**VistA Adaptive Maintenance VAEC Security (VAM)**

Deployment and Installation Guide (DIG)



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**Artifact Rationale**

This document describes the Deployment, Installation, Backout, 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, Backout, 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, install, backout and roll *back VistA Adaptive Maintenance VAEC Security (VAM)* and the associated patches for VAM Release 1.0.0. This document is a companion to the Project Charter and Management Plan, the User Guide, and the Installation Guide for this effort.

The VistA Adaptive Maintenance system is a Cloud-Smart / Cloud-Native application developed and deployed in the dedicated U.S. FedRAMP-HIGH, HIPAA-compliant VA Enterprise Cloud (VAEC) leveraging Amazon Web Services (AWS) commercial cloud infrastructure and services.  VAM provides comprehensive, commercial cloud-based monitoring and security for all clients, applications, and users that access VistA data using VistA’s Remote Procedure Call (RPC) interface.  VAM is operationalized and scaled for production enterprise’s use in the VAEC leveraging AWS Kinesis, and provides comprehensive commercial cloud-based VistA RPC Interface monitoring and security for all VistA systems migrated to the VAEC.  VAM is 100%  Legacy-free, Cloud-Native, and Non-invasive - allowing it to be scaled and deployed enterprise-wide without any change to any VistA system required.

## Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the VAM will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan identifies resources, a communication plan, and the rollout schedule. Specific instructions for installation, backout, and rollback are included in this document.

## Dependencies

Table 1 details the VistA Patch dependency for GUI v1.6.0.

Table 1: VAM 1.0.0 Patches

| **Patch Name** | **Application Name** | **Purpose or Need** |
| --- | --- | --- |
| N/A | VAM | N/A |

## Constraints

The changes to the VAM introduced by this release do not affect the current Section 508 compliance. The Veterans Health Administration (VHA) recognizes that these cross-cutting legal requirements apply across the Enterprise for all developed electronic and Information Technology (IT). Enterprise-level requirements maintained by VHA Health IT, Software Engineering and Integration, and Enterprise Requirements Management ensure the compliance of these requirements.

# Roles and Responsibilities

Deployment and installation activities are performed by representatives from the teams listed in Table 2. This phase begins after the solution design.

Table 2: Roles and Responsibilities

| Team | Phase/Role | Tasks |
| --- | --- | --- |
| VAM Project Manager (PM) | Deployment | Plan and schedule deployment (including orchestration with vendors) |
| Test Sites | Production Testing | Test for operational readiness and provide concurrence |
| Veteran-focused Integration Process (VIP) Release Readiness Team | Deployment | Ensure collection of artifacts required for deployment |
| VAM Implementation Manager (IM) | Deployment | Confirm project is ready for national release |
| Facility OI&T Staff | Installation | Facilities will install the associated patches that pair with the VAM. |
| Enterprise Services Engineering (ESE) and Desktop Device Engineering Client Services Group | Installation | Prepare the SCCM package for VAM installation |
| Office of Veteran Access to Care (OVAC) | Installation | Coordinate training |

# Deployment

This DIBR describes the VAM and associated patches necessary for a successful deployment. The deployment package is comprised of the VistA Adaptive Maintenance VAEC Security (VAM) update. The full patch description can be found in Appendix A.

The deployment of this release will be supported by a compliance period, scheduled to end no later than (NLT)

The VAM schedule and milestones for the deployment can be found on the VAM GitHub Site. https://github.com/vistadataproject

## Timeline

The deployment and installation are scheduled to run for approximately 4 weeks, as detailed in the project schedule. The patches and GUI identified earlier will be installed in the Pre-Production environment first. Once the site has successfully installed and deployed the software in the Pre-Production environment and on end user desktops, the sites will install the software in their Production environments. The current plan calls for sites to request the deployment of the new GUI and patches, requiring coordination with the regional Enterprise Service Line (ESL) and the SCCM deployment teams. All locations should have the VAM associated patches installed in their Production environments NLT Date.

### Assumptions

The following conditions will be assumed for the VAM Release 1.0.0:

* All facilities deploying this application will have a fully patched VistA account
* VAM release patches will be installed by the NLT the January 31, 2020 ??? compliance date
* ESE will provide the SCCM package needed for VAM release
* OVAC will provide a training plan prior to deployment

## Site Readiness Assessment

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

### Deployment Topology (Targeted Architecture)

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

### Site Information (Locations, Deployment Recipients)

Site information such as the Internet Protocol (IP) address, port number, and namespace of the Production environment is different at each VistA instance. Local site OIT personnel, working with local scheduling representatives, will determine the recipients of the VAM. A list of the local sites can be found in the Appendix.

### Site Preparation

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

## Resources

There will be a daily call set up for sites that are having install/deployment issues. If a site experiences issues, a ServiceNow ticket must be submitted for tracking and remediation purposes. The vendor will provide troubleshooting support during the daily IOC call. The call will be scheduled daily at 3:00 pm Eastern Time.

### Hardware

No hardware changes are necessary for the VAM to function properly at each site.

### Software

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

### Communications

The primary objective of the communication plan is to ensure the timely dissemination of information to Stakeholders. Clear communication is necessary to ensure that schedules are aligned, and project milestones are met.

Project milestones and information will be shared with VA executives and external organizations, to notify the right audience, at the right time, using the appropriate communication method(s).

Table 4 identifies key project communication along with the owner, recipients, and the method(s) used to disseminate information.

Table 3: Key Communication

| **Key Communication** | **Goal/Description** | **Initiator/Owner** | **Audience** | **Communication Method(s)** |
| --- | --- | --- | --- | --- |
| Installation Instructions and Support | Site requirements, instructions, and installation support (HW/SW/patches, etc.) | AbleVets & VHA developers | IT/Operation Site Managers | VA Pulse, Daily deployment call, Initial Operating Capacity (IOC) email group |
| Deployment schedule | Key dates and milestones, per site | OVAC | Project team and Stakeholders | Update schedule online bi-weekly - dates are also discussed on daily deployment call |
| Training | Status of training development, who is being trained, and when. | OVAC | Project team and Stakeholders | VA Pulse, daily deployment call, deployment schedule |

#### Deployment/Installation/Backout Checklist

Table # lists the deployment, installation, and backout checklist.

**Table 6: Deployment/Installation/Backout Checklist**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity** | **Day** | **Time** | **Individual who completed task** |
| Deploy | TBD | TBD | VAM Project Manager |
| Install | TBD | TBD | Facility OIT Staff |
| Backout | TBD | TBD |  |

# Installation

## Pre-installation and System Requirements

Installation of release 1.0.0 does not affect the hardware or software required for the VAM to function properly at each site.

## Platform Installation and Preparation

Installation of release 1.0.0 does not affect the hardware or software required for the VS GUI to function properly at each site.

## Download and Extract Files

The procedures for downloading and extracting the VAM installation files have not changed from those used in earlier releases.

## Database Creation

## Not applicable to the VAM installation. Installation Scripts

Installation procedures are unchanged from earlier releases.

## Cron Scripts

N/A.

## Access Requirements and Skills Needed for the Installation

## Installation Procedure

Installation procedures have not changed from those used in earlier releases.

## Installation Verification Procedure

## System Configuration

## Database Tuning

Database tuning is not applicable.

# Backout Procedures

The backout procedures for the VAM product are detailed in the subsections below.

## Backout Strategy

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

## Backout Considerations

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

### Load Testing

### User Acceptance Testing

## Backout Criteria

## Backout Risks

## Authority for Backout

If a backout is necessary, {title/name of person} will provide the approval to back the product out of Production.

## Backout Procedures

## Backout Verification Procedure

# Rollback Procedure

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

## Rollback Considerations

## Rollback Criteria

## Rollback Risks

## Authority for Rollback

If a rollback is necessary, {title/name of person} will provide the approval to roll the product out of Production.

## Rollback Procedures

## Rollback Verification Procedures