

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

**ePayments Build 22**

**ePayments PRCA\*4.5\*436**

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



**June 2024**

**Department of Veterans Affairs**

**Office of Information and Technology (OIT)**

## Revision History

| Date      | Version | Description     | Author       |
|-----------|---------|-----------------|--------------|
| June 2024 | 1.0     | Initial Version | MCCF EDI TAS |

## 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.

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# 1 Introduction

This document describes how to deploy and install PRCA\*4.5\*436 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 patch PRCA\*4.5\*436 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

PRCA\*4.5\*409 must be installed BEFORE PRCA\*4.5\*436.

## 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 OIT, VA OIT Health Product Support, and 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, and 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 Administration 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  |   | Installation    | Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes         | N/A; only existing VistA system will be used |
| 8  | VA's eBusiness team   | Installations   | Coordinate training   | Deployment                                   |
| 9  | VIP Release Agent, Health Product Support, and 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 | VA OIT, VA OIT Health Product Support, and MCCF EDI TAS Development Team (SAIC) | 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 are scheduled to run for 3 days starting with national release.

#### 3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of patch PRCA\*4.5\*436.

### 3.2.1 Deployment Topology (Targeted Architecture)

This patch, PRCA\*4.5\*436, is to be nationally released to all VAMCs.

### 3.2.2 Site Information (Locations, Deployment Recipients)

The IOC sites are:

- Boston HCS VAMC (Boston, MA) - Station 523
- Philadelphia VAMC (Philadelphia, PA) - Station 642
- South Texas HCS (San Antonio, TX) - Station 671
- Houston VAMC (Houston, TX) - Station 580
- Atlanta VAMC (Atlanta, GA) - Station 508

### 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**

| <b>Required Hardware</b> | <b>Model</b> | <b>Version</b> | <b>Configuration</b> | <b>Manufacturer</b> | <b>Other</b> |
|--------------------------|--------------|----------------|----------------------|---------------------|--------------|
| 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**

| <b>Required Software</b>                     | <b>Make</b> | <b>Version</b> | <b>Configuration</b> | <b>Manufacturer</b> | <b>Other</b> |
|--|-------------|----------------|----------------------|---------------------|--------------|
| Fully patched ePayments package within VistA | N/A         | 4.5            | 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 ePayments 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, which is tracked nationally for all VAMCs in the National Patch Module (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 into the VistA Production at each site. A report can also be run to identify which sites have not currently installed the patch into 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**

| <b>Activity</b> | <b>Day</b> | <b>Time</b> | <b>Individual who completed task</b> |
|-----------------|------------|-------------|--------------------------------------|
| Deploy          | N/A        | N/A         | N/A                                  |



| Activity | Day | Time | Individual who completed task |
|----------|-----|------|-------------------------------|
| Install  | N/A | N/A  | N/A                           |
| Back-out | N/A | N/A  | N/A                           |

## 4 Installation

### 4.1 Pre-installation and System Requirements

Patch PRCA\*4.5\*436 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 that communicate with the underlying operating system and hardware, thereby providing each VistA package independence from variations in hardware and operating system.

### 4.2 Platform Installation and Preparation

Refer to the PRCA\*4.5\*436 documentation on the NPM in Forum for the detailed installation instructions. These instructions include any pre-installation steps if applicable.

### 4.3 Download and Extract Files

Refer to the PRCA\*4.5\*436 documentation on the NPM to find related documentation that can be downloaded. The patch description will be transmitted as a MailMan message from the NPM. These messages can also be pulled from the NPM.

### 4.4 Database Creation

Patch PRCA\*4.5\*436 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 installation of patch PRCA\_4.5\*436.

### 4.6 Cron Scripts

No Cron scripts are needed for installation of patch PRCA\_4.5\*436.

## **4.7 Access Requirements and Skills Needed for the Installation**

Staff performing the installation of this multi-build will need access to FORUM's NPM to view all patch descriptions. Staff will also need access and ability to download the host file from the VistA software download site. The software is to be installed by each site's or region's designated VA OIT IT Operations Service, Enterprise Service Lines, VistA Applications Division<sup>1</sup>.

## **4.8 Installation Procedure**

Detailed instructions for installing patch PRCA\*4.5\*436 can be found on the NPM.

## **4.9 Installation Verification Procedure**

Refer to the PRCA\*4.5\*436 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.

# **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, during Site Production Testing, or after National Release to the field (VAMCs). The best strategy decision is dependent on the stage during which the decision is made.

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<sup>1</sup> "Enterprise service lines, VAD" for short. Formerly known as the Information Resources Management (IRM) or IT support.

### **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 NPM 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 it could be used to restore the build components to their original pre-patch condition.

### **5.1.3 After National Release and Warranty Period**

After the 90-day warranty period, the VistA Maintenance Program will 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 patch PRCA\*4.5\*436 can be backed out in their entirety or on an enhancement-by-enhancement basis. Either could be accomplished via a new version of patch PRCA\*4.5\*436 if before national release or a new multi-build if after national release.

### **5.2.1 Load Testing**

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

### **5.2.2 User Acceptance Testing**

Enhanced the Receipt Processing [RCDP RECEIPT PROCESSING] (RP) option to allow for a new AR EVENT TYPE (file 341.1) OGC-EFT to process EFTs generated for the Office of General Council (OGC).

### **5.3 Back-out Criteria**

It may be decided to back out this patch if the project is canceled, the requested changes implemented by patch PRCA\*4.5\*436 are no longer desired by VA OIT and the ePayments eBusiness team, or the patch produces catastrophic problems.

### **5.4 Back-out Risks**

Since the ePayments 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 Services Portfolio (HSP) Application Coordinator, developers (both project and Tier 3 HSP), and if appropriate, external trading partners such as the VA FSC or Change Healthcare.

### **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.

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 whom to contact, they may log a ticket or contact Health Services Portfolio.

Patch PRCA\*4.5\*436 contains the following build components:

- Routines

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, restored, or both. 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 Software Product Management (SPM) 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 implemented. This includes successful installation and testing that the back-out acts as expected, as defined together with the team the site contacted in section 5.5.

## **6 Rollback Procedure**

Rollback pertains to data. The 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.