Group Notes (Patch OR*3.0*448)
Deployment, Installation, Back-Out, and Rollback Guide

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Revision History

Date	Version	Description	Author
9/13/2017	1.4	Made changes based on review: changed the required patches and instructions on the menu keys.	T. Robinson
5/26/2017	1.3	Made changes based on review	T. Robinson
5/26/2017	1.2	Updated dates and version numbers.	T. Robinson
4/15/2017	1.1	Updated dates and version numbers.	T. Robinson
3/2/2017	1.0	Initial Draft	T. Robinson

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

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1 Introduction

This document describes how to deploy and install Group Notes patch OR*3.0*448 and the associated executable file, as well as how to back-out the product and rollback to a previous version.

1.1 Purpose

The purpose of this guide is to provide a single, common document that describes how, when, where, and to whom Group Notes patch OR*3.0*448 and its associated executable will be deployed and installed, as well as how it is to be rolled back, if necessary. The guide also identifies resources, a communications plan, and a rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

The dependencies are:

- **Binding Accounts:** To enable the two-factor authentication (2FA), Group Notes relies on changes from the Broker and on user accounts being bound to Active Directory by the IAM team. Until accounts are bound, full functionality will not be available.

  Users can find instructions on linking their accounts here: http://go.va.gov/zem7.

- **VistA System:** Group Notes patch OR*3.0*448 is for installation on a fully patched VistA system. There is also a Graphical User Interface (GUI) component that should be running on a Windows system. The installation of Group Notes patch OR*3.0*448 is required for the future installations of Group Notes.

1.3 Constraints

Group Notes patch OR*3.0*448 is expected to be installed on existing VistA platforms while the executable will be installed on Group Notes users' Windows workstations. The hardware may reside at local or regional data centers. Group Notes patch OR*3.0*448 utilizes existing, nationally released security controls to control access. This release of Group Notes also implements two-factor authentication (2FA) for increased security.

2 Roles and Responsibilities

No single entity is in charge of decision making for deployment, installation, back out and rollback of OR*3.0*448 and the Group Notes executable. Rather, the Critical Decision Point representatives (commonly referred to as the three in the box) under the Veterans In Process will meet and approve release from a business perspective. If an issue with the software arises that would require a national rollback, then the same three in the box members under VIP will meet along with input from Patient Safety and Health Product Support to initiate a back out and

rollback decision of the software along with Information Technology Operations and Services (ITOPS) and Site leadership. The following table provides Group Notes project information.

Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
	Site personnel in conjunction with IT support – which may be local or ITOPS.	Deployment	Plan and schedule deployment (including orchestration with vendors)	After national release.
	Site personnel in conjunction with IT support – which may be local or ITOPS.	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	After national release.
	Site personnel.	Deployment	Test for operational readiness	After national release.
	Site personnel in conjunction with IT support – which may be local or ITOPS. The IT support will need to include person(s) to install the KIDS build as well as the personnel to deploy the GUI – which may be done on each machine, a shared network and/or the Citrix access gateway	Deployment	Execute deployment	After national release.
	Site personnel in conjunction with IT support – which may be local or ITOPS. The IT support will need to include person(s) to install the KIDS build as well as the personnel to deploy the GUI – which may be done on each machine, a shared network and/or the Citrix access gateway	Installation	Plan and schedule installation	After national release.
	N/A – will work under the VistA ATO and security protocols.	Installation	Ensure authority to operate and that certificate authority security documentation is in place	

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
	N/A – no equipment is being added.	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	
	N/A – no new functionality is being introduced.	Installations	Coordinate training	
	Facility CIO and IT support – which may be local or ITOPS.	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	After national release.
	Hardware and System support – no changes. Software support will be the CPRS Development Team during the compliance period. At the end of the compliance period, support will be transitioned to VistA Maintenance.	Post Deployment	Hardware, Software and System Support	After national release.

3 Deployment

Group Notes patch OR*3.0*448 and the Group Notes executable will be released nationally and deployed with a 30-day compliance. Group Notes needs to be installed only for users who need the functionality to write similar notes for a group of patients. It does not need to be installed for all users.

There are no site-facing on-line meetings or training planned for this deployment because there are only minimal Group Notes changes—the major change is to implement two-factor authentication for login to the application.

3.1 Timeline

The provisional timeline is for Group Notes patch OR*3.0*448 and executable release is the Fall 2017.

3.2 Site Readiness Assessment

This section discusses the locations that will receive the Group Notes patch OR*3.0*448 and Group Notes executable deployment.

3.2.1 Deployment Topology (Targeted Architecture)

The Group Notes application is not required for all users. Sites can decided which of their users will be given the group notes application. Group Notes patch OR*3.0*448 will be available for deployment to each VistA instance. That will include local sites as well as regional data processing centers.

The executable and help file will be deployed to the workstations of Group Notes users. The executable will also be deployed to the Citrix Access Gateway. There are also instances where personnel who may not have a VistA instance, but will have the executable deployed.

3.2.2 Site Information (Locations, Deployment Recipients)

The initial deployment will be to Initial Operating Capabilities (IOC) sites for verification of functionality. Once that testing is completed and approval is given for national release, Group Notes patch OR*3.0*448 and its executable will be available for deployment to all VistA systems.

The Production (IOC) Test sites are:

- Heartland East
- Heartland West
- Tuscaloosa

3.2.3 Site Preparation

Group Notes patch OR*3.0*448 and this version of the Group Notes executable implement 2-factor authentication. As a result, each Group Notes user's account must be bound to the Active Directory.

3.3 Resources

3.3.1 Facility Specifics

N/A

3.3.2 Hardware

N/A

3.3.3 Software

N/A

3.3.4 Communications

Service Delivery and Engineering (SDE) Field Implementation Services will be sending out an SDE Bulletin prior to the release of Group Notes patch OR*3.0*448 and the Group Notes executable advising sites of the upcoming release.

After the patch and executable are nationally released, individual site personnel or ITOPS personnel that support sites will be able to download the necessary files for installation. There will be an M side patch, a GUI executable, and a help file.

3.3.4.1 Deployment/Installation/Back-Out Checklist

The deployment and installation will be performed by site or ITOPS support personnel once it is nationally released.

4 Installation

4.1 Pre-installation and System Requirements

Group Notes patch OR*3.0*448 assumes a fully-patched VistA system.

4.2 Platform Installation and Preparation

Please check your system to verify that the following, previously released national patches are installed:

- OR*3.0*353

This patch (VistA KIDS Build) should take less than 5 minutes to install.

The time to deploy the GUI will depend on which method the site utilizes for running the executable (network share, Citrix, individual workstation install, etc.).

It is recommended that the installation be done during non-peak hours. If at all possible, the users should not be in Group Notes when the KIDS installation is being performed.

4.3 Download and Extract Files

OR*3.0*448 is being released as one patch from the national patch module and one host file. Documentation can also be found on the VA Software Documentation Library at:
http://www.va.gov/vdl/

The preferred method is to retrieve files from download.vista.med.va.gov. This transmits the files from the first available server. Sites may also elect to retrieve files directly from a specific server.

Sites may retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Hines: fo-hines.med.va.gov

Salt Lake City: fo-slc.med.va.gov

Group Notes files

Group Notes files to be downloaded	File Contents	Download Format
OR_30_448.ZIP	• GroupNotes.exe: Group Notes GUI Executable • CPRSGN.chm: new Group Notes HELP File • GroupNotes.map: Debugging file	Binary
Gnum.PDF	• Group Notes/Encounter Collection User Manual	Binary
OR_30_448_IG.PDF	• Group Notes (Patch OR*3.0*448) Deployment, Installation,Backout and Rollback Guide	Binary

4.4 Database Creation

N/A

4.5 Installation Scripts

N/A

4.6 Cron Scripts

N/A

4.7 Access Requirements and Skills Needed for the Installation

Installation of OR*3.0*448 requires the following to install:

- Programmer access to VistA instance and ability to install KIDS build.

- Citrix Access Gateway (CAG) installs – access/ability to upload to the CAG.

- Network Share installs – access/ability to upload executable to the network share location.

- Individual work-station installs – access/ability to push executable to required work stations.

4.8 Installation Procedure

4.8.1   OR*3*448 KIDS Installation

This patch should be loaded during non-peak hours to minimize disruption to users. Installation will take less than 5 minutes. For the installation, it is recommended that users are off the system.

1. Choose the PackMan message containing this patch.

2. Choose the INSTALL/CHECK MESSAGE PackMan option.

3. From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu, you may elect to use the following options. When prompted for the INSTALL NAME enter the patch # OR*3.0*448:

    a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DDs or templates.
    b. Compare Transport Global to Current System - This option will (allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (routines, DDs, templates, etc.).
    c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.

4. From the Installation Menu, select the Install Package(s) option and choose the patch to install.

5. When prompted 'Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//', respond NO.

6. When prompted 'Want KIDS to INHIBIT LOGONs during the install? NO//', respond NO.

7. When prompted 'Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//', respond NO.

8. If prompted 'Delay Install (Minutes): (0 - 60): 0//' respond 0.

4.8.2   Group Notes GUI Installation

The Group Notes executable was designed to be run on local workstations. Other installation methods are included here, but local workstation installation is the most used method. All installation methods will the OR_30_448.ZIP file that contains the Group Notes GUI executable and the Group Notes help file (CPRSGN.CHM).

Generally, a small group of individuals at a site use Group Notes, which may dictate how you install Group Notes GUI executable.

4.8.2.1 Group Notes Executable Methods of Installation

The Group Notes GUI executable was designed to be run locally on a workstation.

- **Local Installation of GroupNotes.exe**

  Download the ZIP file and extract all the files.

  GroupNotes.exe and the CPRSGN.CHM Help files will need to be installed in the same directory on workstations.

  NOTE: There is a national SCCM package to help sites or ITOPS distribute the GroupNotes.exe GUI.

- **Network (shared) installation:**

  This method is typically the simplest to maintain, providing the local network infrastructure is robust enough to handle the additional traffic caused by users running the GUI executable (GroupNotes.exe) across the LAN.

  The GUI executable (GroupNotes.exe), and ancillary files (DLLs, Help files etc.), are copied to a network shared location. Users are provided with a desktop shortcut to run GroupNotes.exe directly from the network shared drive. The necessary command line parameters (VistA server address or name and RPC Broker Port number) are entered in the "Target" field of the shortcut properties

  At the time of a Group Notes version update, the copy of GroupNotes.exe (and any updated ancillary files) is simply replaced, on the network share, with the new version.

  Any users requiring access to another site's Group Notes system can be given an alternate desktop shortcut with command line parameters appropriate to the intended target VistA system.

  If a user requires access to an older or newer version of Group Notes (e.g. during a phased deployment, when sites are temporarily not all on the same version, or for testing purposes) a different version of GroupNotes.exe can be placed in a separate network location and the user be supplied with an appropriate alternate shortcut (different Target path and different VistA server command line parameters).

    Note: The version of GroupNotes.exe a user executes must always match the patch-level version of the VistA system targeted.

- **Citrix installation:**

  The GUI executable (GroupNotes.exe) and ancillary files (DLLs, Help files etc.) are installed and run from a remote workstation, and the user views the remote workstation's screen on their local workstation.

  For the local site users, this method is on a similar level to the Network (shared) installation above. The users' workstations require only an appropriate shortcut (and the necessary Citrix Access Group (CAG) infrastructure).

    Note: For issues with CAG, please contact your local or national help desk.

For the Citrix Farm administrator, this method involves installations on the host in a similar manner to either the Gold Path or the Direct Access methods outlined below.

4.9 Help File Installation

The Group Notes help file, CPRSGN.CHM, should be installed on local workstations that use Group Notes. On a workstation, the Help file should be located in the same directory as the GroupNotes.exe file to function correctly.

4.10 Installation Verification Procedure

Launch the Group Notes GUI and verify the splash screen now announces that you are running version 1.0.448.8.

4.11 System Configuration

N/A

4.12 Database Tuning

N/A

5 Back-Out Procedure

5.1 Back-Out Strategy

To revert back to the previous version of Group Notes, site or ITOPS personnel would have to edit the OPTION file (#19) for OR GN SET LOCATIONS and modify the MENU TEXT field (#1) to change 448.8 to 353.10. Site or ITOPS personnel would also need to redistribute the previous Group Notes GUI executable and help files.

5.2 Back-Out Considerations

5.2.1 Load Testing

No load testing was performed on patch OR*3.0*448 and the Group Notes GUI because it has only minimal changes.

5.2.2 User Acceptance Testing

User acceptance testing was conducted by the test sites listed in section 3.2.2.

The sites followed the provided test plan and executed the test cases according to the plan for the first build of OR*3*448. The sites either passed or failed any item based on testing. The tests were performed by Clinical Application Coordinators at each site who are familiar using the

Group Notes application. The test cases were then delivered with concurrence by the sites to the Group Notes development team. Any items that failed were re-developed and then sent back to the sites for the next build and further acceptance testing following the same process. Once in production, the same final test cases from the last build were tested in production. No subsequent builds were created as the test cases passed and sites signed off on concurrence for release of the product.

5.3 Back-Out Criteria

Back-out would only be considered if there was a catastrophic failure that causes loss of function for the Group Notes application or a significant patient safety issue.

5.4 Back-Out Risks

Backing out patch OR*3.0*448 and the new Group Notes executable would remove two-factor authentication. However, two-factor authentication will be required for access to applications.

5.5 Authority for Back-Out

The Facility CIO has the final authority to require the rollback and accept the associated risks.

5.6 Back-Out Procedure

These steps assume that the only reason to consider a back-out for patch OR*3.0*448 and the associated GUI executable is in the event of a catastrophic failure.

1. Contact the CPRS Group Notes implementation team to notify them there has been a catastrophic failure with Group Notes. Use the mail group: OIT PD CPRS Implementation Team OITPDCPRSImplementationTeam@va.gov. In addition, phone/use Lync to contact:

Kenny Condie	Kenny.Condie@va.gov	801-588-5278
Joe Niksich	Joe.Niksich@va.gov	512-319-3428
Jason Hawsey	Jason.Hawsey2@va.gov	813-622-8601
Andrey Andriyevskiy	Andrey.Andriyevskiy@va.gov	847-454-3581

2. If the decision is made to proceed with back-out and rollback, sites will need to uninstall the OR*3.0*448 patch and redistribute the previous Group Notes executable.

    a. Coordinate with the appropriate IT support, local and ITOPS, to schedule the time to edit the option and to push out / install the previous GUI executable and help files.

    b. Site or ITOPS personnel need to edit the OPTION file (#19) for OR GN SET LOCATIONS and modify the MENU TEXT field (#1) to change 448.8 to 353.10.

      c.   Redistribute the previous executable and the previous help files.

3. Once the OR*3.0*448 patch has been uninstalled and the previous Group Notes executable and previous help files have been redistributed, verify operations before making available to the necessary staff.

5.7 Back-out Verification Procedure

1. Verify the OPTION file (#19) for Group Notes is set to version 1.0.350.10.

2. Ensure the previous Group Notes executable launches properly.

3. Perform regression testing to verify that login with the username and password works.

4. Perform site-specific testing appropriate to the areas where the catastrophic failure was identified.

6 Rollback Procedure

6.1 Rollback Considerations

There are no database changes specifically related to patch OR*3.0*448 and the Group Notes executable.

6.2 Rollback Criteria

N/A

6.3 Rollback Risks

N/A

6.4 Authority for Rollback

The Facility CIO has the final authority to require the rollback and accept the associated risks.

6.5 Rollback Procedure

N/A

6.6 Rollback Verification Procedure

N/A

7 Example Installation

This is an example installation of OR*3.0*448.

```
Select Installation <TEST ACCOUNT> Option: 6   Install Package(s)
```

```
Select INSTALL NAME: or*3.0*448      2/28/17@09:10:57
      => OR*3*448 TEST v8

This Distribution was loaded on Feb 28, 2017@09:10:57 with header of
   OR*3*448 TEST v8
   It consisted of the following Install(s):
      OR*3.0*448
Checking Install for Package OR*3.0*448

Install Questions for OR*3.0*448


Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//


Want KIDS to INHIBIT LOGONs during the install? NO//
Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//

Enter the Device you want to print the Install messages.
You can queue the install by enter a 'Q' at the device prompt.
Enter a '^' to abort the install.

DEVICE: HOME//   secure
------------------------------------------------------------------------

 Install Started for OR*3.0*448 :
               Feb 28, 2017@09:12:07

Build Distribution Date: Feb 28, 2017

 Installing Routines:
               Feb 28, 2017@09:12:07

 Installing PACKAGE COMPONENTS:

 Installing OPTION
               Feb 28, 2017@09:12:07

 Updating Routine file...

 Updating KIDS files...

 OR*3.0*448 Installed.
               Feb 28, 2017@09:12:07

 NO Install Message sent


Install Completed
```