Claims Processing & Eligibility System (CP&E)

CPE\*1.0\*001

Deployment, Installation, Back-Out, and Rollback Guide



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**Revision History**

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**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

The Claims Processing and Eligibility System (CP&E) project supports Electronic Data Interchange (EDI) Claims Reopen and Vendor Streamlining to enhance the Health Administration Center (HAC) claim system. This document describes how to deploy and install patch CPE\*1.0\*001. The document also includes how to back-out the product and rollback to a previous version or data set, and is a companion to the project charter and management plan for this effort.

## Purpose

The purpose of this guide is to provide a single, common document that describes how, when, where, and to whom the patch CPE\*1.0\*001 will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. Specific instructions for installation, back-out, and rollback are included in this document.

## Dependencies

There are no patch dependencies.

## Constraints

Security controls will be inherited from VistA and therefore will be fully compliant with National Institute of Standards and Technology (NIST) controls and in compliance with Directive 6500.

# Roles and Responsibilities

The deployment, installation, back-out, and roll-back roles and responsibilities are outlined in Table 1 which also depicts the teams that will perform the steps described in this plan**.**

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

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

# Deployment

Release is planned for March 2018. The deployment is planned as a concurrentrollout.

## Timeline

The deployment and installation is scheduled to run for 30 days, as depicted in the master deployment schedule.

**Table 2: Deployment and Installation Schedule**

| **Build** | **Site** | **Date of Installation** | **Target** |
| --- | --- | --- | --- |
| Release | HAC | March 2018 | CPE\*1.0\*001. |

## Site Readiness Assessment

The site readiness assessment has been prepared by the HAC systems team located in Region 1.

### Deployment Topology (Targeted Architecture)

The CP&E project is an enhancement to the existing VistA legacy application; therefore, existing equipment will be used.

### Site Information (Locations, Deployment Recipients)

The CP&E project will be deployed at the Denver HAC location.

### Site Preparation

The CP&E project is an enhancement to the existing VistA legacy application; therefore, existing equipment will be used. There are no site preparation activities known at this time.

## Resources

The CP&E project is an enhancement to the existing VistA legacy application; therefore, existing equipment will be used.

### Facility Specifics

There are no facility specifics.

### Hardware

The CP&E project is an enhancement to the existing VistA legacy application; therefore, existing hardware will be used.

### Software

The CP&E project is an enhancement to the existing VistA legacy application; therefore, existing Cache and VMS software will be used.

### Communications

Technicians will use email and conference calls for communication during the deployment; Email and/or conference calls will be utilized to notify the stakeholders of the successful release of the product.

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

The Deployment/Installation/Back-Out Guide, CPE\*1.0\*001, has been prepared by the HAC systems team project.

# Installation

## Pre-installation and System Requirements

Kernel patches must be current on the target system to avoid problems loading and/or installing this patch. The patch does not require any changes in the existing systems and does not require performing any pre-installation steps.

## Platform Installation and Preparation

No new hardware or other resources are required. List the routines in the package using ‘Routine Summary List’ and create a backup KIDS build with current versions of these routines for rollback.

Backup of the routines listed in Section 4.10 below is required.

Backup the following globals/ vista files for rollback.

741000 ^DD(741000 ^CHMPAY(

Backup the ^DD, not the actual global.

741000.2 ^DD(741000.2 ^CHMIMG(

Backup the^DD*,* not the actual global*.*

741002.22 ^DD(741002.22 ^CHMDIC(741002.22

741201.15 ^DD(741201.15 ^CHMXDIC(741201.15

741201.16 ^DD(741201.16 ^CHMXDIC(741201.16

741201.58 ^DD(741201.58 ^CHMXDIC(741201.58

741201.77 ^DD(741201.77 ^CHMXDIC(741201.77

741211.03 ^DD(741211.03 ^CHMXCRL(741211.03

741213 ^DD(741213 ^CHCSTAT(741213

741215 ^DD(741215 ^CH835REV(741215

## Download and Extract Files

Patch CPE\*1.0\*001 must be retrieved from VMS folder, located at HAC\_HFS$:[DSMMANAG.CHAMPVA]. The file name is CPE\_1\_0\_001.KIDS.

## Database Creation

Prior to installation, there are no special instructions for creating any required databases.

## Installation Scripts

There are no installation scripts needed for the software installation.

## Cron Scripts

There are no Cron scripts required for the software installation.

## Access Requirements and Skills Needed for the Installation

This guide is written with the assumption that the reader is experienced with the HAC System and procedures required for installation of Patches/KIDS build.

## Installation Procedure

In the HAC system, Test Environment, the following steps need to be performed:

1 Load a Distribution

2 Verify Checksums in Transport Global

3 Print Transport Global

4 Compare Transport Global to Current System

5 Backup a Transport Global

6 Install Package(s)

Restart Install of Package(s)

Unload a Distribution

Select Installation <TEST ACCOUNT> Option: 6 Install Package(s)

Select INSTALL NAME: CPE\*1.0\*001, etc.

## Installation Verification Procedure

After installation, the user verifies installation results through quality assurance checks.

## System Configuration

The following routines are included in this patch. The second line of each of these routines now looks like:

;;1.0;;\*\*[Patch List]\*\*;JULY 4, 1990;Build 10

Checksums

Routine Old New Patch List

CH835F1 N/A 502477361 CHAMPVA SYSTEM <<<No 1

CH835TRG N/A 1089298 CHAMPVA SYSTEM <<<No 1

CHCSTAT N/A 1100176 CHAMPVA SYSTEM <<<No 1

CHFBC1 N/A 117359097 <<<No 1

CHFBC1D N/A 79209054 <<<No 1

CHFBC1E N/A 86846735 <<<No 1

CHFBC2A N/A 224232334 <<<No 1

CHFBCQ N/A 205492103 <<<No 1

CHGAS2 N/A 115534799 <<<No 1

CHGAS22 N/A 69600439 <<<No 1

CHGAS23 N/A 63174125 <<<No 1

CHGASIP N/A 57789729 <<<No 1

CHGASP N/A 84288557 <<<No 1

CHGASP1 N/A 39204808 <<<No 1

CHGASP2 N/A 34812978 CHAMPVA SYSTEM <<<No 1

CHGCDC71 N/A 36256173 CHAMPVA SYSTEM <<<No 1

CHGCDC75 N/A 28280389 <<<No 1

CHGCDP7 N/A 70182755 CHAMPVA SYSTEM <<<No 1

CHGCDP70 N/A 69672244 <<<No 1

CHGCDP71 N/A 6472840 CHAMPVA SYSTEM <<<No 1

CHGCDP73 N/A 9545809 <<<No 1

CHGCDV7 N/A 84573137 CHAMPVA SYSTEM <<<No 1

CHGCDV70 N/A 70332063 <<<No 1

CHGCDV71 N/A 97858452 CHAMPVA SYSTEM <<<No 1

CHGCDV73 N/A 40101073 <<<No 1

CHGCU136 N/A 28130679 <<<No 1

CHGCU165 N/A 21489649 CHAMPVA SYSTEM <<<No 1

CHGDQ2 N/A 148464535 <<<No 1

CHGQA2 N/A 103228089 <<<No 1

CHGVQ370 N/A 193580935 <<<No 1

CHGVQ529 N/A 74584006 <<<No 1

CHIGDQ3 N/A 92490075 CHAMPVA SYSTEM <<<No 1

CHIGDQ30 N/A 93005718 CHAMPVA SYSTEM <<<No 1

CHMEAE5 N/A 75332440 \*2\* <<<No 1

CHMF351D N/A 89672035 <<<No 1

CHMF351P N/A 138208389 <<<No 1

CHMF351U N/A 188599366 <<<No 1

CHMFA001 N/A 71632708 CHAMPVA SYSTEM <<<No 1

CHMFA002 N/A 6171486 <<<No 1

CHMFA008 N/A 70667528 <<<No 1

CHMFA010 N/A 178182022 <<<No 1

CHMFA011 N/A 104434042 <<<No 1

CHMFA012 N/A 5938662 <<<No 1

CHMFA013 N/A 20729840 <<<No 1

CHMFA01E N/A 53887455 <<<No 1

CHMFA01F N/A 11506960 <<<No 1

CHMFA020 N/A 46913361 <<<No 1

CHMFA02E N/A 1591638 CHAMPVA SYSTEM <<<No 1

CHMFA110 N/A 24048241 <<<No 1

CHMFA141 N/A 1217030876 <<<No 1

CHMFA150 N/A 14196240 <<<No 1

CHMFA801 N/A 48835476 <<<No 1

CHMFADR1 N/A 126006345 CHAMPVA SYSTEM <<<No 1

CHMFADR2 N/A 312828555 <<<No 1

CHMFADR4 N/A 310647798 CHAMPVA SYSTEM <<<No 1

CHMFADRV N/A 95432025 <<<No 1

CHMFAUT1 N/A 926239251 <<<No 1

CHMFBC1 N/A 71408427 CHAMPVA SYSTEM <<<No 1

CHMFBC2A N/A 59668588 CHAMPVA SYSTEM <<<No 1

CHMFEDISTP1 N/A 26899310 CHAMPVA SYSTEM <<<No 1

CHMFEDISTP2 N/A 5893228 CHAMPVA SYSTEM <<<No 1

CHMFEDISTP3 N/A 12253408 CHAMPVA SYSTEM <<<No 1

CHMFEDISTP5 N/A 8371200 CHAMPVA SYSTEM <<<No 1

CHMFPDO3 N/A 3983713 <<<No 1

CHMFPDO4 N/A 3806748 <<<No 1

CHMFSR21 N/A 75695939 <<<No 1

CHMFSRT N/A 9871752 <<<No 1

CHMFUTLE N/A 29602227 <<<No 1

CHMGA008 N/A 4747313 CHAMPVA SYSTEM <<<No 1

CHMIS011 N/A 44216186 CHAMPVA SYSTEM <<<No 1

CHMIS012 N/A 104726391 CHAMPVA SYSTEM <<<No 1

CHMIS021 N/A 134201726 <<<No 1

CHMIS023 N/A 76037373 <<<No 1

CHMKAG5Q N/A 16143009 CHAMPVA SYSTEM <<<No 1

CHMKPDI2 N/A 5463803 <<<No 1

CHMKPPR1 N/A 15716696 <<<No 1

CHMKPPR2 N/A 12433776 <<<No 1

CHMRESET N/A 14943433 CHAMPVA SYSTEM <<<No 1

CHMRGRNT N/A 43149143 CHAMPVA SYSTEM <<<No 1

CHMRSQC N/A 163107973 CHAMPVA SYSTEM <<<No 1

CHMRSQC1 N/A 413169972 CHAMPVA SYSTEM <<<No 1

CHMRSQP N/A 48317458 CHAMPVA SYSTEM <<<No 1

CHMXDR01 N/A 189040768 <<<No 1

CHMXF001 N/A 74920869 <<<No 1

CHMXMPD2 N/A 4066483 CHAMPVA SYSTEM <<<No 1

CHMXMPDI N/A 13548593 <<<No 1

CHMXPU03 N/A 101209504 <<<No 1

CHMXPU04 N/A 382984502 <<<No 1

CHMXPUTL N/A 8196849 \*1\* <<<No 1

CHMXPUTL5 N/A 9219590 \*1\* <<<No 1

CHMXQCNT N/A 88415948 CHAMPVA SYSTEM <<<No 1

CHPRD1 N/A 36462532 CHAMPVA SYSTEM <<<No 1

CHTFLIB2 N/A 436007816 <<<No 1

Sites should use CHECK1^XTSUMBLD to verify checksums.

## Database Tuning

No database tuning is required.[[1]](#footnote-1)

# Back-Out Procedure

The Back-Out will make use of the pre-installation back-up files created in section 4.2 above.

## Back-Out Strategy

Although it is unlikely due to care in collecting approved requirements, SQA review and multiple testing stages (Primary Developer, Secondary Developer, Component Integration Testing and User Functional Testing) a back-out decision due to major issues with this patch could occur during Site Testing, Production Testing or after National Release to the Field. The strategy would depend on during which of these stages the decision is made. If during Site Testing, unless the patch produces catastrophic problems, the normal response would be for a new version of the test patch correcting defects to be produced, retested and upon successfully passing development team tests, would be resubmitted to the site for testing.

The back-out patch, if required, should safely remove all the new fields created by the patch in the data dictionary file and platform settings.

## Back-Out Considerations

The CP&E Project Manager will order the back-out if required. If this is necessary a decision will be made on what actions are required to address those defects noted. It is imperative that documentation on what the occurrence or defect was to determine what back-out actions are required.

### Load Testing

There are no load testing results.

### User Acceptance Testing

User Acceptance Testing has not been performed yet.

## Back-Out Criteria

Criteria for a back-out includes, but is not limited to, the following:

a. Failed baseline testing.

b. Non-recoverable software error.

## Back-Out Risks

No back-out risks have been determined at this time.

## Authority for Back-Out

The CP&E Project Manager has the authority to require the Back-Out and accept the risks.

## Back-Out Procedure

The Back-Out will make use of the pre-installation back-up files created in section 4.2 above.

## Back-out Verification Procedure

No specific back-out verification procedures have been identified.

# Rollback Procedure

Routines and data dictionary modifications and populated data must also be rolled back in reverse order. Rollback will make use of the pre-installation back-up files created in section 4.2 above.

## Rollback Considerations

No rollback considerations have been determined at this time.

## Rollback Criteria

The only criteria for a rollback that has been determined at this time is that the installation failed baseline testing.

## Rollback Risks

The only risk determined at this time is the possibility of downtime which would only affect the users of the CP&E system.

## Authority for Rollback

The CP&E Project Manager has the authority to require the Rollback and accept the risks.

## Rollback Procedure

Routines and data dictionary modifications and populated data must also be rolled back in reverse order. Rollback will make use of the pre-installation back-up files created in section 4.2 above. Rollback may require installation of previous KIDs builds.

## Rollback Verification Procedure

No specific rollback verification procedures have been identified.

1. For more information on “Database Tuning,” see Wikipedia: <https://en.wikipedia.org/wiki/Database_tuning> [↑](#footnote-ref-1)