can quickly address via a new software version. If the site is unsure who to contact they may log a ticket of contact Health Product Support - Management Systems Team.

The IB*2.0*602 patch contains the following build components.

- Enhancements
- Routines
- Options

While the VistA installation procedure of the KIDS build allows the installer to back up the modified routines using the 'Backup a Transport Global' action, due to the complexity of this patch, it is not recommended for back-out, and a restore from a backup of the Transport Global should not be attempted. In the event that a site decides to back out this patch, the site should contact the National Service Desk (NSD) to submit a help desk ticket. The development team will need to issue a follow-on patch in order to comprehensively back-out this patch and/or to clean up corrupted data/remove data dictionary changes, if needed and restore the system to a functioning state.

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 and they 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.

Template Revision History

Date	Version	Description	Author
March 2016	2.2	Changed the title from Installation, Back-Out, and Rollback Guide to Deployment and Installation Guide, with the understanding that Back-Out and Rollback belong with Installation.	VIP Team
February 2016	2.1	Changed title from Installation, Back-Out, and Rollback Plan to Installation, Back-Out, and Rollback Guide as recommended by OI&T Documentation Standards Committee	OI&T Documentation Standards Committee
December 2015	2.0	The OI&T Documentation Standards Committee merged the existing *"Installation, Back-Out, Rollback Plan"* template with the content requirements in the OI&T End-user Documentation Standards for a more comprehensive Installation Plan.	OI&T Documentation Standards Committee
February 2015	1.0	Initial Draft	Lifecycle and Release Management