VistA Adaptive Maintenance VAEC Security (VAM)

Production Operations Manual



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Version 1.1

Department of Veterans Affairs

Revision History

|  |  |  |  |
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Artifact Rationale

The Production Operations Manual provides the information needed by the Production Operations team to maintain and troubleshoot the product. The Production Operations Manual must be provided prior to release of the product.

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# Introduction

The Veterans Health Information Systems and Technology Architecture (VistA) Adaptive Maintenance (VAM) System is a cloud-native Platform as a Service (PaaS), deployed entirely and exclusively within the Federal Risk and Authorization Management Program (FedRAMP), Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant VA Enterprise Cloud (VAEC), leveraging the Amazon Web Services (AWS) commercial cloud infrastructure and services.

VAM provides comprehensive, commercial cloud-based monitoring and security for all clients, applications, and users of the VistA Remote Procedure Call (RPC) interface. VAM is operationalized and scaled for Enterprise Production use for all VistA systems migrated to the VAEC, leveraging FedRAMP High, VAEC-approved AWS Kinesis and AWS CloudWatch Logs.

VAM is a passive monitoring PaaS that mirrors VistA RPC traffic via AWS Kinesis to the AWS CloudWatch Logs, which is then interpreted by the RPC Monitor. AWS CloudWatch Logs are FedRAMP High certified and store all data in an encrypted form.

VAM is a 100% cloud-native, legacy-free, and non-invasive PaaS. VAM requires no change to any VistA system, nor to any end user client or application, allowing VAM to be safely and reliably deployed and scaled Enterprise-wide with minimal to no risk. Should VAM (RPC Mirror or Monitor) be disabled or deactivated, all RPC traffic flows between VistA and all its clients as usual, only without monitoring.

All of VAM’s functionality is contained exclusively and entirely as a PaaS within the VAEC, thus inheriting all security and compliance controls of the Federal Information Security Management Act of 2002 (FISMA) High VAEC. VAM has neither a connection with, nor does it share any information with, any organization, application, or system outside of the VAEC.

The primary objective of Project VAM is to assist VA in strengthening its cybersecurity profile by enhancing the protection of Veteran data. The successful execution and completion of the project resolves the following aims:

* Reduce the cost and complexity of VistA systems maintenance
* Resolve severe security vulnerabilities within all VistA systems
* Full utilization of the features, security, and scaling of VA’s commercial cloud capabilities
* Ensure the safe, secure, and seamless continuity of Veteran care and services as VistA systems are migrated to the VAEC

# Routine Operations

System Administrators perform routine operations to maintain the configuration, upkeep, and reliable operation of computer systems. System Administrators also ensure that the performance, uptime, resources, and security of the systems meet the needs of the end users.

## Administrative Procedures

VAM has not yet been released to Production. The administrative procedures are in discussion and development.

### System Startup

VAM has not yet been released to Production. Procedures are in discussion and development.

#### System Startup from Emergency Shutdown

VAM has not yet been released to Production. Procedures are in discussion and development.

### System Shutdown

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Emergency System Shutdown

VAM has not yet been released to Production. Procedures are in discussion and development.

### Backup and Restore

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Backup Procedures

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Restore Procedures

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Backup Testing

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Storage and Rotation

VAM has not yet been released to Production. Procedures are in discussion and development.

## Security/Identity Management

Access control and authentication takes place before VAM displays any data.

### Identity Management

Users with valid VistA Access and Verify codes can access VAM.

### Access control

Access to VAM is restricted to authorized users within the VAEC.

## User Notifications

VAM has no notification system, does not use a secondary database, and is designed to be available when VistA is available. Any notification regarding system availability will be identical to VistA availability.

### User Notification Points of Contact

VAM has not yet been released to Production. The administrative procedures are in discussion and development.

## System Monitoring, Reporting and Tools

The following automated monitoring tools are used to watch VAM in the VAEC:

* System Status Checks: Monitor the VAEC AWS systems required to use VAM instance to ensure they are working properly. These checks detect problems with VAM instance that require VAEC AWS involvement to repair. When a system status check fails, you can choose to wait for AWS to fix the issue or you can resolve it yourself (for example, by stopping and restarting or terminating and replacing an instance). Examples of problems that cause system status checks to fail include:
  + Loss of network connectivity
  + Loss of system power
  + Software issues on the physical host
  + Hardware issues on the physical host that impact network reachability

For more information, see [Status Checks for Your Instances](https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/monitoring-system-instance-status-check.html).

* Instance Status Checks: Monitor the software and network configuration of VAM individual instance. These checks detect problems that require your involvement to repair. When an instance status check fails, typically you will need to address the problem yourself (for example, by rebooting the instance or by making modifications in your operating system). Examples of problems that may cause instance status checks to fail include:
  + Failed system status checks
  + Misconfigured networking or startup configuration
  + Exhausted memory
  + Corrupted file system
  + Incompatible kernel
* Amazon CloudWatch Alarms: Watch a single metric over a time period you specify and perform one or more actions based on the value of the metric relative to a given threshold over a number of time periods. The action is a notification sent to an Amazon Simple Notification Service (Amazon SNS) topic or Amazon Elastic Compute Cloud (EC2) Auto Scaling policy. Alarms invoke actions for sustained state changes only. CloudWatch alarms will not invoke actions simply because they are in a particular state; the state must have changed and been maintained for a specified number of periods.

For more information, see [Monitoring Your Instances Using CloudWatch](https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/using-cloudwatch.html).

* Amazon CloudWatch Events: Automate VAEC AWS services for VAM and respond automatically to system events. Events from AWS services are delivered to CloudWatch Events in near real time, and you can specify automated actions to take when an event matches a rule you write.

For more information, see [What is Amazon CloudWatch Events?](https://docs.aws.amazon.com/AmazonCloudWatch/latest/events/WhatIsCloudWatchEvents.html)

* Amazon CloudWatch Logs: Monitor, store, and access your log files from Amazon EC2 instances, AWS CloudTrail, or other sources.

For more information, see the [Amazon CloudWatch Logs User Guide](https://docs.aws.amazon.com/AmazonCloudWatch/latest/logs/).

* Amazon EC2 Monitoring Scripts: Perl scripts that can monitor memory, disk, and swap file usage in your instances.

For more information, see [Monitoring Memory and Disk Metrics for Amazon EC2 Linux Instances](https://docs.aws.amazon.com/AWSEC2/latest/UserGuide/mon-scripts.html).

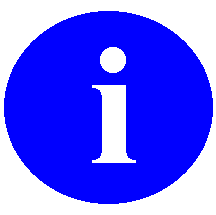
### Dataflow Diagram

VAM is comprised of three (3) major architectural components.

The RPC Monitor segment represents the software pipeline that facilitates RPC parsing, classification and alert notification functions of the VAM application.

The RPC Mirror segment represents the small piece of software that mirrors client-to-VISTA RPC traffic to an alternate, data streaming service (Kinesis). This software needs to make as small an impact as possible, since it does sit on the critical network traffic path between VISTA clients and VISTA.

The RPC Definition Models segment represents the static RPC definition model files generated by the RPC Definition Toolkit, as well as the Classifier pipeline, resident in the RPC Monitor, that applies said models against RPC traffic to generate classifications and alerts.

 **NOTE:** All the VAM components will be managed within a single security boundary in VAEC.

The two system and security boundaries are:

**Client Boundary VA Network:** The client application, for example CPRS/VSE in the case of the IOC, will be installed on a machine within end-user’s segment of the VA network. It will directly connect to the VAM Boundary through the VAECs Business Partner Extranet (BPE) ExpressRoute connection.

**VAM VAEC Boundary:** VAM and its associated components are all contained within a single security boundary within the VAEC using the AWS VA GSS. AWS VA General Support System (GSS) that is already documented within Risk Vision. All Security controls that are already documented in Risk Vision for AWA GSS cloud will be inherit within our System Security Plan (SSP). VAM will connect directly to the Client Boundary and the VistA which are migrated in VAEC AWS.

Please see the *System Boundary Document* and the *System Design Document* for detailed information.

### Availability Monitoring

The VAM application has no availability separate from the VistA system.

### Performance/Capacity Monitoring

VAM has not yet been released to Production. Procedures are in discussion and development.

### Critical Metrics

VAM has not yet been released to Production. Procedures are in discussion and development.

## Routine Updates, Extracts and Purges

VAM has not yet been released to Production. Procedures are in discussion and development.

## Scheduled Maintenance

VAM has not yet been released to Production. Procedures are in discussion and development.

## Capacity Planning

VAM has not yet been released to Production. Procedures are in discussion and development.

### Initial Capacity Plan

VAM has not yet been released to Production. Procedures are in discussion and development.

# Exception Handling

VAM has not yet been released to Production. Procedures are in discussion and development.

## Routine Errors

VAM has not yet been released to Production. Procedures are in discussion and development.

### Security Errors

VAM has not yet been released to Production. Procedures are in discussion and development.

### Timeouts

VAM has not yet been released to Production. Procedures are in discussion and development.

### Concurrency

VAM has not yet been released to Production. Procedures are in discussion and development.

## Significant Errors

VAM has not yet been released to Production. Procedures are in discussion and development.

### Application Error Logs

VAM has not yet been released to Production. Procedures are in discussion and development.

### Application Error Codes and Descriptions

VAM has not yet been released to Production. Procedures are in discussion and development.

### Infrastructure Errors

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Database

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Web Server

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Application Server

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Network

VAM has not yet been released to Production. Procedures are in discussion and development.

#### Authentication and Authorization

VAM uses the same authentication RPCs that CPRS uses. Authentication-related errors will be limited to *incorrect login* and *number of tries exceeded* errors.

#### Logical and Physical Descriptions

Please see the *System Boundary Document* and the *System Design Document* for details.

## Dependent System(s)

First build is not going to get installed in VAEC, so this section is not completed.

## Troubleshooting

VAM has not yet been released to Production. Procedures are in discussion and development.

## System Recovery

VAM has not yet been released to Production. Procedures are in discussion and development.

### Restart after Non-Scheduled System Interruption

VAM has not yet been released to Production. Procedures are in discussion and development.

### Restart after Database Restore

VAM has not yet been released to Production. Procedures are in discussion and development.

### Backout Procedures

Please see the *CLIN 0005AB Deployment, Installation, Backout, and Rollback Guide* for detailed information.

### Rollback Procedures

Please see the *CLIN 0005AB Deployment, Installation, Backout, and Rollback Guide* for detailed information.

# Operations and Maintenance Responsibilities

There are no operations and maintenance responsibilities in the scope of the VAM project.

# Approval Signatures

The signatures below indicate approval of the Production Operations Manual.

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Portfolio Director Date

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Product Owner Date

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Receiving Organization Date

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Operations Support Date

1. Appendix: Acronyms and Abbreviations

Table 1 lists the acronyms and abbreviations used throughout this document, with their descriptions.

Table : Acronyms and Abbreviations

|  |  |
| --- | --- |
| Acronym | Description |
| AWS | Amazon Web Services |
| BPE | Business Partner Extranet |
| EC2 | Amazon Elastic Compute Cloud |
| FedRAMP | Federal Risk and Authorization Management Program |
| FISMA | Federal Information Security Management Act of 2002 |
| GSS | General Support System |
| HIPAA | Health Insurance Portability and Accountability Act |
| PaaS | Platform as a Service |
| RPC | Remote Procedure Call |
| SNS | Simple Notification Service |
| SSP | System Security Plan |
| VA | Department of Veterans Affairs |
| VAEC | VA Enterprise Cloud |
| VAM | VistA Adaptive Maintenance |
| VistA | Veterans Health Information Systems and Technology Architecture |