Deployment, Installation, Back-Out, and Rollback Guide

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

eInsurance IB\*2.0\*621



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**Revision History**

| Date | Version | Description | Author |
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| 08/14/2018 | 1.0 | IOC Entry | Daniel Moran |
| June 2018 | 0.1 | Initial Version - Draft | Daniel Moran |

**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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# Introduction

This document describes how to deploy and install the IB\*2.0\*621 patch and how to back-out the product and rollback to a previous version or data set.

## Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom IB\*2.0\*621 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.

## Dependencies

The following patches must be installed **before** IB\*2.0\*621:

* IB\*2.0\*595
* IB\*2.0\*519

## Constraints

This patch is intended for a fully patched VistA system.

# 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 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 |

# Deployment

The deployment is planned as a national rollout.

This section provides the schedule and milestones for the deployment.

## Timeline

The deployment and installation is scheduled to run for 30 days, as depicted in the master deployment schedule[[1]](#footnote-1).

## Site Readiness Assessment

This section discusses the locations that will receive the IB\*2.0\*621 deployment.

### Deployment Topology (Targeted Architecture)

This patch IB\*2.0\*621 is to be nationally released to all VAMCs.

### Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are: TBD

* These sites will not be defined here until the sites have signed the Memorandum of Understanding (MOUs) and testing has completed as sometimes a site has to stop testing prior to the end of IOC.

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

### 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 |

## Resources

### 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 |

### 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.

### 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\*2.0\*595 | N/A | Nationally released version | N/A | N/A | N/A |
| IB\*2.0\*519 | 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.

### 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.

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

The Release Management team will deploy the patch IB\*2.0\*621, 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 |

# Installation

## Pre-installation and System Requirements

IB\*2.0\*621, 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.

## Platform Installation and Preparation

Refer to the IB\*2.0\*621 documentation on the National Patch Module (NPM) on Forum for the detailed installation instructions. These instructions will include any pre installation steps if applicable.

## Download and Extract Files

Refer to the IB\*2.0\*621 documentation on the NPM to find the location of related documentation that can be downloaded. IB\*2.0\*621 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.

## Database Creation

IB\*2.0\*621 does modify the VistA database. Changes can be found in the NPM documentation for this patch on Forum.

## Installation Scripts

No installation scripts are needed for IB\*2.0\*621 installation.

## Cron Scripts

No Cron scripts are needed for IB\*2.0\*621 installation.

## Access Requirements and Skills Needed for the Installation

The following staff need access to the PackMan message containing the IB\*2.0\*621 patch or Forum’s NPM in order to download the nationally released IB\*2.0\*621 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]](#footnote-2).

## Installation Procedure

Refer to the IB\*2.0\*621 documentation on the NPM for the detailed installation instructions.

## Installation Verification Procedure

Refer to the IB\*2.0\*621 documentation on the NPM for detailed installation instructions. These instructions include any post installation steps if applicable.

## System Configuration

No system configuration changes are required for this patch.

## Database Tuning

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

# Back-Out Procedure

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

## 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.

## Back-Out Considerations

It is necessary to determine if a wholesale back-out of the patch IB\*2.0\*621 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\*621, this patch should be assigned status of “Entered in Error” in Forum’s NPM.

### 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.

### User Acceptance Testing

1. Adjusted the VistA software that purges electronic Insurance Verification (eIV) related

inquiries and responses, including records contained in the new EIV EICD TRACKING (#365.18) file (TRACKING), to correctly evaluate the "Do Not Purge" field (#365,.11) found

on the IIV Response File (#365) (RESPONSE) record. When a candidate RESPONSE

record contains a "Do Not Purge" field set to "1" (Yes), the RESPONSE record, the

associated IIV TRANSMISSION QUEUE (#365.1) file (TQ) record and the associated

EIV EICD TRACKING (#365.18) record will be retained. Only those RESPONSE records

(plus the associated TQ and TRACKING records) that meet the criteria for purging and

have a "Do Not Purge" field set to "0" (No) will be deleted.

Note: A TRACKING record may point to 1 (one) or more sets of TQ and RESPONSE

records. If any RESPONSE record associated with a TRACKING record contains a

"Do Not Purge" field set to "1" (Yes) then all associated TQ and RESPONSE records

of that TRACKING record will be retained. There is no limit to the number of sets of

TQ and RESPONSE records that can be associated with a TRACKING record.

1. VistA has been enhanced to create Electronic Insurance Coverage Discovery (EICD) identification inquiries for scheduled patients that have no active insurance information.

The "No Insurance" extract (#4) has been recommissioned as the "EICD" extract and

rewritten to examine upcoming appointments for patients without active insurance.

Those patients are then forwarded via Health Level Seven (HL7) transactions to the

Financial Services Center (FSC) which in turn will forward them to our discovery service

vendor. All identification results (discovered insurance or not) are returned to VistA via

FSC at which time normal insurance verification inquiries may be issued to the proper

payers. When discovered insurances are for eIV payers that are both locally and

nationally active, VistA will automatically generate and transmit a normal 270 message

to the payer for verification. Any identification results returned to VistA where the

discovered insurance are for a non-eIV payer or the eIV payer is not locally/nationally

active, will be saved to the INSURANCE VERIFICATION PROCESSOR (#355.33) file

(Buffer) for manual processing via VistA or the third party software ICB (Insurance

Capture Buffer).

## Back-Out Criteria

The project is canceled or the requested changes implemented by IB\*2.0\*621 are no longer desired by VA OI&T and the eBusiness eInsurance sub-team, or the patch produces catastrophic problems.

## 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.

## Authority for Back-Out

The order would come jointly from: release coordinator (product support), portfolio director and health product support. This 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. eInsurance is tightly integrated with these external partners and a back-out of the patch should not be a standalone decision.

## Back-Out Procedure

The rollback plan for VistA applications is complex and not a “one size fits all” solution. The general strategy for a VistA rollback 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. If not, the site should contact the Enterprise Program Management Office (EPMO) team directly for specific solutions to its unique problems.

The IB\*2.0\*621 patch contains the following build components:

* Routine
* Enhancement
* Data Dictionary
* Input Template
* Other

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, 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.

## Back-out Verification Procedure

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

# 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.

## Rollback Considerations

Not applicable.

## Rollback Criteria

Not applicable.

## Rollback Risks

Not applicable.

## Authority for Rollback

Not applicable.

## Rollback Procedure

Not applicable.

## 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 |

1. Project schedule (right click and select open hyperlink to access) http://DNS /pm/hape/ipt\_5010/EDI\_Portfolio/TAS%20Interim%20Repository/MCCF%20TAS%20Schedule.zip [↑](#footnote-ref-1)
2. “Enterprise service lines, VAD” for short. Formerly known as the IRM (Information Resources Management) or IT support. [↑](#footnote-ref-2)