

Joint Legacy Viewer (JLV) 2.8.2
Production Operations Manual (POM)



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Department of Veterans Affairs

Revision History

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Artifact Rationale

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

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1. Introduction

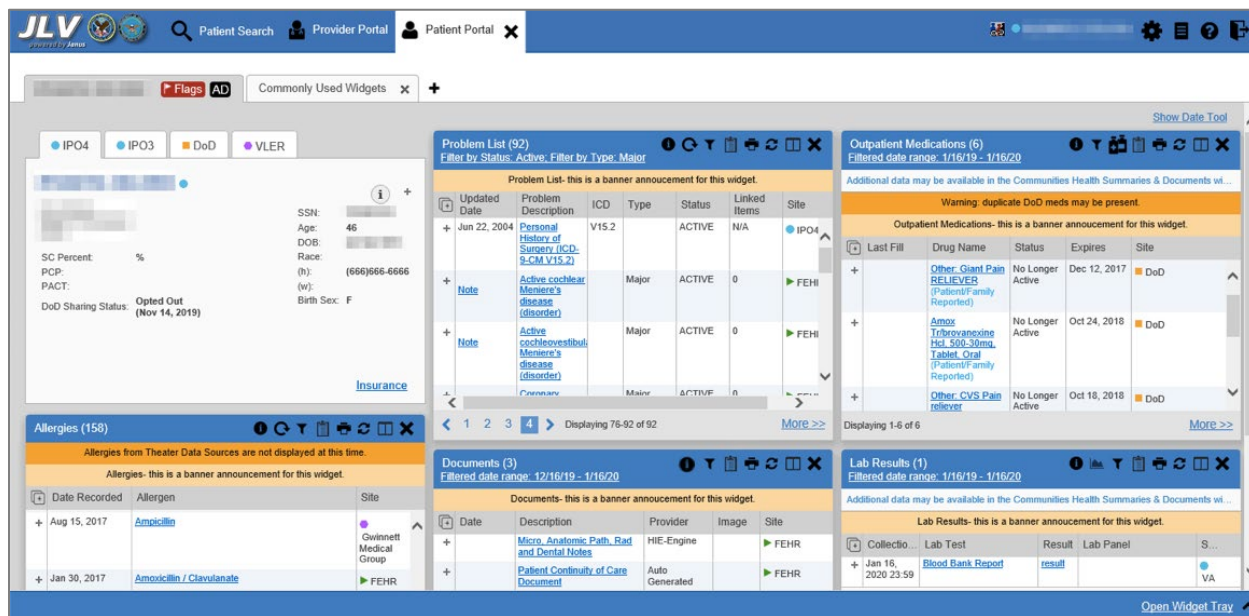
Born from a joint Department of Defense (DOD)–Department of Veterans Affairs (VA) venture called JANUS, Joint Legacy Viewer (JLV) was directed by the Secretary of the VA and the Secretary of Defense in early 2013 to further support interoperability between the two departments. JLV is a centrally hosted, Java-based web application managed as a single code baseline and deployed in separate DOD and VA environments. Its browser-based Graphical User Interface (GUI) provides an integrated, read-only view of Electronic Health Record (EHR) data from the VA, DOD, and community partners within a single application.

JLV eliminates the need for VA and DOD clinicians to access disparate viewers. The GUI retrieves clinical data from several native data sources and systems, then presents it to the user via widgets, each corresponding to a clinical data domain.

Users can create and personalize tabs, drag and drop widgets onto tabs, sort data within a widget's columns, set date filters, and expand a widget for a detailed view of patient information. Within each widget, a blue circle indicates VA data; an orange square indicates DoD data; a purple hexagon indicates community partner data; and a green triangle indicates Cerner Millennium Federal Electronic Health Record (FEHR) data.

[Figure 1](#) depicts the main application window, comprised of the Provider Portal, the Patient Portal (details displayed), and widgets. The widgets retrieve clinical data from sources in real time, displaying them in a unified, chronological view.

Figure 1: The JLV Patient Portal



2. 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.

2.1. Administrative Procedures

JLV Support and VA Infrastructure Operations (IO) System Administrators maintain the servers that house JLV's VA Production environments. [Table 1](#) lists the JLV Production environments and owners.

Table 1: Current Production Environments

Production Environment	Owner
Austin Information Technology Center (AITC)	VA
Philadelphia Information Technology Center (PITC)	VA
Medical Community of Interest (MedCOI)	DOD

A detailed list of the servers referenced in the installation procedures can be found in the JLV AITC and PITC Production VM Inventory Report in the International Business Machines Corporation (IBM) [Rational Source Control Repository](#).¹ [Table 2](#) lists the AITC and PITC server counts and configurations.

Table 2: Virtual Machine (VM) Production Hardware Specifications²

Required Hardware	Model	Configuration	Manufacturer	Server Count
Windows Server	Windows Server 2008 R2 Enterprise (64-bit)	4 Processors, 16 Gigabytes (GB) Random Access Memory (RAM) (JLV)	Virtual	7 Servers for AITC 7 Servers for PITC
		4 Processors, 16 GB RAM (jMeadows)	Virtual	6 Servers for AITC 6 Servers for PITC
		4 Processors, 8 GB RAM (VDS)	Virtual	1 Server for AITC
		4 Processors, 16 GB RAM (VDS)	Virtual	8 Servers for AITC 9 Servers for PITC
	Windows Server 2012 Enterprise (64-bit)	4 Processors, 16 GB RAM (JLV)	Virtual	23 Servers for AITC 23 Servers for PITC
		4 Processors, 16 GB RAM (jMeadows)	Virtual	19 Servers for AITC 19 Servers for PITC
		4 Processors, 16 GB RAM (VDS)	Virtual	16 Servers for AITC 16 Servers for PITC

¹ **NOTE:** Access to IBM Rational is restricted and must be requested.

² All Windows 2008 servers will be upgraded to Windows 2012 servers by the time 2.8.2 is released in March 2020.

Required Hardware	Model	Configuration	Manufacturer	Server Count
		4 processors, 8 GB RAM (Report Builder)	Virtual	6 Servers for AITC 6 Servers for PITC
		2 processors, 16 GB RAM (Report Builder File Server)	Virtual	1 Servers for AITC 1 Servers for PITC
Linux Server	Red Hat 7, Apache 2.4	4 Processors, 6 GB RAM (Single Sign on Internal [SSOi])	Virtual	2 Servers for AITC
		4 Processors, 8 GB RAM (SSOi)	Virtual	16 Servers for AITC 18 Servers for PITC
Database (DB) Server	Windows Server 2008 R2 Enterprise (64-bit) Microsoft (MS) Structured Query Language (SQL) Server 2008 R2	8 processors, 16 GB RAM	Virtual	2 Servers for AITC 2 Servers for PITC
	Windows Server 2012 Enterprise (64-bit) MS SQL Server 2012	16 processors, 28 GB RAM	Virtual	1 Server for AITC 1 Server for PITC

2.1.1. System Startup

The start of the JLV DB servers is performed by IO.

1. Start the JLV DB servers
 - a. The DB server processes are configured to run as system services and are automatically started with the DB servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading the JLV Login page and logging in to the application confirms that the DB servers are up and operational
 - ii. Log in to each DB server to validate that the MS SQL Server service is started; if the service has started, it signifies that the DB servers are up and operational
 - iii. Log in to each DB server, open the SQL Server Management Studio (SSMS) and connect to the DB; the connection is successful if the DB servers are up and operational
2. Start the Veterans Information Systems and Technology Architecture (VistA) Data Service (VDS) servers
 - a. The service processes are configured to run as system services and are automatically started with the VDS servers
 - b. Validation:

- i. Startup is validated through the successful smoke test of the application; loading the JLV Login page and logging in to the application confirms that the VDS servers are up and operational
 - ii. Review each of the WebLogic-managed VDS server application logs for connection and/or application errors
3. Start the JLV jMeadows servers
 - a. The service processes are configured to run as system services and are automatically started with the servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading the JLV Login page and logging in to the application confirms that the jMeadows servers are up and operational
 - ii. Review each of the WebLogic-managed jMeadows server application logs for connection and/or application errors
4. Start the Enterprise Health Record Modernization (EHRM) Service servers
 - a. The service processes are configured to run as system services and are automatically started with the EHRM Service servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading Cerner Millennium FEHR data confirms the EHRM Service servers are up and operational
 - ii. Review each of the WebLogic-managed EHRM Service server application logs for connection and/or application errors
5. Start the Report Builder servers
 - a. The service processes are configured to run as system services and are automatically started with the servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading a document into Report Builder and testing the print feature confirms that the Report Builder servers are up and operational
 - ii. Review each of the WebLogic-managed Report Builder server application logs for connection and/or application errors
6. Start the JLV front-end web servers and the Apache SSOi servers
 - a. The service processes are configured to run as system services and are automatically started with the servers
 - b. Validation:
 - i. Startup is validated through the successful smoke test of the application; loading the JLV Login page and logging in to the application confirms that the dependent back-end JLV systems are up and operational
 - ii. Review each WebLogic-managed web server for connection and/or application errors

- c. Access and launch the JLV Universal Resource Locator (URL), also referred to as the Global Traffic Manager (GTM) URL [<https://jlv.med.va.gov/JLV>] in a web browser
- d. Log in as a Veterans Health Administration (VHA) user with a VHA test account:
 - i. Verify that the JLV Login page displays as expected and that the system status indicates services are online and connected
- e. Log in as a Veterans Benefits Administration (VBA) Compensation and Pension Record Interchange (CAPRI)-Claims user with a VBA test account:
 - i. Verify that the JLV Login page displays as expected and that the system status indicates services are online and connected

2.1.1.1. System Startup from Emergency Shutdown

If there is a power outage or other abrupt termination of the server operating systems, start up the servers as detailed in [System Startup](#) and allow the operating system to check the disks for corruption. Consult with IO to ensure that the DB successfully recovers.

2.1.2. System Shutdown

Shutdown procedures are performed during a published maintenance window, when there are fewer users accessing the system, to avoid impacting transactions in progress.

Use this shutdown sequence:

1. Shut down the SSOi servers
2. Shut down the JLV front-end web servers
3. Shut down the VDS servers
4. Shut down the jMeadows/Quality of Service (QoS) servers
5. Shut down the EHRM Service servers
6. Shut down the Report Builder servers
7. Shut down the DB servers

2.1.2.1. Emergency System Shutdown

Shut down all servers (JLV, jMeadows, VDS, EHRM Service, Report Builder, SSOi, and DB), in any order.

A detailed list of the servers referenced throughout this POM can be found in IBM Rational Source Control. See [Administrative Procedures](#) for the link to the repository.

2.1.3. Backup and Restore

IO manages the platform and installation of both the operating systems and the baseline installation of MS SQL Server in the VA Production environments.

The JLV DB can be recovered from an existing backup (.bak) file. Production systems are currently configured to back up both DBs daily.

The active transaction log (known as the tail of the log) must be backed up under the full or bulk-logged recovery model before a DB can be restored in SSMS. Access to the certificate or asymmetric key that was used to encrypt the DB is needed to restore a DB that is encrypted.

Without the certificate or asymmetric key, the DB cannot be restored. As a result, the certificate used to encrypt the DB key must be retained for as long as the backup is needed. IO maintains local and offline backups of the DB keys.

2.1.3.1. Backup Procedures

The backup of the JLV DB is configured to run, automatically, daily. The DB servers are backed up at the VA data centers by the AITC/PITC Systems Administrators, using the IO backup solution. The DB servers also have a MS SQL DB maintenance that automatically backs up the DB to the following location on each server:

- E:\DBBackups
- E:\DBBackups\TransactionLogs

A detailed list of the servers referenced throughout this POM can be found in IBM Rational Source Control. See [Administrative Procedures](#) for the link to the repository.

2.1.3.2. Restore Procedures

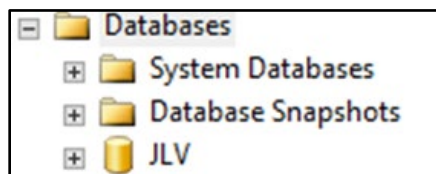
The items necessary for the recovery of the DBs are:

- DB backup (.bak) file of the JLV DB
- Backup of encryption keys for the JLV DB

Restore a full DB backup:

1. Connect to the appropriate instance of the MS SQL Server DB engine in **Object Explorer**
2. Click the server name to expand the server tree
3. Right-click **Databases**

Figure 2: Database Names Tree



4. Click **Restore Database**
5. Use the **Source** section on the **General** page to specify the source and location of the backup sets to restore; select the following options:
 - a. Click the **Browse (...)** button to open the **Select Backup Devices** dialog box
 - b. Select **File** in the **Backup Media Type** box, then click **Add**
 - c. Navigate to the location of the backup file (.bak) of the JLV DB, then click **OK**
 - d. After you add the devices you want to the **Backup Media Type** box, click **OK** to return to the **General** page
 - e. Select the name of the DB to restore (JLV) in the **Source: Device: Database** list box

Figure 3: Source/Device/Database Dialog Box

The dialog box is titled 'Source/Device/Database Dialog Box'. It is divided into two main sections: 'Source' and 'Destination'. In the 'Source' section, there are two radio buttons: 'Database' (which is selected) and 'Device'. Next to the 'Database' radio button is a dropdown menu currently showing 'JLV'. Below the 'Device' radio button, there is a text field for 'Device' and a button with three dots '...'. Below that is another dropdown menu for 'Database'. In the 'Destination' section, there is a single dropdown menu for 'Database' which also shows 'JLV'.

6. The **Database** box in the **Destination** section automatically populates with the name of the DB to be restored
 - a. Select JLV from the dropdown list
7. Leave the default as the last backup taken in the **Restore To** box, or click on **Timeline** to access the **Backup Timeline** dialog box to manually select a point in time to stop the recovery action
8. Select the backups to restore in the **Backup Sets to Restore** grid
 - a. This grid displays the backups available for the specified location
 - b. By default, a recovery plan is suggested; to override the suggested recovery plan, you can change the selections in the grid

Figure 4: Restore Plan Dialog Box

The dialog box is titled 'Restore plan'. It contains a section 'Backup sets to restore:' followed by a table. The table has columns: 'Restore', 'Name', 'Component', 'Type', 'Server', 'Database', 'Position', and 'First LSN'. There is one row of data with a checked checkbox in the 'Restore' column.

Restore	Name	Component	Type	Server	Database	Position	First LSN
<input checked="" type="checkbox"/>	JLV-Full Database Backup	Database	Full	VAAUSSQLJLV203	JLV	1	169794500000

- c. Backups dependent upon the restoration of an earlier backup are automatically deselected when the earlier backup is deselected
9. Alternatively, click **Files** in the **Select a Page** pane to access the **Files** dialog box
 - a. Restore the DB to a new location by specifying a new restore destination for each file in the **Restore the database files as** grid

2.1.3.3. Backup Testing

Backups of all the Production VMs and DBs servers are done at the VA data centers by the AITC/PITC Systems Administrators. Backups are taken daily. Tests of those backups are done by IO. IO validates all software/configurations are restored from the expected configuration and confirms configuration files contain server specific settings. DB Backups are restored to the non-live backup DB servers to test restore procedures and integrity of the backup files. The testing of the DB restoration process is performed once every quarter and/or during each deployment of the JLV application. JLV Administrators validate that data in the DB contains up-to-date entries for the user profiles and audit logging.

A detailed list of the servers referenced throughout this POM can be found in IBM Rational Source Control. See [Administrative Procedures](#) for the link to the repository.

JLV Support and IO confirm the application server starts as expected, which is validated through logs and through smoke test of the application. JLV Support and IO also validate DB operations through smoke test of the application.

2.1.3.4. Storage and Rotation

IO ensures the system and storage arrays for the system are operating properly, with daily inspections of JLV QoS logs, system notifications, and frequent systems checks.

2.2. Security/Identity Management

JLV restricts access to the GUI to authorized users within the VA. Users access JLV via a URL.

Users are authenticated through the SSOi system. SSOi Bypass is used as a failover authentication mechanism if Identity and Access Management's (IAM) SSOi services are unavailable. When authenticating users with SSOi, JLV attempts to retrieve agency and site profile information from the SSOi system.

When enabled, users are authenticated through SSOi (default). If SSOi Bypass (failover) is enabled, users must present their Personal Identity Verification (PIV) card and Personal Identification Number (PIN), or their Windows authentication credentials before gaining access to the JLV Login page.

PIV exempt users are prompted for their Windows username and password before continuing to the JLV Login page. If a user selects Windows authentication and is not PIV exempt, the authentication fails and the SSOi Bypass message, *"Access denied. You are not an authorized user."* appears.

JLV requires that VA users provide the following credentials at the Login page:

- **VHA/Clinical Users:** The user's local existing VistA Access and Verify codes
- **VBA/Benefits Users:** The user's existing National Claims VistA Access and Verify codes

Access control and authentication takes place before JLV displays any data. The user is authenticated to their host EHR system, granting them access to the presentation layer. jMeadows retrieves the user's profile information from the JLV DB based on their credentials. The user's default host location, custom widget layout, and other user data are returned. See [Access Control](#) for more information.

[Table 3](#) provides a user authentication and login overview.

Table 3: User Authentication and Login Overview

User	Context Root	Authentication Overview
VBA/ CAPRI- Claims	/JLV	<p>When SSOi is enabled (default):</p> <ul style="list-style-type: none"> VBA and CAPRI-Claims users are authenticated through SSOi. JLV receives the VBA/CAPRI-Claims user's e-mail address. The user enters their VistA/CAPRI Access and Verify codes in the Login page fields. JLV validates these credentials against the user's local VA system. <p>NOTE: SSOi Bypass is the failover authentication.</p>
VHA	/JLV	<p>When SSOi is enabled (default):</p> <ul style="list-style-type: none"> VHA users are authenticated through SSOi. <p>If SSOi Bypass is enabled (failover):</p> <ul style="list-style-type: none"> VHA users are prompted to enter their PIV and PIN. If a user is PIV exempt, the user is prompted for their Windows username and password before continuing to JLV.

2.2.1. Identity Management

Users with a valid VA PIV card and PIN can access JLV.

2.2.2. Access Control

JLV access control for VA users consists of:

- JLV validates the user's email address from the user's PIV card
 - If the user doesn't supply a PIV card and PIN, the user will not gain access to the JLV Login page
 - If the user's Access/Verify codes are invalid, they are returned to the Login page, and an error message is presented above the Access/Verify code field


[Table 4](#) summarizes the JLV system components and the settings utilized for access control.

Table 4: Access Control Design

Component	Description
Configuration settings	<p>A configuration setting within the <i>appconfig-production.properties</i> file that enables access control:</p> <ul style="list-style-type: none"> <i>Enable VA Access Control, On/Off</i>, This setting enables access control for VA users

2.3. User Notifications

JLV is comprised of hardware and software, interfaces to the dependent partner systems, such as Patient Discovery Web Service (PDWS) and Master Veteran Index (MVI), as well as other infrastructure necessary to deliver the JLV application. Each of the individual components may undergo scheduled downtime for maintenance on a periodic basis. JLV Support follows a notification process to alert VA stakeholders of pending downtime in advance of each known event.

 **NOTE:** The VHA JLV team is responsible for notifying end users.

2.3.1. User Notification Points of Contact

[Table 5](#) details the current notification list for alerting for VA stakeholders of JLV scheduled downtime. The list is maintained by JLV Support.

Table 5: JLV Scheduled Downtime Notification List (VA Stakeholders)

Name	Organization	Email Address
Reed, Colleen	VA-Government	colleen.reed@va.gov
Renee, Jolie	VA-Government	joile.renee@va.gov
Stemp, Mark	AbleVets	mark.stemp@va.gov
Guebert, Chad	AbleVets	chad.guebert@va.gov
Lukens, Rich	AbleVets	richard.lukens@va.gov
Carvalho, Robert	AbleVets	robert.carvalho@va.gov
Goo, Brad	HRG	brad.goo@va.gov
Cardenas, Michael	HRG	michael.cardenas5@va.gov
Suenaga, Greg	HRG	gregory.suenaga@va.gov
Rutherford, Jerald	VA-Government	gerald.rutherford@va.gov
Wiebe, Rachel S.	VA-Government	rachel.wiebe@va.gov
Currans, Tony	VA-Government	anthony.currans@va.gov
Vinokur, Ella	VA-Government	ella.vinokur@va.gov
Hines, Rick	VA-Government	rick.hines@va.gov
Gordon, Matthew	VA-Government	matthew.gordon@va.gov
Omizo, Dr. Reese K.	VA-Government	reese.omizo@va.gov
Beloro, Bill	VA-Government	bill.beloro@va.gov
Roberts, Jerilyn	VA-Government	jerilyn.roberts1@va.gov
Strong, Ken	SMS	ken.strong@va.gov
Tirupati, Kiran	SMS	kiran.tirupati@va.gov
Punyala, Dinesh	SMS	dinesh.punyala@va.gov
Peterkin, Brittany	Government CIO	brittany.peterkin@va.gov
Tran, Le-An	Government CIO	le-an.tran@va.gov
Xu, James	Government CIO	james.xu@va.gov
Nwogu, Stephanie	Government CIO	stephanie.nwogu@va.gov

2.3.2. JLV QoS Mail Groups

VA:

- Colleen Reed
- Jerilyn Roberts
- Rachel Wiebe
- Jerry Rutherford
- John Short
- Kiran Tirupati
- Rene Kinsey
- Ty C. Mullen
- Victor Eilenfield
- Jack Mandel
- Robert L. Adams

DOD:

- Artis Silvester (Navy)
- Carlos Polk (Navy)
- Darius Tavasoli (Navy)
- David Gravseth (Defense Medical Information Exchange [DMIX])
- Emem Mendie (DMIX)
- Evan Rust (contractor)
- Jason Wong (contractor)
- Joey Wang (DMIX)
- Kaichang Zhang (DMIX)
- Michael Zrimm (DMIX)
- Michelle D'Amico (contractor)
- Osazee Odusanya (DMIX)
- Terrance Tuggerson (contractor)
- Tiffani Horne (contractor)

Team AbleVets:

- Mark Stemp
- Chad Guebert
- Rich Lukens
- Troy Stanton
- Zach Gibson
- Bjorn Harris
- Doug Woodruff
- Jared Piimauna
- Michael Cardenas
- Brad Goo
- Alexis Pak
- Eric Choi
- David Townsend
- Corey Kramek
- Chris Michael
- Gregory Suenaga
- Kareem Washington
- Benjamin Daniels
- Jackson Kato
- Lawrence Wilson

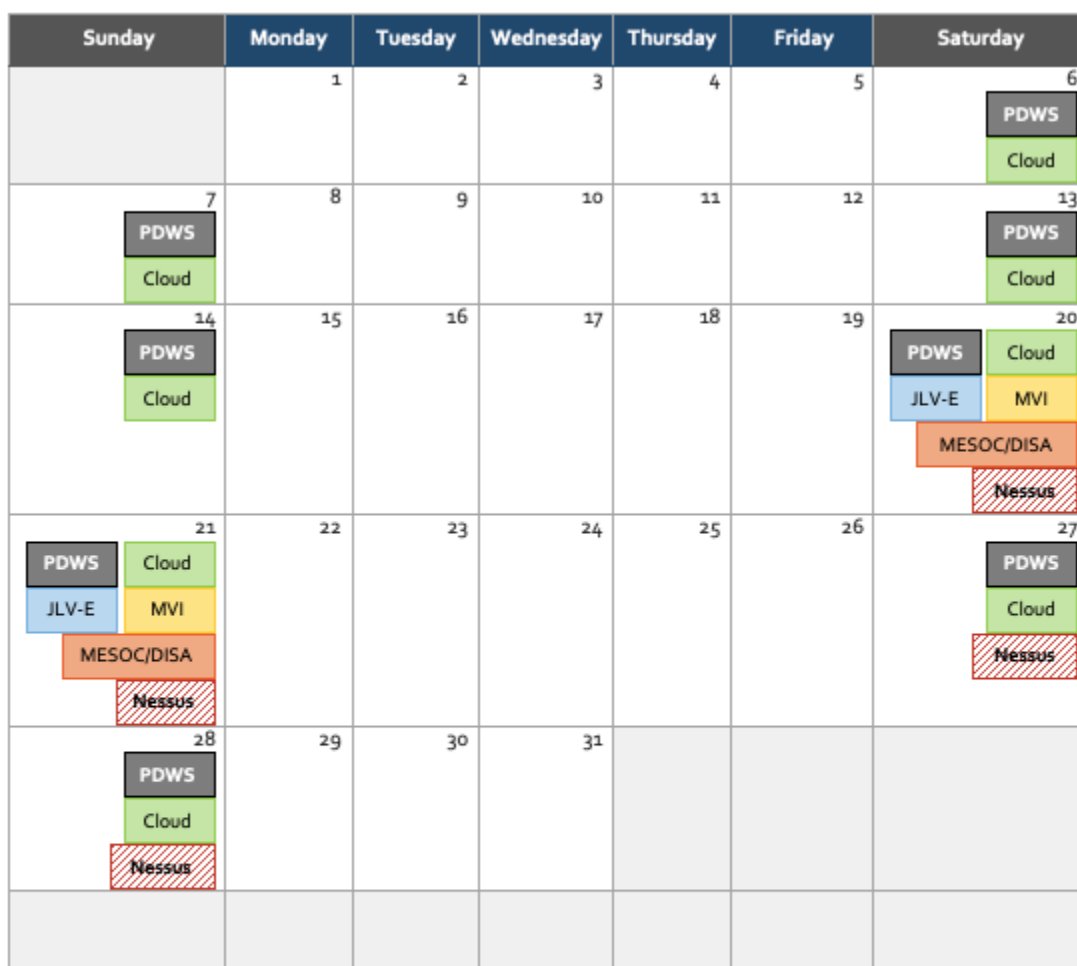
2.3.3. Scheduled Downtime Notifications

JLV Support monitors the maintenance schedules of systems that provide notification of planned outages, then communicates the upcoming downtime to VA stakeholders.

i **NOTE:** JLV Support depends on the receipt of timely information from dependent systems and infrastructure. Not all systems and/or infrastructure teams provide downtime notices to JLV Support. Detailed information, such as organization, frequency of planned downtime, and points of contact (POCs), is available in Appendices A, B, and C for each of the dependent systems and other infrastructure.

[Figure 5](#) shows a typical calendar of regularly scheduled downtimes for JLV and external systems. Refer to the detailed list following the calendar mockup for a complete list of planned downtimes.

Figure 5: Mockup of Regularly Scheduled Downtimes




Downtimes

PDWS PDWS/DMDC: Every weekend each month
JLV-E JLV-E: Third weekend each month
Cloud IO Cloud: Every weekend each month

MESOC/DISA MESOC/DISA: Third weekend each month
MVI MVI: Third weekend each month
Nessus Nessus: Third or fourth weekend each month

The following list details the downtime notices currently known to JLV Support.

- **JLV**
 - Organization: Joint DOD/VA
 - Frequency: Monthly, the 3rd weekend of the month
 - Time Frame: 1:00 pm EST Saturday to 1:00 pm EST Sunday
 - POC: Michael Cardenas, michael.cardenas5@va.gov, and Brad Goo, brad.goo@va.gov
- **IO (AITC/PITC)**
 - Organization: VA
 - Frequency: Monthly, the 3rd or 4th weekend of the month (typically)

- Time Frame: Varies, though is typically from 5:00 am EST Saturday to 11:00 am EST Saturday/Sunday
- Email Subject: Monthly Cloud Maintenance, ASA 5585 Migration in PITC
- POC: Dinesh Punyala (dinesh.punyala@va.gov)
- **VA Authentication Federation Infrastructure (VAAFI)**
 - Organization: VA
 - Frequency: As needed – since move to Azure, no longer direct impact to JLV during maintenance window(s)
 - Time Frame: Varies
 - Email Subject: VAAFI Datacenter flip Miami to Culpeper
 - POC: Takenya Hill, takenya.hill@va.gov
- **MVI (VA and DOD)**
 - Organization: VA
 - Frequency: As needed
 - Time Frame: Varies, typically the 3rd weekend and from 3:00 pm to 9:00 pm
 - Email Subject: VAAFI Data center flip Miami to Culpeper
 - VA POC: Danny Reed, Danny.reed@va.gov, Jose.Negron@va.gov"
 - DOD POC: James Turner, james.e.turner3.ctr@mail.mil
- **VA/DOD Gateway**
 - Organization: Joint DOD/VA
 - Frequency: As needed
 - Time Frame: Varies
 - POC: Janelle Davis, Jenelle.Davis@va.gov
 - Data Exchange Service (DES) (includes data from the Clinical Data Repository [CDR], Composite Health Care System [CHCS], Federal Electronic Health Record [FEHR], and Community Partners):
 -  **NOTE:** JLV Support does not receive a distribution notice for all DOD downstream data sources (Theater Medical Data Store [TMDS], Essentris, SHARE, Bidirectional Health Information Exchange (BHIE) Framework, Community Partners)
- Organization: DOD
- Frequency: TBD
- Time Frame: TBD
- Email Subject: DMIX Integration Alert
- POC: James Turner, james.e.turner3.ctr@mail.mil
- **Military Health System (MHS) Enterprise Services Operations Center (MESOC) / Defense Information Systems Administration (DISA)**

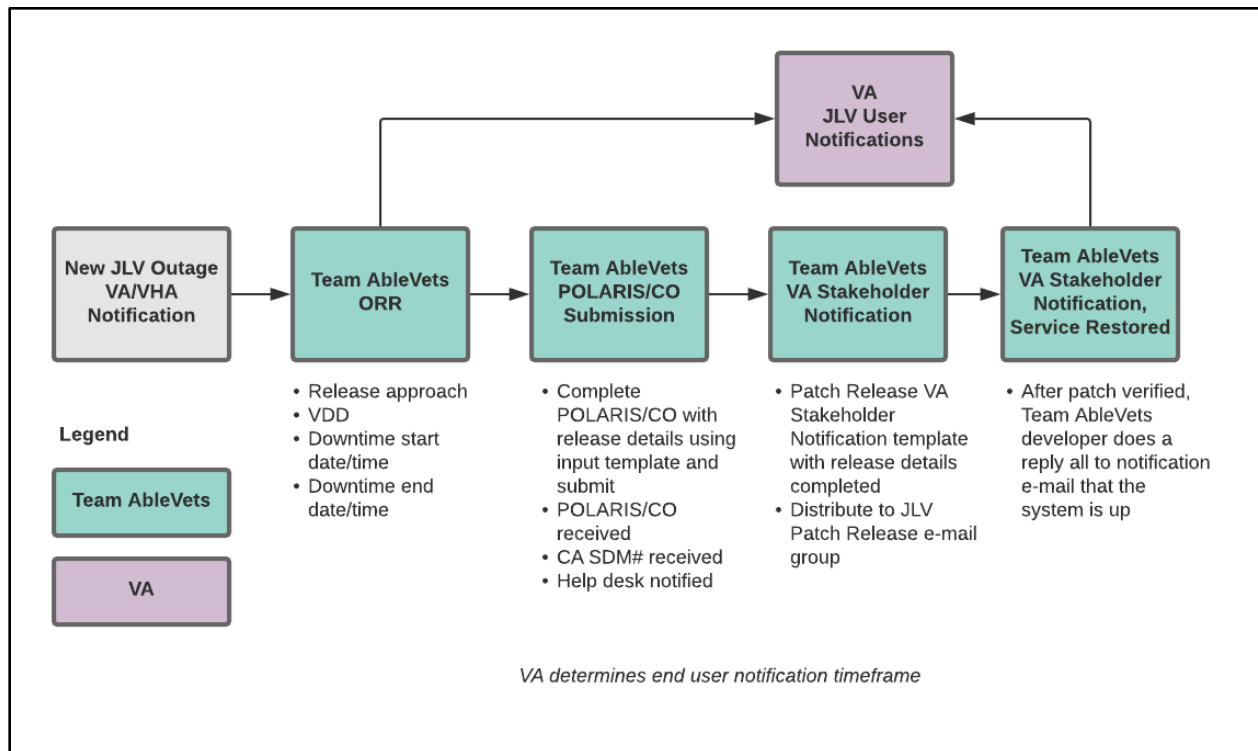
- Organization: DOD
- Frequency: Monthly, 3rd weekend of every month
- Time Frame: Varies
- Email Subject: DMIX Integration Alert
- POC: James Turner, james.e.turner3.ctr@mail.mil
- **PDWS / Defense Manpower Data Center (DMDC)**
 - Organization: DOD
 - Frequency: Weekly (actual downtime plan verified with the PDWS team)
 - Email Subject: DMIX Integration Alert
 - Time Frame: 9:00 pm EST Saturday to 6:00 am EST Sunday
- **CAPRI:** JLV Support does not currently receive a distribution notice
 - Organization: VA
- **VistAs:** JLV Support does not currently receive a distribution notice
 - Organization: VA

The JLV Support team actively monitors all relevant systems maintenance schedules, and the team follows the scheduled downtime notification process for JLV code-driven patch releases:

- VA notifies JLV users of pending system downtime, when JLV is unavailable, and when the system is restored
- The JLV Support team notifies the VA stakeholders (see [Table 5](#)) when the JLV system is restored to service

The process flow shown in [Figure 6](#) was designed primarily for *JLV code-driven patch releases* and is used as a guide for scheduled downtime notifications. However, not all steps may apply for JLV downtimes triggered by scheduled maintenance or outages on external components that are outside the control of the JLV application.

Figure 6: Scheduled Downtime Notification Process




While all JLV scheduled downtime communications follow a similar format, each is tailored to the specific activity and system/service affected.

2.3.3.1. Planning and Online Activity/Release Integration Scheduler (POLARIS) Process

[POLARIS](#) is a web-based tool, available on the VA Intranet, that is used to create notifications for scheduled system downtime events.

i NOTE: If the scheduled outage affects only DOD environments, the Change Order (CHG) will be opened as an “Information Dissemination” for the event type. If the scheduled outage affects only the VA environments, the appropriate event type is chosen ([Figure 7](#)).

Figure 7: POLARIS on the VA Intranet

 POLARIS <small>ENTERPRISE RELEASE CALENDAR</small>		
Review Successful		
Event ID: <div>23467</div>	Title: <div>JLV – Deploy WebLogic code - AITC</div>	
Point of Contact Information		
Project Manager POC:	Implementation Manager POC:	Post-Validation Tester POC:
Name: Facundus, Latricia R.	Name: Strong, Ken (TRex)	Name: Lukens, Richard K. (AbleVets)
Phone number: (202) 695-9180	Phone number: (512)-326-6527	Phone number: (703) 407-2623
Phone number (alternate):	Phone number (alternate):	Phone number (alternate): 512
Email: Latricia.Facundus@va.gov	Email: Ken.Strong@va.gov	Email: richard.lukens@va.gov
Creator: Garcia, Nellie J. (SMS)		Created Date: 8/12/2019
Release Information		
Summary	JLV: Deploy WebLogic code 2.8.0 to Prod VMs in AITC	
Description	Deploy WebLogic code 2.8.0 to Production VMs in AITC on Wednesday, 28 August 2019, 3p - 5p Eastern/2p - 4p Central	

The CHG notifies the Enterprise Service Desk (ESD) of the planned event. Once the form has been submitted, the ESD responds via e-mail within approximately 15 minutes with an associated ESD ticket number. The CHG and ESD ticket numbers are provided in the notification e-mail, as shown in [Patch Release Notification E-mail \(Example\)](#).

2.3.3.2. Patch Release Notification E-mail (Example)

All,

This is to notify you of the upcoming Production release of the JLV Enterprise Patch x.x.x.x.x.

- The CHG number is **CHGxxxxxx**
- The ServiceNow Ticket number is **INCxxxxxxx**
- JLV Enterprise Patch version x.x.x.x.x will be released to DOD and VA Production environments on <Day>, <Month> <Day>, <Year> starting at <Time 24-hour clock> (Time am/pm) EST. Patching is expected to be completed by <Time 24-hour clock> (Time am/pm) EST, <Day>, <Month> <Day>, <Year>. JLV-Enterprise will be unavailable during this time.

2.3.4. Unscheduled Outage Notifications

2.3.4.1. Initial Response to Issues Within 30 Minutes of Alert

The following steps represent the response to a reported issue, to occur within 30 minutes of the initial alert:

1. If a QoS e-mail is received and errors have **not** been cleared within 30 minutes of receipt of the initial error alert, proceed to Step 2

2. Within 30 minutes of the initial error e-mail, JLV Support ([Table 15](#)) sends an e-mail to the JLV stakeholders ([Table 5](#)), stating that the Support team is investigating the issue
 - a. Using the e-mail example below, tailored to the specific activity and the system(s)/service(s) that are affected

2.3.4.1.1. Initial Outage Response Notification E-Mail (Example)

Subject: JLV Outage Notification

All,

JLV is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

This error impacts <service impacted> (choose one from list below)

- PDWS: the users' ability to perform a patient search
- MVI: the users' ability to retrieve VA records
- VDS: the users' ability for VA users to log in and retrieve VA records
- BHIE Relay Service (BRS): the users' ability to retrieve DOD records
- Database: the ability for the application to check the authorized users list, retrieve a user's profile, generate a site list for the log in, and the ability for JLV to log auditing records
- SnareWorks: the ability for DOD users to log in
- jMeadows: the application's ability to connect to external sources; users will not be able to log in to JLV until service is restored

Please stand by as we further investigate the error. You will be notified by e-mail as soon as the issue is rectified. If the issue persists longer than 90 minutes from now, you will be notified of the error status and resolution progress in another e-mail.

Thank you.

2.3.4.2. Outage Escalation to External Teams

The following information details the escalation process to external teams in the case of an issue caused by a service outside JLV Support's purview. A status update is requested within 2 hours of the initial alert.

1. Send an e-mail to the applicable external service group as specified in [Table 15](#)
2. Request the status of the issue within 2 hours of the initial alert
 - a. Copy JLV Support ([Table 15](#))
 - b. Use the e-mail example(s) below, tailored to the specific activity and system(s)/service(s) that are affected

2.3.4.2.1. Outage Escalation to External Teams E-Mail (Example)

Subject: JLV Service Verification Request

All,

JLV is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

This error impacts <service impacted> (choose one from list below)

- PDWS: the users' ability to perform a patient search
- MVI: the users' ability to retrieve VA records
- VDS: the VA users' ability to authenticate and to retrieve VA records
- VistA Host: the ability for JLV to retrieve records for the specified VistA host
- CAPRI: the ability for JLV to authenticate VBA users
- BRS/DES: the users' ability to retrieve DOD, FEHR, and Community Partner records
- SnareWorks: the ability for DOD users to authenticate
- jMeadows: the application's ability to connect to external sources; users will not be able to log in to JLV until service is restored

JLV Support would like to verify that <application/service> is up, running, and not experiencing any errors.

Optional: JLV Support has verified that network connectivity is not the issue. Please verify and respond to JLV Support with your findings.

Thank you for your assistance in troubleshooting this issue.

1. Generate a trouble ticket (VA or DOD) and assign it to the appropriate application team
2. Send a notification to the JLV stakeholders ([Table 5](#)) with all pertinent information
 - a. Use the e-mail example(s) below, tailored to the specific activity and system(s)/service(s) that are affected

2.3.4.2.2. Outage Update E-Mail (Example)

Subject: JLV-E Outage Update

All,

JLV is currently experiencing an error in the <Environment Name> environment.

The error detail is: <Error from QoS>

- PDWS: the users' ability to perform a patient search
- MVI: the users' ability to retrieve VA records
- VDS: the VA users' ability to authenticate and to retrieve VA records
- VistA Host: the ability for JLV to retrieve records for the specified VistA host
- CAPRI: the ability for JLV to authenticate VBA users
- BRS/DES: the users' ability to retrieve DOD, FEHR, and Community Partner records

- SnareWorks: the ability for DOD users to authenticate
- jMeadows: the application's ability to connect to external sources; users will not be able to log in to JLV until service is restored

The JLV Engineering team has determined the following:

- Severity: Severity Level ONE
- Impact: <List impacted users (VA, DOD, or VA and DOD), and state which services are impacted and the functionality lost>
- Fault is isolated to: <Where the error resides (local JLV servers, local JLV DB, network (provide details if possible) or external application>
- Estimated Time of Service Restoration: <Estimated time frame of restoration>
- CHG Number: <CHG number, only if applicable and approved by VA JLV PM or VHA JLV Team>
- Ticket Number: <Ticket number submitted to the VA or DOD service desks, only if issue is with the network or external application>

The JLV Engineering team will continue to monitor and troubleshoot the issue. Updates will be provided every 2 hours until the issue is resolved.

Thank you.

1. Continue monitoring the issue
2. Provide updates every **2 hours** to the JLV stakeholders ([Table 5](#)) until issue is resolved:
 - a. AbleVets Emergency Contact: Rich Lukens (703-407-2623)
 - b. AbleVets Alternate Contact: Zachary Gibson (703-282-7514)
 - c. HRG Emergency Contact: Michael Cardenas (808-372-4944)
 - d. HRG Alternate Contact: Eric Choi (703-955-7499 x106)

JLV Support Hours: 24x7x365

2.3.5. Announcement Banners

Announcement banners are provided for the end users' benefit and information. They appear in the Announcements section of the JLV Login page, and within the JLV application in the form of banners.

The primary goal of announcement banners is to inform end users of important information about their use of JLV. The use of acronyms and IT jargon within announcement banners is minimized to clearly communicate any temporary limitations of JLV.

It is important to note that the system maintenance notices shared among technical groups are different from the application-level announcement banners as they are not appropriate for end users.

Announcement banners are posted no more than 24 hours prior to a planned event and removed immediately upon completion of the planned event.

Announcement banners for an unplanned outage are posted immediately after the confirmation of the outage and are removed immediately upon resolution of the outage.

The following announcement banners are prioritized:

1. Patient Safety
2. Newly discovered defects/issues with broad impact
3. Unplanned outages or unexpected loss of data lasting more than 2 hours that are not already communicated by System Status notifications
4. Planned maintenance/outages with expected impact or disruption
 - a. Maintenance events of no or inconsequential impact should not be posted

End users can become desensitized to the important information in announcement banners when too many alerts are posted too often. The plan to minimize alert fatigue is as follows:

1. Display announcement banners by severity
 - a. Add a prefix category (Patient Safety, Issue, Outage, Maintenance, etc.) to the announcement banner titles and content to further differentiate context and priority
2. Post only those alerts that impact end users
 - a. Informational announcement banners for maintenance events where there is no expected or an inconsequential impact should not be posted
3. Set an expiration date for announcement banners, and remove them as soon as possible after the event has completed or the issue has been corrected

The following groups have the authority to enable certain types of announcement banners:

- JLV Support: Maintenance-related notifications that impact end users
- VHA JLV Team: Notifications regarding patient safety and other critical issues that impact end users

[Table 6](#) lists the announcement banner content for maintenance events with expected user impact and for special events and issues.

Table 6: Announcement Banner Content for Maintenance Events Impacting End Users


Maintenance Event Titles (50-character limit)	“More” Hyperlink Expanded Content (255-character limit)
MAINTENANCE DOD Patient Identity System-5/17-5/18 <u>More</u>	Maintenance window: 05/17/18 9pm EST–05/18/18 12pm EST Impact: JLV will be available for use, but users may experience problems with patient lookups/patient search using DOD EDIPI or issues viewing DOD patient demographics.
MAINTENANCE VA Patient Identity System -5/17 <u>More</u>	Maintenance window: 05/17/18 9pm EST–05/18/18 12pm EST Impact: Users may experience problems with patient search: CPRS via CCOW may display VA data only; DOD EDIPI or recently viewed list may display DOD data only; SSN ³ searches may display no data.

³ Social Security Number (SSN)

Maintenance Event Titles (50-character limit)	“More” Hyperlink Expanded Content (255-character limit)
MAINTENANCE DOD Theater Records System— 5/21-5/22 More	Maintenance window: 05/21/18 9pm EST–05/22/18 12pm EST Impact: Records from DOD theater systems may be unavailable. These include records from an area where military events were occurring at the time of care delivery (e.g., wartime).
MAINTENANCE Community Partner System—6/29 More	Maintenance window: 06/29/18 8pm EST–06/29/18 11 pm EST Impact: JLV will be available for use, but the Community Health Summaries & Documents widget may not retrieve records. If you experience this problem, please try again later.
ISSUE Please Check Federal EHR/MHS GENESIS Widget Date Filter	An error caused Federal EHR/MHS GENESIS widgets added to workspaces before 6/28/18 to display only the past 4 months instead of 1/1/17-present. To correct this, click the funnel-shaped filter icon and manually adjust the dates or close/re-add the widget.
PATIENT SAFETY Contrast Allergies—Use VistAWeb	JLV is currently not displaying VA allergies for Contrast media entered through the Radiology option “Update Patient Record” [RA PTEDIT]. Until further notice, please use VistAWeb or CPRS RDV to check for Contrast allergies from other VA sites.
ISSUE Imaging not available to Claims/CAPRI users	VA images are not currently being displayed in JLV. The issue is being analyzed and a patch to resolve the issue will be deployed as soon as possible. Please use VistAWeb or standalone AWIV for VA imaging access. NOTE: Affects VBA (Claims) Only
OUTAGE Community Partner Records	VA is currently unable to retrieve records from community partners (partners). Engineers are working to restore connections as quickly as possible. (add details on anticipated resolution, etc. if available).

2.3.5.1. Placing Announcement Banners

When there is a major system outage, service degradation, or patient safety issue, an announcement banner will be placed on the Login page for the affected environment at the T+60 time frame. The announcement banner placement in any environment is accomplished via the DB associated with that environment.

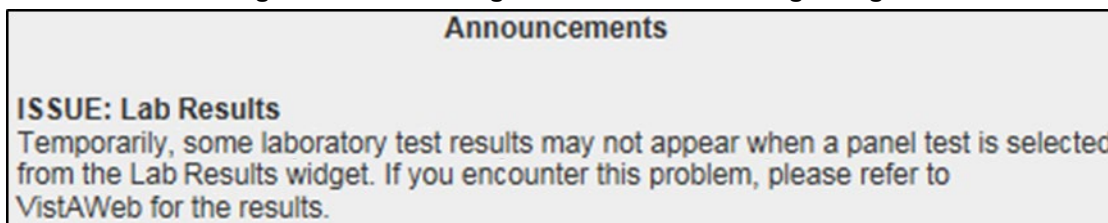
 **NOTE:** Current functionality does not allow for a specific time frame, like 2:00 pm to 8:00 pm, to be provided. At present, the system only allows for an expiration date, formatted as Month/Day/Year.

An example of the script used to place an announcement banner is as follows:

```
execute dbo.createNotification
    @startDate='10/17/2018'
    ,@endDate='10/30/2018'
    ,@announcement='Lab Results'
    ,@userGroup='ALL'
    ,@description='Temporarily, some laboratory test results may not appear when a
panel test is selected from the Lab Results widget. If you encounter this problem,
please refer to the VistaWeb for the results.'
```

The resulting announcement banner, as viewed on the application Login page, is shown in [Figure 8](#).

Figure 8: User-facing Banner on the JLV Login Page



2.3.5.2. Removing Announcement Banners

There are two methods used to remove a banner from the application Login page: manual and automatic expiration.

2.3.5.2.1. Manual Removal

The manual removal method is used when a system degradation has been resolved or the planned outage has been completed prior to the designated end date.

Manual removal is accomplished by accessing the DB tables and manually changing the end date to match the start date associated with the announcement banner to be removed. Database entries demonstrating the announcement banner prior to ([Table 7](#)) and after ([Table 8](#)) manual removal follow.

Table 7: Database Table Entry Prior to Manual Removal

Start Date	End Date	Title	Announcement Banner Text
2018-10-17	2018-10-30	ISSUE: Lab Results	Temporarily, some laboratory test results may not appear when a panel test is selected from the Lab Results widget. If you encounter this problem, please refer to VistAWeb for the results.

Table 8: Database Table Entry After Manual Removal

Start Date	End Date	Title	Announcement Banner Text
2018-10-17	2018-10-17	ISSUE: Lab Results	Temporarily, some laboratory test results may not appear when a panel test is selected from the Lab Results widget. If you encounter this problem, please refer to VistAWeb for the results.

2.3.5.2.2. Automatic Expiration

Automatic expiration of an announcement banner occurs when the designated end date of the announcement banner has been reached. Expiration dates are set based on when the issue can be resolved by an authorized member of JLV Support. A DB entry demonstrating a planned maintenance announcement banner is shown in [Table 9](#).

Table 9: Database Table Entry for a Planned Maintenance Announcement Banner

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-27	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm EST 26 October 2018–12am EST 27 October 2018.

2.3.5.3. Announcement Banner Extensions

If a service degradation or other event will exceed the planned end date of an existing announcement banner, JLV Support can manually extend the duration of the announcement banner by changing the end date to a date in the future. Database entries demonstrating the announcement banner prior to ([Table 10](#)) and after a date extension ([Table 11](#)) follow.

Table 10: Database Table Entry as Initially Posted

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-27	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm EST-26 October 2018 – 12am EST 27 October 2018.

Table 11: Database Table Entry After a Date Extension Update

Start Date	End Date	Title	Announcement Banner Text
2018-10-26	2018-10-29	ISSUE: System performance upgrades	System may temporarily be down for system performance upgrades between 8pm EST-26 October 2018 – 12am EST 29 October 2018.

2.4. System Monitoring, Reporting, and Tools

JLV traces and audits actions that a user executes within the application. JLV audits are provided through audit trails and audit logs that offer a back-end view of system use, in addition to storing user views of patient data. Audit trails and logs record key activities (date and time of event, patient identifiers, user identifiers, type of action, and access location) to show system threads of access and the views of patient records. Refer to [Application Error Logs](#) for more information about audit and server logs.

The JLV QoS service monitors the availability of data sources. Refer to [Availability Monitoring](#) for more information.

2.4.1. Dataflow Diagram

The data retrieval sequence is detailed in the *JLV 2.8.2 System Design Document*.

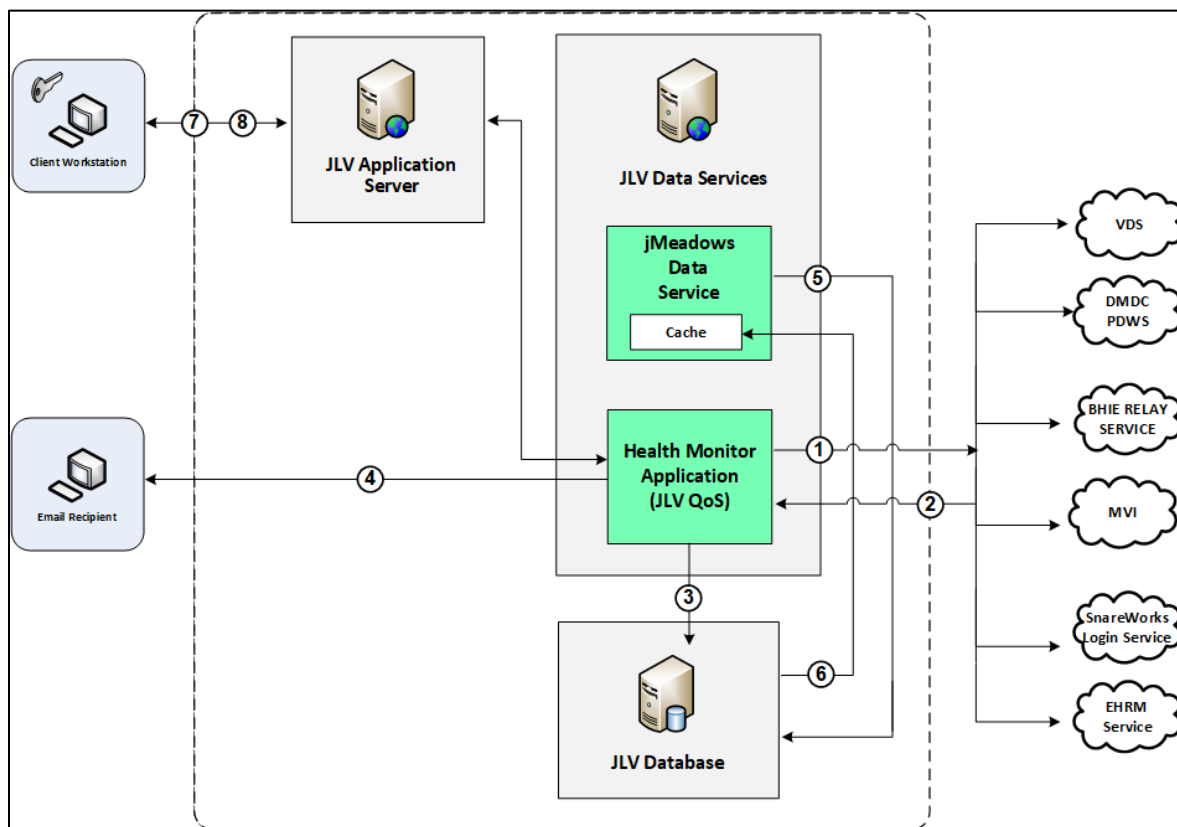
2.4.2. Availability Monitoring

QoS monitors the health of JLV and checks for the availability or disruption of dependent services within the systems in DOD and/or VA environments ([Table 12](#)).

Table 12: Services Monitored by QoS

Service	Description
DMDC PDWS	Patient look up
MVI (VA)	Retrieves VA patient ID
BRS (DES)	Connects to DES and DOD VLER
JLV DB Server	Contains JLV DB information
jMeadows Data Service	Connects to MVI, PDWS, DB, BRS, EHRM Service, and Report Builder
VDS	VA Log in/Data
SnareWorks	DOD Log in

Figure 9: System Status Check Sequence



System status checks ([Figure 9](#)) are performed as follows:

1. The Health Monitor pings the monitored services every 5 minutes
2. The Health Monitor receives a system status from each monitored service and reports the status of JLV systems to JLV Support via e-mail
3. System status events are written to the QOS_LOGS table within the JLV DB

4. The Health Monitor sends an automated e-mail notification every 6 hours, unless a status change is detected
 - a. Detection of a status change immediately triggers an e-mail notification, and the 6-hour timer is reset
 - b. The next e-mail is generated after 6 hours if no further system status changes are detected
 - c. When all errors are cleared, an e-mail is sent stating that no errors are detected
5. The jMeadows Data Service pings the JLV DB every 2 minutes for status checks
6. The jMeadows Data Service stores the data returned from the JLV DB in an internal cache, the jMeadows Data Service cache
7. When a user accesses the JLV **Login** page, JLV requests and receives system status data from the jMeadows Data Service cache
8. During active user sessions, JLV requests system status data from the jMeadows Data Service cache every 5 minutes
 - a. Current system status is retrieved from the cache and sent to the JLV GUI

[Figure 10](#) depicts a system status message displayed on the JLV **Login** page.

Figure 10: System Status Message on the JLV Login Page

The screenshot shows the JLV Login page with a dark background. At the top right, there is a checkbox labeled "Accessibility Mode". Below it are two input fields for "VistA Access Code:" and "VistA Verify Code:". Under these are two dropdown menus for "Agency:" (set to "VA") and "Site:" (set to "IPOTEST4"). A link "Edit Profile" is below the site dropdown. A large blue "Login" button is centered. Below the button is an "Announcements" section with a message: "System going down for ALL 2 [More](#)". Below that is a "System Status" section with a yellow warning icon and the text "JLV is having problems." followed by a bullet point: "• VA Patient Identity service is unavailable. VA data may not display." Below this is the text "If problem persists, please contact the help desk." and contact information for "DHA Global Service Center" (Phone: 1(800) 600-9332, Email: dhagsc@mail.mil) and "VA Enterprise Service Desk" (Phone: 1(855) 673-4357). At the bottom of the status section is a link "JLV Help".

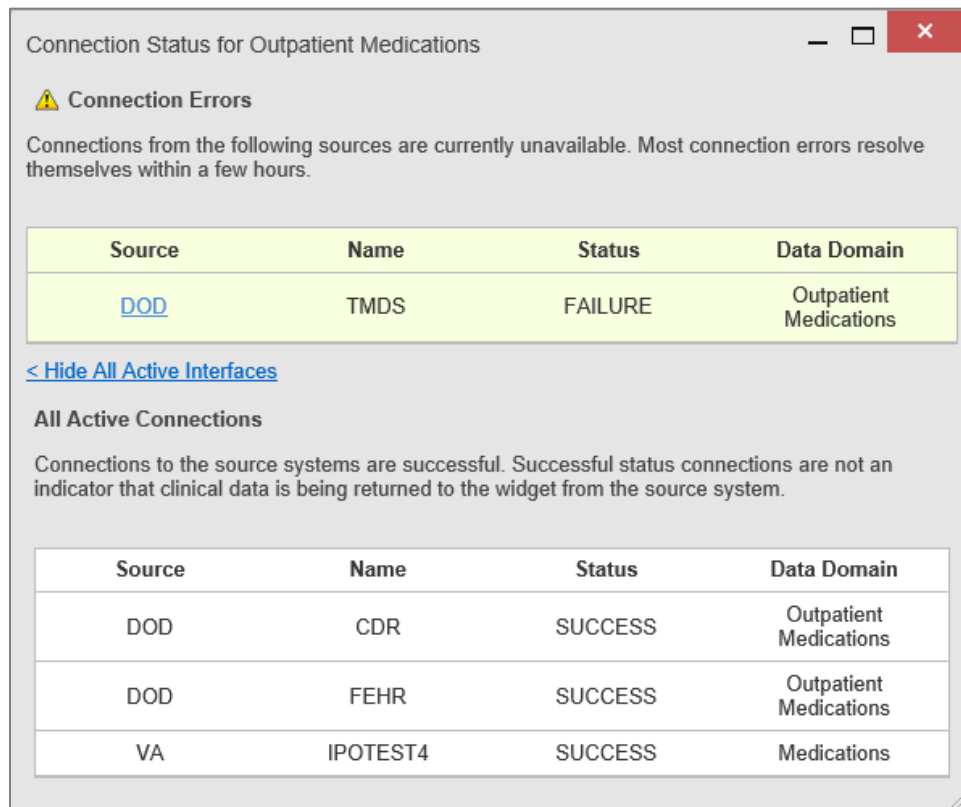
[Figure 11](#) shows a system error status displayed on the JLV **Patient** portal page, which presents only if the system status is yellow or red. If the system does not detect a service connection error, no notice displays.

[illegible]

JLV displays interface status icons on the toolbars of multiple Patient portal widgets to communicate the status of the data source for the widget's clinical domain. There are two conditions:

- Both icons are used to provide status for VA, DOD, and community partner data sources. Clicking the status icon opens interface status details in a separate window, as shown in [Figure 12](#).

Figure 12: Connection Status Details



Source	Name	Status	Data Domain
DOD	TMDS	FAILURE	Outpatient Medications

[< Hide All Active Interfaces](#)

All Active Connections

Connections to the source systems are successful. Successful status connections are not an indicator that clinical data is being returned to the widget from the source system.

Source	Name	Status	Data Domain
DOD	CDR	SUCCESS	Outpatient Medications
DOD	FEHR	SUCCESS	Outpatient Medications
VA	IPOTEST4	SUCCESS	Medications

2.4.3. Performance/Capacity Monitoring

Query times for each web service call in to the Relay Service, jMeadows, EHRM Service, and VDS are recorded to a file in the D:\Log directory on the server, where the services are installed. Refer to [Application Error Logs](#) for more information on audit and server logs.

2.4.4. Critical Metrics

VA providers, VHA users, or VBA users accessing a DOD-only patient (i.e., no VA identifiers for a patient): JLV records each access of Protected Health Information (PHI) through JLV. This includes the identification of the individual whose PHI was accessed, the identification of the user who accessed the information, and identification of the specific PHI accessed.

User access to sensitive DOD data: DOD and VA users are audited each time a sensitive DOD record (domains: sensitive notes, outpatient encounters, and labs) is viewed, regardless of how many times the user has previously viewed it, including multiple views in the same user session. When a user opens and closes a sensitive record, then reopens the same record and views it a second time, the user is asked to agree to be audited again.

The following information is captured for each attempt to access DOD sensitive data, whether successful or unsuccessful:

- Organization (i.e., VHA, VBA, DOD)
- User name

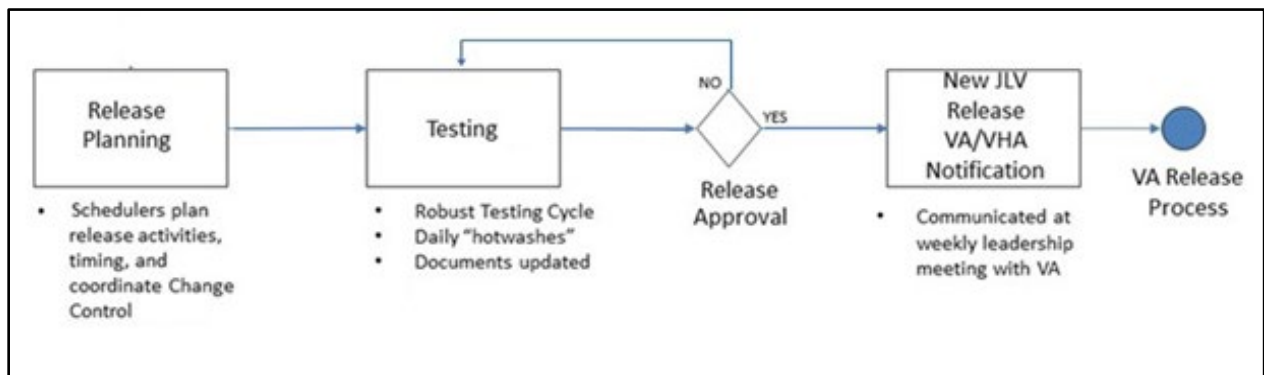
- User SSN
- User PIV, if known, for VA users
- User location
- Patient last name, first name, middle initial (MI), SSN, MVI, date of birth (DOB)
- Sensitive data accessed
- Date/time of access
- Reason for access (emergent care, clinical care, or authorized administrative use)

2.5. Routine Updates, Extracts, and Purges

2.5.1. Routine Updates

Patches and other routine updates follow the JLV patching process, shown in [Figure 13](#).

Figure 13: Patching Process for VA and DOD Components



2.5.2. Extracts

Extracts of the JLV audit logs and server logs are available by request only, on an as-needed basis. The VA Project Manager (PM) must approve requests for extracts. Approvals are dependent on the type of request and the organization of the requester. Once a request is approved, an authorized System Administrator extracts the requested data and sends it to the requestor via an encrypted method. Refer to [Application Error Logs](#) for more information on audit and server logs.

2.5.3. Purges

Neither data nor audit log entries, from the JLV DB or other system components, are purged.

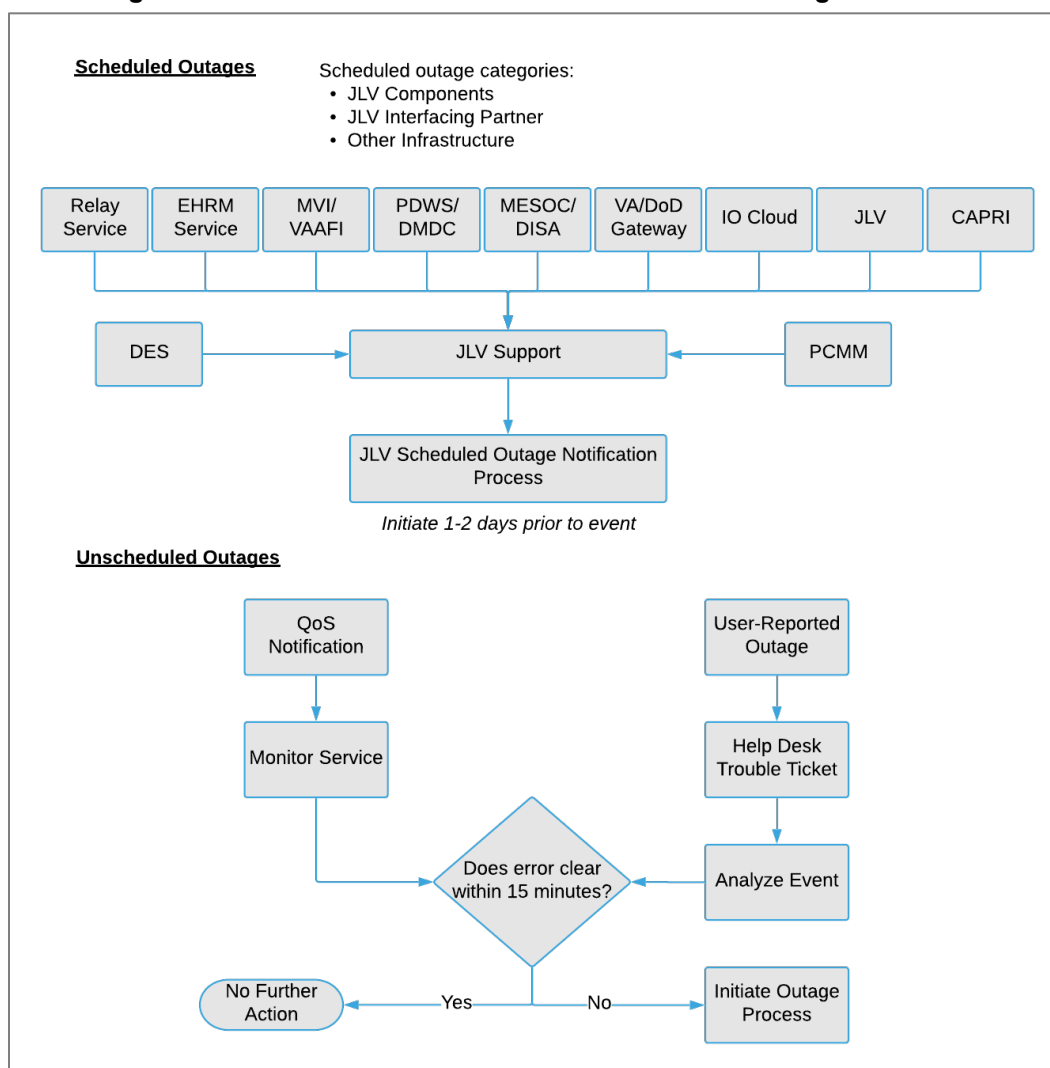
2.6. Scheduled Maintenance

Scheduled downtime typically occurs after 10:00 pm EST, and service is restored by 8:00 am EST. Any planned downtimes, (within VA control), outside of these hours requires justification and approval by the VHA JLV Team and the Office of Information and Technology (OIT) PM.

[Figure 14](#) depicts the JLV process for monitoring, analyzing, and initiating the notification for an outage.

i **NOTE:** IAM/SSOi Bypass is not monitored in this release.

Figure 14: Scheduled Downtime and Unscheduled Outage Overview



2.7. Unscheduled Outage Triage Process

An unscheduled outage typically occurs when there is a major, unexpected Production issue. As such, the processes in the following sections are triggered (i.e., when the entire JLV application is down and/or a significant number of end users are impacted).

i **NOTE:** The QoS tool is the primary means of monitoring the JLV application. The processes described in the following sections are specific to the QoS tool and its related incident responses. The VHA JLV team is responsible for notifying end users.

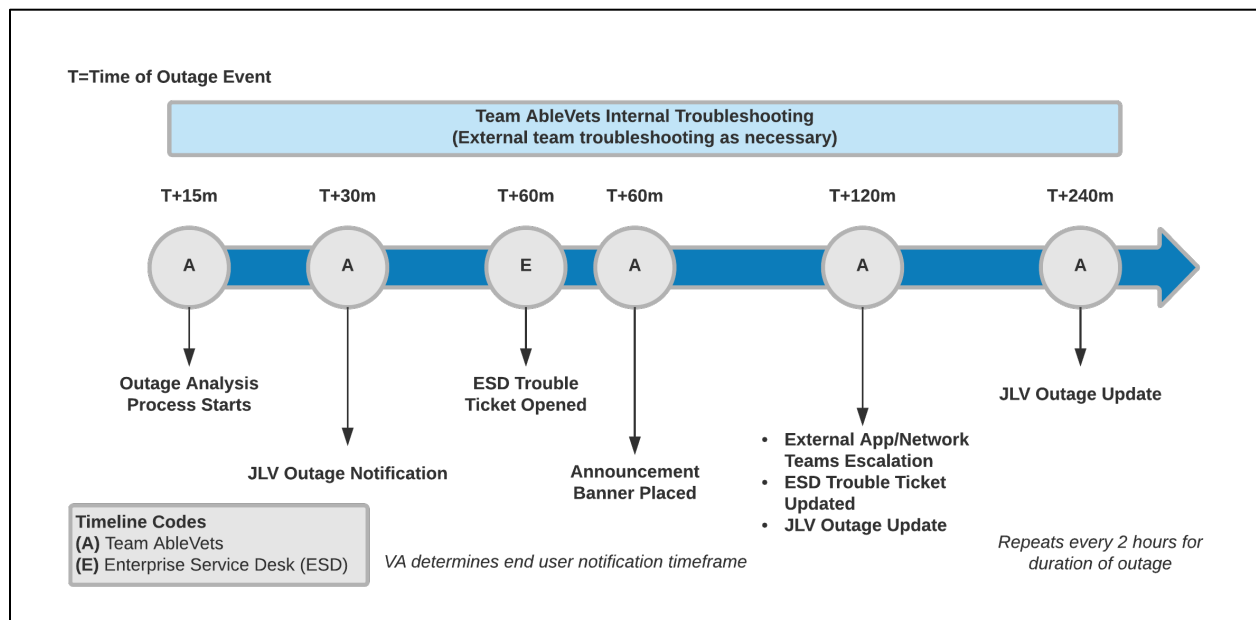
2.7.1. Outage Triage Timeline

The JLV outage triage process is executed by JLV Support in coordination with the VA JLV interface systems teams (e.g., MVI), as necessary.

The following steps represent routine system monitoring:

1. Monitor e-mail to see if the JLV application corrects itself
 - a. Wait 15 minutes to see if a QoS e-mail arrives indicating that there are no errors (e.g., *Cloud—JLVQoS Report: NO ERRORS DETECTED*)
 - b. Check junk e-mail folder for QoS alerts
2. If a QoS e-mail is received indicating “*NO ERRORS DETECTED*,” the system is connected and executing properly

Figure 15: Outage Event Activities and Timeline



2.7.2. Escalation

The escalation process typically follows this progression:

1. The problem is reported
 - a. QoS reports a problem that remains unresolved for over 15 minutes (See [Availability Monitoring](#))
- OR-
- b. A JLV user calls the ESD and opens a trouble ticket

i NOTE: There are instances when the user may bypass the ESD and go directly to the VA PM or other program contact. Should this occur, direct the user to the ESD to complete an official trouble ticket.

2. JLV Support analyzes the problem and determines whether to initiate the triage process
3. Once the triage process is initiated, JLV Support follows the analysis and notification timeline and escalation (as necessary) processes, and includes external systems teams ([Figure 15](#))



NOTE: Discoveries made regarding the root cause of an issue and the service restoration time frame are communicated via e-mail to the stakeholders as soon as they come to light.

2.7.3. Issue Resolution and After Action

The following steps are taken after the issue is resolved:

1. After the issue is resolved, determine if the root cause was *internal* to the JLV application
 - a. If the problem was with an *external system/service*, obtain the root cause from the applicable team ([Table 15](#))
2. Send an e-mail to the JLV stakeholders ([Table 5](#)) stating that JLV is back online and available for use
 - a. Include the root cause of the issue and details of the fix required to resolve the issue, if available

2.8. Capacity Planning

JLV monitors the application performance, user onboarding, and user behaviors on a weekly basis. Server resources and JLV application data are collected by the enterprise monitoring group, using the Computer Associates (CA) Application Performance Management (APM) suite. CA APM monitors and stores data and sends alerts to notify members of an e-mail distribution group when any metric exceeds its upper or lower boundary.

2.8.1. Initial Capacity Plan

Server processing capacity forecasts and workload modeling are conducted in an ad hoc manner. These forecasts are used to project server capacity based on Production data, JLV requirements, and JLV application changes planned for future releases.

3. Exception Handling

Like most systems, JLV may generate a small set of errors that may be considered routine, in the sense that they have minimal impact on users and do not compromise the operational state of the system. Most errors are transient in nature and are resolved by the user trying to execute an operation again. The following subsections describe these errors, their causes, and what, if any, response an operator should take.

3.1. Routine Errors

While the occasional occurrence of errors may be routine, encountering many individual errors over a short period of time is an indication of a more serious problem. In that case, the error must be treated as a significant error. Refer to [Significant Errors](#) for more information.

3.1.1. Security Errors

One possible security error an end user may encounter is an invalid login error. Causes of such an error include the user attempting to access JLV before they are authorized to do so (*Access denied. You are not an authorized user.*) or mistyping their Access and/or Verify code (*Invalid Access/Verify Codes*). A user's login credentials will be locked by the VistA service to which JLV connects after five incorrect login attempts (*Device/IP address is locked due to too many invalid sign on attempts.*). If this occurs, the user contacts the ESD and opens a service request ticket. The user's local VistA Administrator can unlock their account.

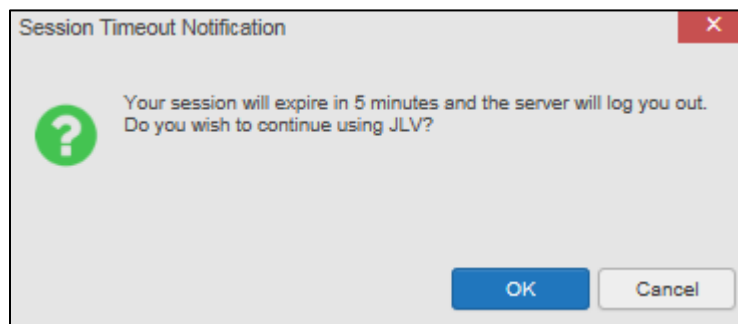
3.1.2. Timeouts

Each subsection describes a possible timeout error.

3.1.2.1. Application Timeout

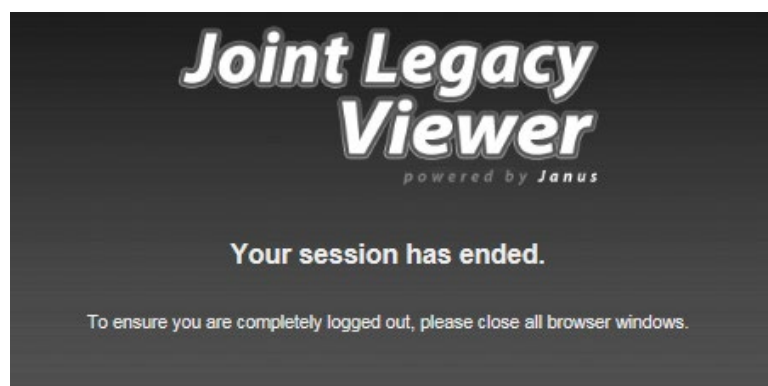
JLV has a timeout feature that is set to 30 minutes of inactivity. If users leave the JLV application idle for 25 minutes, they receive the Session Timeout Notification ([Figure 16](#)). If the user would like to extend the session, they can click the OK button to continue using JLV.

Figure 16: Session Timeout Notification



If the user does not interact with the Session Timeout Notification message within the 30-minute time limit, the JLV session times out ([Figure 17](#)). The user must then close the browser, reopen the browser, and log back in to JLV.

Figure 17: Session Timeout



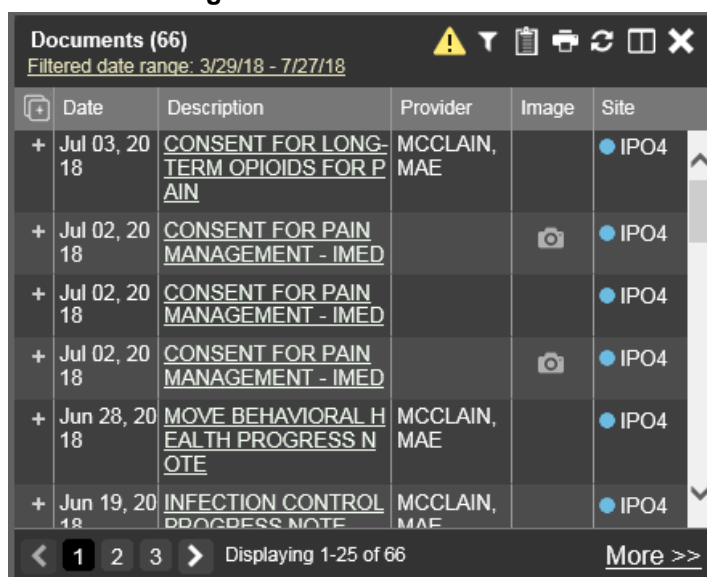
3.1.2.2. Connection Errors

If users encounter a web browser timeout error or the browser displays, “*This page can’t be displayed,*” when accessing the correct URL, it indicates that JLV application services are either not running or there is a network outage.

Either the JLV Support team or the active site’s System Administrators may attempt to remote desktop in to each JLV application server to ensure the WebLogic services are running. If they are running, System Administrators contact IO to verify that the GTM is operating correctly.

JLV may also report timeouts to external systems within widgets by displaying a message that one or more data sources could not be connected ([Figure 18](#)).

Figure 18: Connection Error



Date	Description	Provider	Image	Site
Jul 03, 2018	CONSENT FOR LONG-TERM OPIOIDS FOR PAIN	MCCLAIN, MAE		IPO4
Jul 02, 2018	CONSENT FOR PAIN MANAGEMENT - IMED		Image	IPO4
Jul 02, 2018	CONSENT FOR PAIN MANAGEMENT - IMED			IPO4
Jul 02, 2018	CONSENT FOR PAIN MANAGEMENT - IMED		Image	IPO4
Jun 28, 2018	MOVE BEHAVIORAL HEALTH PROGRESS NOTE	MCCLAIN, MAE		IPO4
Jun 19, 2018	INFECTION CONTROL PROGRESS NOTE	MCCLAIN, MAE		IPO4

NOTE: Connection errors that persist for more than 5 minutes must be investigated by Tier 3 support.

3.1.3. Concurrency

Resolution of concurrent EHR access is handled by the underlying system of record that is being queried. The JLV Engineering team optimizes the stored procedures for user profiles in the DB to avoid concurrency contention, based on application and system metrics, degradation, and user load. Remediation depends on the identified root cause.

3.2. Significant Errors

Significant errors are defined as errors or conditions that affect system stability, availability, performance, or otherwise make the system unavailable to its user base. The following subsections contain information to aid administrators, operators, and other support personnel in the resolution of significant errors, conditions, or other issues.

3.2.1. Application Error Logs

jMeadows retains user actions within JLV. Specific events regarding user transactions are also audited (captured in log files), including but not limited to user identification, date and time of the event, type of event, success or failure of the event, successful logins, and the identity of the information system component where the event occurred.

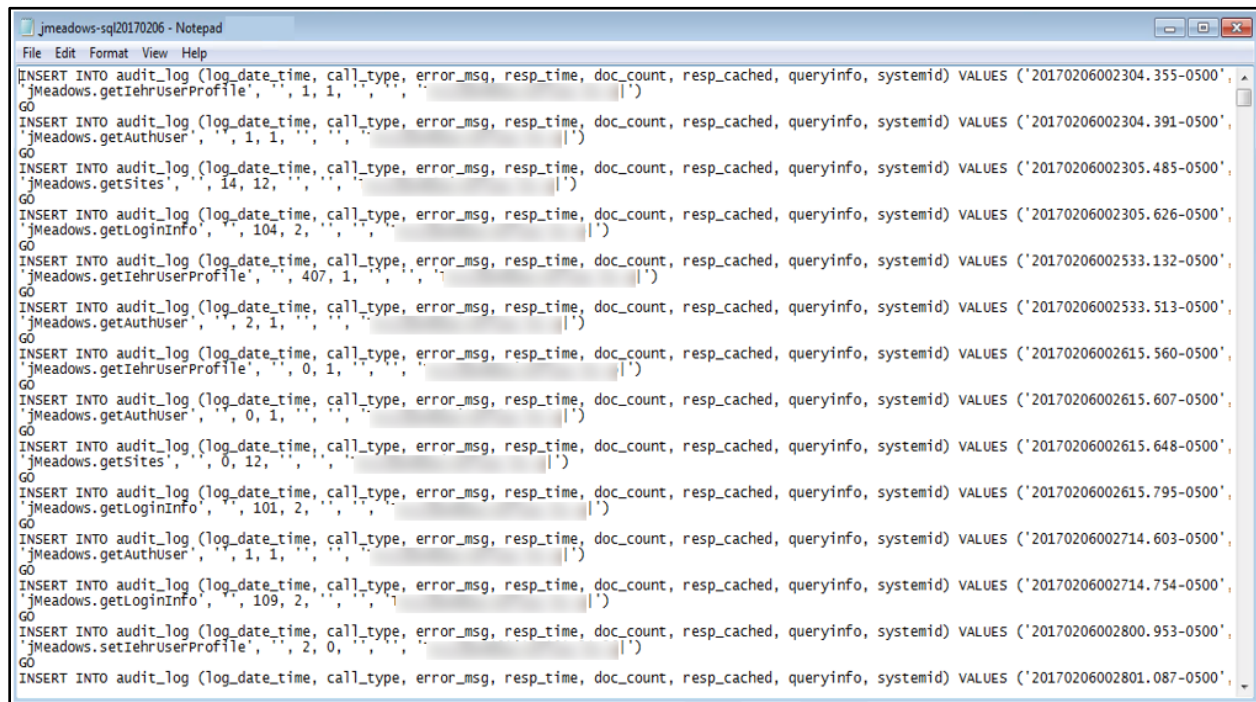
Each time an attempt is made to interface with jMeadows, whether it is a service communication or a user searching for a patient, the activity is logged and stored in the JLV DB. The purpose of retention is for traceability; specifically, to show what calls/actions were made, where, by whom, and when they terminated. Each query for data is audited and each has the user ID linked to it. Only one audit log is produced that contains both VA and DOD user IDs and user names.

Query times for each web service call in to the Relay Service, jMeadows, and VDS are recorded to a file in the D:\Log directory on the server, where the services are installed. A log file output for the jMeadows Data Service can be seen in [Figure 19](#). [Table 13](#) lists response time log locations.

Table 13: Response Time Log Location

Data Service	Log File Name
EHRM Service	(hostname)_ehrm-sql.txt
jMeadows Data Service	(hostname)_jmeadows-sql.txt
Relay Service	bhie-sql.txt
VDS	(hostname)_vds-sql.txt

Figure 19: jMeadows Log Output



```
File Edit Format View Help
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002304.355-0500',
jMeadows.getIehrUserProfile', '1, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002304.391-0500',
jMeadows.getAuthUser', '1, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002305.485-0500',
jMeadows.getSites', '14, 12, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002305.626-0500',
jMeadows.getLoginInfo', '104, 2, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002533.132-0500',
jMeadows.getIehrUserProfile', '407, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002533.513-0500',
jMeadows.getAuthUser', '2, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002615.560-0500',
jMeadows.getIehrUserProfile', '0, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002615.607-0500',
jMeadows.getAuthUser', '0, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002615.648-0500',
jMeadows.getSites', '0, 12, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002615.795-0500',
jMeadows.getLoginInfo', '101, 2, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002714.603-0500',
jMeadows.getAuthUser', '1, 1, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002714.754-0500',
jMeadows.getLoginInfo', '109, 2, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002800.953-0500',
jMeadows.setIehrUserProfile', '2, 0, '
GO
INSERT INTO audit_log(log_date_time, call_type, error_msg, resp_time, doc_count, resp_cached, queryinfo, systemid) VALUES ('20170206002801.087-0500',
```

The QoS service deployed with JLV monitors the availability of the services that connect to JLV data sources and other outside systems. Connection errors within the JLV environment are written to the QOS_LOGS table within the JLV DB and are displayed in JLV.

Service interruptions detected by the QoS service are reported to JLV Support and IO via e-mail. An automated e-mail notification is sent every 6 hours, unless a status change is detected. Detection of a status change immediately triggers an e-mail notification, and the 6-hour timer is reset. The next e-mail is generated after 6 hours if no further system status changes are detected. The QoS service does not send service interruption notices to external systems or services.

For detailed information on service interruption notifications and sample e-mail messages, please see the system design specifications and diagrams that can be found in the [JLV Design, Engineering, and Architecture \(DE&A\) Compliance Requirements collection](#) in the IBM Rational Tool Suite⁴.

Each backend server has its own functional and service-specific application store (e.g., /u01/apps/oracle/mwhome/user_projects/domains/<DOMAIN_NAME>/servers/<MGD_SERVER_NAME>/logs). Application information and errors are logged to those stores. Error logs are kept indefinitely.

3.2.2. Application Error Codes and Descriptions

The JLV Support team utilizes system notifications generated from the QoS service to diagnose service interruptions and troubleshoot potential issues.

Standard SQL Server, WebLogic, Java, and Hypertext Markup Language (HTML) error codes—generated by the system and recorded in the application logs—are used to identify, triage, and resolve complex issues that may arise during system operation.

3.2.3. Infrastructure Errors

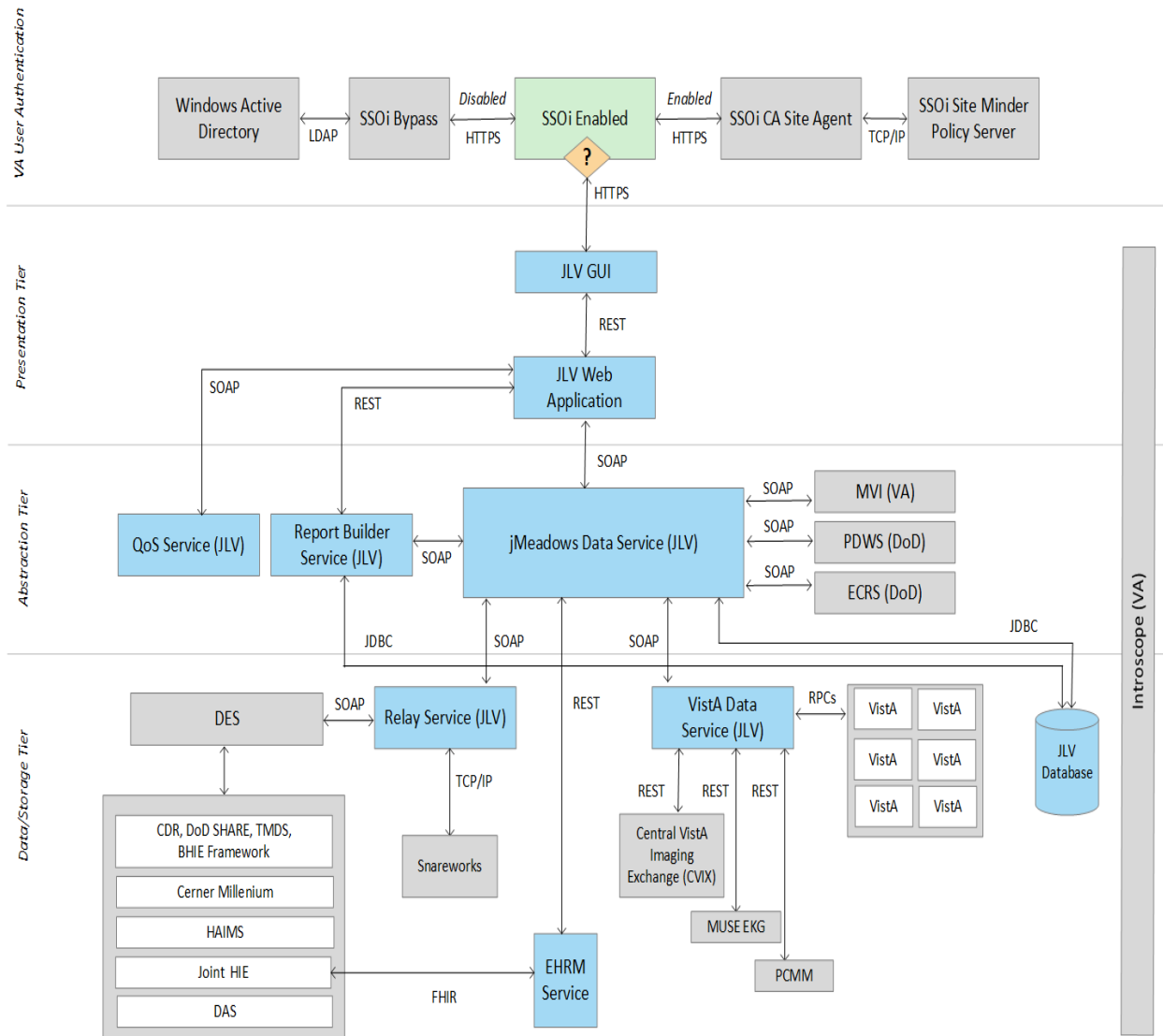
3.2.3.1. DB

The JLV DB is a relational DB used to store user profile information and audit data. It also stores VA and DOD terminology mappings (both local terminology and national standards). The DB does NOT store, neither long term nor temporarily, patient or provider EHRs from VA, DOD, and community partner data through the Joint HIE.

The JLV DB sits on a dedicated server within a deployed JLV environment, alongside the server hosting the JLV application and VDS ([Figure 20](#)). Only the JLV application and components of the JLV system, including the jMeadows Data Service, connect to and utilize the JLV DB.

⁴ **NOTE:** Access to IBM Rational is restricted and must be requested.

Figure 20: JLV Architecture and Components



For detailed information about errors and events for the SQL Server DB Engine, please see the website [MS Developer Network Database Engine Events and Errors](https://msdn.microsoft.com/en-us/library/ms365212(v=sql.110).aspx).⁵

The JLV DB has a table to audit user actions within the application within the AUDIT DB table. This table collects system usage data and provides the JLV Support team the ability to create reports and extract pertinent information from the DB, as needed. A sample of the Audit log can be seen in [Figure 21](#).

⁵ [https://msdn.microsoft.com/en-us/library/ms365212\(v=sql.110\).aspx](https://msdn.microsoft.com/en-us/library/ms365212(v=sql.110).aspx)

Figure 21: Audit Log

	auditID	entryDate	startDate	endDate	systemID	userID	userNPI	userName	patID	category	info	queryType	cardID	ipAddress	email	tester	eventID	siteAgency	siteMoniker	complexTransaction
1	362797	2017-07-18 22:46:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	RadiologyVixViewer		JLV	654321	NULL	dood@mcluvlin.com	NULL	6899798.8451-1	VA	AINA	NULL
2	362798	2017-07-18 22:46:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	RadiologyVixViewer		JLV	654321	NULL	dood@mcluvlin.com	NULL	6849870.8462-1	VA	AINA	NULL
3	362795	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	login		JLV	654321	0.0.0.0:0.0:0.1	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
4	362786	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	SelectPatientMVI	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	0000000003	NULL	NULL	NULL
5	362787	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	selectPatientForVASensitive	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
6	362788	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatDemographics	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
7	362789	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatImmunizations	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
8	362790	2017-07-18 22:45:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
9	362791	2017-07-18 22:45:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
10	362792	2017-07-18 22:45:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
11	362793	2017-07-18 22:45:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
12	362794	2017-07-18 22:45:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
13	362795	2017-07-18 22:45:00	2000-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatRads	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
14	362796	2017-07-18 22:45:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	RadiologyVixViewer		JLV	654321	NULL	dood@mcluvlin.com	NULL	6849796.8287-1	VA	AINA	NULL
15	362783	2017-07-18 22:44:00	NULL	NULL	NULL	NULL	NULL	NULL	NULL	getAuthUser		JLV	6254...	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
16	362784	2017-07-18 22:44:00	NULL	NULL	NULL	NULL	NULL	NULL	NULL	getAuthUser		JLV	6254...	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
17	362773	2017-07-18 22:09:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	SelectPatientMVI	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	0000000003	NULL	NULL	NULL
18	362774	2017-07-18 22:09:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	selectPatientForVASensitive	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
19	362775	2017-07-18 22:09:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatDemographics	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
20	362776	2017-07-18 22:09:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatImmunizations	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
21	362777	2017-07-18 22:09:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
22	362778	2017-07-18 22:09:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
23	362779	2017-07-18 22:09:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
24	362780	2017-07-18 22:09:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
25	362781	2017-07-18 22:09:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
26	362782	2017-07-18 22:09:00	2000-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatRads	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
27	362771	2017-07-18 22:08:00	NULL	NULL	NULL	NULL	NULL	NULL	NULL	authNoDbVerification		JLV	6254...	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
28	362772	2017-07-18 22:08:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	login		JLV	654321	0.0.0.0:0.0:0.1	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
29	362769	2017-07-18 22:02:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	RadiologyVixViewer		JLV	654321	NULL	dood@mcluvlin.com	NULL	6849796.8287-1	VA	AINA	NULL
30	362770	2017-07-18 22:02:00	2000-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatRads	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
31	362768	2017-07-18 21:52:00	2000-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatRads	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
32	362757	2017-07-18 21:51:00	NULL	NULL	NULL	NULL	NULL	NULL	NULL	authNoDbVerification		JLV	6254...	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
33	362758	2017-07-18 21:51:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	login		JLV	654321	0.0.0.0:0.0:0.1	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
34	362759	2017-07-18 21:51:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	SelectPatientMVI	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	0000000003	NULL	NULL	NULL
35	362760	2017-07-18 21:51:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	selectPatientForVASensitive	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
36	362761	2017-07-18 21:51:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatDemographics	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
37	362762	2017-07-18 21:51:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
38	362763	2017-07-18 21:51:00	2017-03-20 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatLabResults	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
39	362764	2017-07-18 21:51:00	2016-07-18 00:00:00	2017-07-18 00:00:00	200	10000000270	NULL	USER.PANORAMA	0000000003	PatVitals	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL
40	362765	2017-07-18 21:51:00	NULL	NULL	200	10000000270	NULL	USER.PANORAMA	0000000003	PatImmunizations	NULL	NULL	654321	NULL	dood@mcluvlin.com	NULL	NULL	NULL	NULL	NULL

3.2.3.2. Web Server

JLV uses Oracle WebLogic as its web server in the VA environment. JLV does not implement any custom WebLogic error handling or reporting. Please refer to the [Oracle WebLogic Server Error Messages Reference](#)⁶ for more information.

3.2.3.3. Application Server

JLV uses Oracle WebLogic as its application server in the VA environment. JLV does not implement any custom WebLogic for error handling or reporting. Please refer to the Oracle WebLogic Server Error Messages Reference for more information. See [Web Server](#) for the link to the resource.

3.2.3.4. Network

JLV utilizes the network infrastructure provided at AITC and PITC. Any network errors that arise are corrected by the team associated with the location of the error.

3.2.3.5. Authentication and Authorization (A&A)

Users must provide their PIV and PIN to log in, as well as their VistA Access and Verify codes. If credentials are not found the message, “*Not a valid Access Code/Verify Code pair*” displays.

Other A&A error messages are:

- Smart Card Required: The user has not inserted their PIV card into the card reader
- ActivClient: The user’s PIV PIN was entered incorrectly
- Missing Code: The user has not entered their Access/Verify code(s)
- Invalid Access Code: The user has entered an incorrect Access/Verify code

A detailed overview of the login process from the user’s perspective is provided in the *JLV 2.8.2 User Guide*. Once approved, all project documentation is available on the Project JLV/CV SharePoint site. See [User Notifications](#) for the link to the repository and refer to [Security/Identity Management](#) for detailed information.

3.2.3.6. Logical and Physical Descriptions

System design specifications and diagrams can be found in the DE&A Compliance Requirements collection for JLV in the IBM Rational Tool Suite. See [Application Error Logs](#) for the link to the collection.

3.3. Dependent System(s) and Services

[Table 14](#) lists the other VA systems upon which JLV depends. It also includes the errors related to each dependent system and remedies available to System Administrators. Tier 3 System Engineers follow a triage process to determine the root cause of the error and coordinate with the Point of Contact (POC) for the external systems, as needed.

⁶ <https://docs.oracle.com/middleware/11119/wls/WLMCT/RMI.html>

Table 14: JLV Dependent Systems and Services

Other VA System	Related Error(s)
BRS	All DOD, Federal EHR, and Community Partner data in widgets is currently unavailable. The source connection is down and DOD, Cerner, and community partner records of all types from all sites may not display.
Central VistA Imaging Exchange (CVIX)	If the CVIX service is not available, a message states, <i>“There was an issue retrieving the CVIX URL.”</i>
Lightweight Directory Access Protocol (LDAP)	This service is used between the SSOi Bypass Service and Windows Active Directory within VA environments for the purposes of authenticating PIV cards and PINs when SSOi is unavailable.
MVI	The JLV QoS Service monitors MVI availability. When MVI is unavailable, the message, <i>“MVI Service may be offline or unavailable,”</i> is shown in System Status. Refer to Domain-Level Availability Monitoring .
Primary Care Management Module (PCMM)	The connection to PCMM is unavailable. The patient’s assigned clinical teams may not display.
Site VistA instances	VistA connection errors are reported through interface status notifications for each clinical domain. Refer to Domain-Level Availability Monitoring .
SSOi	If this service is enabled and the SSOi Policy Server is not available, VA users cannot gain access to JLV.

3.4. Troubleshooting

Tier 1 troubleshooting contact information can be found in CA SDM by searching for *JLV* in the **Knowledge** tab. Tier 1 troubleshooting support is handled through the ESD at 855-673-4357. Refer to [Table 15](#) for additional contact information.

Tier 2 issues are handled by Health Product Support (HPS).

Tier 3 support and troubleshooting is handled directly by JLV Support.

3.5. System Recovery

The following subsections define the processes and procedures necessary to restore the system to a fully operational state after a service interruption. Each of the subsections starts at a specific system state and ends with a fully operational system.

3.5.1. Restart After an Unscheduled System Interruption

The simplest way to bring the system back to normal operations after the crash of a component is to restart the affected server(s). See [System Startup from Emergency Shutdown](#) for guidance.

3.5.2. Restart after DB Restore

Refer to [System Startup](#) for the system startup procedures.

3.5.3. Backout Procedures

Backout procedures vary depending on the specific release. Please see the *JLV Deployment, Installation, Backout, and Rollback (DIBR) Guide* specific to the version to be backed out for

more information. Once approved, all project documentation is available on the Project JLV/CV SharePoint site. See [User Notifications](#) for the link to the repository.

3.5.4. Rollback Procedures

Rollback procedures are dependent on each specific release. Please see the *JLV DIBR* specific to the version to be rolled back for more information. Once approved, all project documentation is available on the Project JLV/CV SharePoint site. See [User Notifications](#) for the link to the repository.

4. Operations and Maintenance Responsibilities

Operations and maintenance roles and responsibilities for JLV are summarized in [Table 15](#).

Table 15: Operations and Maintenance Responsibility Matrix

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
VA ESD	Tier 1 support for VA Users	855-673-4357	esd@va.gov
DOD MHS Service Desk	Tier 1 support for DOD Users	800-600-9332	servicecenter@dha.mil
VA JLV Project Office	VA OIT and VHA Stakeholders		
Colleen Reed	JLV PM	703-402-8604	colleen.reed@va.gov
Jerald Rutherford	Program Specialist	708-955-9545	gerald.rutherford@va.gov
Rachel Wiebe	Senior JLV Analyst	206-462-0131	rachel.wiebe@va.gov
Ella Vinokur	Program Analyst	914-488-4438	ella.vinokur@va.gov
Anthony Currans	Senior Clinical Subject Matter Expert		anthony.currans@va.gov
Rick Hines	CLIN 3		rick.hines@va.gov
DOD JLV Project Office	DMIX Stakeholders		
Tiffani Horne		571-858-1631	tiffani.k.horne.ctr@mail.mil
Michael Zrimm		703-588-5716	michael.p.zrimm.civ@mail.mil
Team AbleVets	JLV Support		
Mark Stemp	Contract PM	571-830-0934	mark.stemp@va.gov
Chad Guebert	Contract Deputy PM	717-424-9835	chad.guebert@va.gov
Rich Lukens	JLV Operations Lead	703-407-2623	richard.lukens@va.gov
Zachary Gibson	JLV Operations	703-282-7514	zachary.gibson@va.gov
Bjorn Harris	JLV Operations	843-693-2491	bjorn.harris@va.gov
Doug Woodruff	JLV Operations	540-220-1875	douglas.woodruff@va.gov

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
Michael Cardenas	Application Support/Sr. System Engineer, JLV Support Team	808-372-4944	michael.cardenas5@va.gov
Brad Goo	Technical Lead/Application Architect	808-440-4304	brad.goo@va.gov
Troy Stanton	JLV Operations	703-583-6202	troy.stanton@va.gov
Jared Piimauna	JLV Operations	808-594-3702	jared.piimauna@va.gov
Robert (BJ) Carvalho	Information Assurance	808-398-7654	robert.carvahho@va.gov
Jackson Kato	JLV Operations	808-627-5036	jackson.kato@va.gov
Benjamin Daniels	JLV Operations	786-778-0408	benjamin.daniels@va.gov
Corey Kramek	JLV Operations	808-219-3548	corey.kramek@va.gov
Chris Michael	JLV Operations	734-516-9723	christopher.michael@va.gov
Gregory Suenaga	JLV Operations	808-386-3322	gregory.suenaga@va.gov
Kareem Washington	JLV Operations	703-955-7499 x113	kareem.washington@va.gov
Eric Choi	JLV Operations	703-955-7499 x106	eric.choi@va.gov
Lawrence Wilson	JLV Operations	808-478-6742	lawrence.wilson2@va.gov
Sean Ishii	JLV Operations	808-440-4301	sean.ishii@va.gov
David Townsend	JLV Operations	808-954-6390	david.townsend@va.gov
Sonny Kim	JLV Operations	808-223-0991	sonny.kim@va.gov
Kung Dih (KD) Ting	JLV Operations	808-369-2388	kungdih.ting@va.gov
Melcolm Goto	JLV Operations	808-352-8498	melcolm.goto@va.gov
DMDC	PDWS Technical Issues and Support Contacts	703-578-5050	
Lynn Deglin		831-583-2500	lynn.a.deglin.ctr@mail.mil
Ms. Dickie England		706-294-8851	dickie.w.england.civ@mail.mil
Daniel Vidosic		858-621-3632	daniel.p.vidosic.civ@mail.mil
David Wolf		831-583-4128	david.l.wolf24.ctr@mail.mil
DES	DOD Adapter Technical Issues and Support Contacts		
Karlin McNeill		703-253-6001	kmcneill@ellumen.com
Sean Miller		202-430-3456	sean.miller@mantech.com
Adam Rabinowitz		703-230-8830	adam.rabinowitz@mantech.com

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
DOD DISA	Technical Issues and Support Contacts		
Christopher Tucker		334-416-5170	christopher.a.tucker6.ctr@mail.mil
Jerry Newell		334-416-4267	jerry.l.newell4.civ@mail.mil
VAAFI	Data Power Technical Issues and Support Contacts		
Basavaraj "Raj" Devershetty	VAAFI Lead	813-842-3432	basavaraj.devershetty@va.gov
Courtney Rive	Deputy PM SSOi	757-772-0701	courtney.rive@va.gov
Mayank Acharya	VAAFI	818-804-9928	mayank.acharya@va.gov
Jose Negrón		917-584-8582	jose.negrón@va.gov
IO	Technical Issues/ Support Contacts	N/A	N/A
Ken Strong	Implementation Manager	512-745-7674	ken.strong@va.gov
Nellie Garcia	Analyst	512-663-2614	nellie.garcia2@va.gov
Robert Coyle	Analyst	512-638-1266	robert.coyle2@va.gov
Dinesh Punyala	WebLogic / Java Admin	512-638-9296	dinesh.punyala@va.gov
Larry Stanton	Windows Admin	512-696-3050	larry.stanton@va.gov
Shamroz Kadiwal	Linux Admin	210-739-9937	shamroz.kadiwal@va.gov
MVI (VA)	Technical Issues/ Support Contacts	N/A	In VA Remedy assigned under: VA - Development - DEV-Person Service
Jason Boeri MVI/VAAFI	Lead Developer/ Architect	O:503-747-6883 C:240-381-6087	jason.boeri@va.gov
Danny Reed	MVI point of contact	205-943-2415	danny.reed@va.gov
Cory Chin	MVI point of contact	407-593-1963	cory.chin@va.gov
William "Bill" Hunt		304-680-4301	william.hunt4@va.gov
John Di Lorenzo	VistA Imaging		john.dilorenzo@va.gov

Name/Organization	Role/Responsibility	Phone Number	E-mail Address
VA Network—NSOC	Technical Issues/Support Contacts	855-673-4357 Option 6, then 4 OR304-260-6685	In VA Remedy: VA NSOC Business Partner Extranet (BPE) Operations -OR- Network Support Center (NSC) BPE Operations VANSOCBPEOperations@va.gov
Craig Wasson	Triple-I/VA-NSOC	304-262-5226	craig.wasson@va.gov
DOD Network Space & Naval Warfare Systems (SPAWAR) Virtual Private Network (VPN)	Technical Issues and Support Contacts		In VA Remedy: SPAWARVPN
Shay McFatridge		843-708-9321 (W) 210-845-4256 (C)	shay.mcfatridge.ctr@nsoc.health.mil
Hugh Schmidt			hugh.schmidt.ctr@nsoc.health.mil
DOD NSOC	Technical Issues and Support Contacts	800-600-9332 Option 9, then 3, then 2	
Gupreet Brar			gurpreet.brar.ctr@nsoc.health.mil

Appendix A. Approval Signatures

Signed: _____
Colleen Reed, Project Manager/Receiving Organization Date

Signed: _____
Rodney J. Laster, Product Owner Date

Appendix B. Acronyms and Abbreviations

[Table 16](#) lists the acronyms and abbreviations used throughout this document and their descriptions.

Table 16: Acronyms and Abbreviations

Acronym	Description
A&A	Authentication and Authorization
AITC	Austin Information Technology Center
APM	Application Performance Management
BHIE	Bidirectional Health Information Exchange
BPE	Business Partner Extranet
BRS	BHIE Relay Service
CA	Computer Associates
CAPRI	Compensation and Pension Records Interchange
CDR	Clinical Data Repository
CHCS	Composite Health Care System
CHG	Change Order
CVIX	Central VistA Imaging Exchange
DB	Database
DE&A	Design, Engineering, and Architecture
DES	Data Exchange Service
DIBR	Deployment, Installation, Backout, and Rollback
DISA	Defense Information Systems Administration
DMDC	Defense Manpower Data Center
DMIX	Defense Medical Information Exchange
DOB	Date of Birth
DOD	Department of Defense
EHR	Electronic Health Record
EHRM	Electronic Health Records Modernization
GB	Gigabytes
ECRS	Enterprise CAC Registration Service
ESD	Enterprise Service Desk
FEHR	Federal Electronic Health Record
GUI	Graphical User Interface
GTM	Global Traffic Manager
HIE	Health Information Exchange
HPS	Health Product Support
HTML	Hypertext Markup Language
IAM	Identity and Access Management

Acronym	Description
IBM	International Business Machines
ICN	Integration Control Number
IEN	Internal Entry Number
IO	Infrastructure Operations
JLV	Joint Legacy Viewer
LDAP	Lightweight Directory Access Protocol
MedCOI	Medical Community of Interest
MESOC	MHS Enterprise Services Operations Center
MHS	Military Health System
MI	Middle Initial
MS	Microsoft
MVI	Master Veteran Index
NSC	Network Support Center
NSOC	Network Security Operations Center
OIT	Office of Information Technology
ORR	Outage Readiness Review
PCMM	Primary Care Management Module
PDWS	Patient Discovery Web Service
PHI	Protected Health Information
PIN	Personal Identification Number
PIV	Personal Identity Verification
PITC	Philadelphia Information Technology Center
PM	Project Manager
POC	Point of Contact
POLARIS	Planning and Online Activity/Release Integration Scheduler
POM	Production Operations Manual
QoS	Quality of Service
RAM	Random Access Memory
SDM	Service Desk Manager
SPAWAR	Space and Naval Warfare Systems
SSMS	SQL Server Management Studio
SSN	Social Security Number
SSOi	Single Sign on Internal
SQL	MS Structured Query Language
TMDS	Theater Medical Data Store
URL	Universal Resource Locator
VA	Department of Veterans Affairs
VAAFI	VA Authentication Federation Infrastructure

Acronym	Description
VBA	Veterans Benefits Administration
VDS	VistA Data Service
VHA	Veterans Health Administration
VistA	Veterans Information Systems and Technology Architecture
VM	Virtual Machine
VPN	Virtual Private Network