

**Medical Care Collection Fund (MCCF) Electronic Data
Interchange (EDI) Transaction Applications Suite
(TAS) ePayments Build 7 & 8**

Accounts Receivable PRCA*4.5*332

Integrated Billing IB*2.0*633

Version 1.2

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



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**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
December 2018	1.0	Initial Version	Fred Altman
March 2019	1.1	Updated after Technical Review	Fred Altman
June 2019	1.2	Updated footers with new release month	Fred Altman

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 the multi-build (which includes patches PRCA*4.5*332 and IB*2.0*633) as well as how to back-out the product and rollback to a previous version or data set.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the multi-build PRCA IB EPAYMENTS BUNDLE 4.0 (which includes patches PRCA*4.5*332 and IB*2.0*633) will be deployed and installed, as well as how the patches are to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

The following patches must be installed **before** PRCA*4.5*332 and IB*2.0*633:

- PRCA*4.5*326
- PRCA*4.5*315
- PRCA*4.5*319
- IB*2.0*516
- IB*2.0*609

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

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

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
1	VA OI&T, VA OI&T Health Product Support& PMO (Leidos)	Deployment	Plan and schedule deployment (including orchestration with vendors)	Planning
2	Local VAMC and CPAC processes	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	Planning

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
3	Field Testing (Initial Operating Capability - IOC), Health Product Support Testing & VIP Release Agent Approval	Deployment	Test for operational readiness	Testing
4	Health Product Support and Field Operations	Deployment	Execute deployment	Deployment
5	Individual Veterans Administration Medical Centers (VAMCs)	Installation	Plan and schedule installation	Deployment
6	VIP Release Agent	Installation	Ensure authority to operate and that certificate authority security documentation is in place	Deployment
7	N/A for this patch as we are using only the existing VistA system	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	N/A
8	VA's eBusiness team	Installations	Coordinate training	Deployment
9	VIP release Agent, Health Product Support & the development team	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	Deployment
10	No changes to current process – we are using the existing VistA system	Post Deployment	Hardware, Software and System Support	Warranty

3 Deployment

The deployment is planned as a national rollout.

This section provides the schedule and milestones for the deployment.

3.1 Timeline

The deployment and installation rollout is scheduled to run for 30 days, as depicted in the master deployment schedule¹.

¹ Project schedule (right click and select open hyperlink to access)

http://vaww.oed.portal.va.gov/pm/hape/ipt_5010/EDI_Portfolio/TAS%20Interim%20Repository/MCCF%20TAS%20Schedule.zip

3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 (which includes PRCA*4.5*332 and IB*2.0*633).

3.2.1 Deployment Topology (Targeted Architecture)

This multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 (which includes PRCA*4.5*332 and IB*2.0*633) is to be nationally released to all VAMCs.

3.2.2 Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are:

Washington, DC
Baltimore MARYLAND HCS
Tennessee Valley HCS
Dallas NORTH TEXAS HCS

- These sites will not be defined here until the sites have signed the Memorandum of Understanding (MOUs) and testing has completed as sometimes a site has to stop testing prior to the end of IOC.

Upon national release, all VAMCs are expected to install this patch by the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Table 2: Site Preparation

Site/Other	Problem/Change Needed	Features to Adapt/Modify to New Product	Actions/Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Table 3: Facility-Specific Features

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Table 4: Hardware Specifications

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these hardware specifications.

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Table 5: Software Specifications

Required Software	Make	Version	Configuration	Manufacturer	Other
Fully patched Accounts Receivable package within VistA	N/A	4.5	N/A	N/A	N/A
PRCA*4.5*315	N/A	Nationally released version	N/A	N/A	N/A
PRCA*4.5*319	N/A	Nationally released version	N/A	N/A	N/A
PRCA*4.5*326	N/A	Nationally released version	N/A	N/A	N/A
Fully patched Integrated Billing package within VistA	N/A	2.0	N/A	N/A	N/A
IB*2.0*516	N/A	Nationally released version	N/A	N/A	N/A
IB*2.0*609	N/A	Nationally released version	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 above for details about who is responsible for preparing the site to meet these software specifications.

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the “Patch Tracking” message in Outlook to communicate with the ePayments eBusiness team, the developers, and product support personnel.

3.3.4.1 Deployment/Installation/Back-Out Checklist

The Release Management team will deploy the multi-build PRCA IB EPAYMENTS BUNDLE 4.0, which is tracked in the NPM in Forum, nationally to all VAMCs. Forum automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in Forum to identify when the patch was installed in the VistA production at each site, and by whom. A report can also be run to identify which sites have not installed the patch in their VistA production system as of that moment in time.

Therefore, this information does not need to be manually tracked in the chart below.

Table 6: Deployment/Installation/Back-Out Checklist

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Pre-installation and System Requirements

PRCA*4.5*332 and IB*2.0*633 patches to the existing VistA Accounts Receivable 4.5 packages, are installable on a fully patched M(UMPS) VistA system and operate on the top of the VistA environment provided by the VistA infrastructure packages. The latter provides utilities which communicate with the underlying operating system and hardware, thereby providing Integrated Billing and Accounts Receivable independence from variations in hardware and operating system.

4.2 Platform Installation and Preparation

Refer to PRCA*4.5*332 and IB*2.0*633 documentation on the National Patch Module (NPM) on Forum for the detailed installation instructions. These instructions would include any pre-installation steps if applicable.

4.3 Download and Extract Files

Refer to the PRCA*4.5*332 and IB*2.0*633 documentation on the NPM to find the location of related documentation that can be downloaded. PRCA*4.5*332 and IB*2.0*633 will be distributed via host file PRCA_IB_EPAYMENTS_BUNDLE_4_0.KID.

Sites can retrieve VistA software from download.vista.med.va.gov. This transmits the file from the first available server. Sites may also select to retrieve this file directly from a specific server.

Sites may retrieve software 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

The PRCA_IB_EPAYMENTS_BUNDLE_4_0.KID host file is located in the anonymous.software directory. Use the American Standard Code for Information Interchange (ASCII) Mode when downloading the file.

4.4 Database Creation

Multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 modifies the VistA database. All changes can be found on the NPM documentation for these patches.

4.5 Installation Scripts

No installation scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 installation.

4.6 Cron Scripts

No Cron scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 installation.

4.7 Access Requirements and Skills Needed for the Installation

The following staff will need access to the host file PRCA_IB_EPAYMENTS_BUNDLE_4_0.KID containing the PRCA*4.5*332 and IB*2.0*633 patches. The software is to be installed by the site's or region's designated: VA OI&T IT OPERATIONS SERVICE, Enterprise Service Lines, VistA Applications Division².

² "Enterprise service lines, VAD" for short. Formerly known as the IRM (Information Resources Management) or IT support.

4.8 Installation Procedure

Refer to PRCA*4.5*332 and IB*2.0*633 documentation on the NPM for the detailed installation instructions.

4.9 Installation Verification Procedure

Refer to PRCA*4.5*332 and IB*2.8*633 documentation on the NPM for the detailed installation instructions. These instructions would include any post installation steps if applicable.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

5 Back-Out Procedure

Back-Out pertains to a return to the last known good operational state of the software and appropriate platform settings.

5.1 Back-Out Strategy

A decision to back out could be made during Site Mirror Testing, during Site Production Testing, or after National Release to the field (VAMCs). The best strategy decision is dependent on the stage during which the decision is made.

5.1.1 Mirror Testing or Site Production Testing

If a decision to back out is made during Mirror Testing or Site Production Testing, a new version of the patch can be used to restore the build components to their pre-patch condition.

5.1.2 After National Release but During the Designated Support Period

If a decision to back out is made after national release and within the designated support period, a new patch will be entered into the NPM in Forum and will go through all the necessary milestone reviews, etc., as a patch for a patch. This patch could be defined as an emergency patch, and it could be used to address specific issues pertaining to the original patch or it could be used to restore the build components to their original pre-patch condition.

5.1.3 After National Release and Warranty Period

After the support period, the VistA Maintenance Program will produce the new patch, either to correct the defective components or restore the build components to their original pre-patch condition.

5.2 Back-Out Considerations

Changes implemented with multi-build PRCA IB EPAYMENTS BUNDLE 4.0 can be backed out in their entirety or on an enhancement-by-enhancement basis. Either could be accomplished via a new version of multi-build PRCA IB EPAYMENTS BUNDLE 4.0 if before national release or a new multi-build if after national release.

5.2.1 Load Testing

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

5.2.2 User Acceptance Testing

1. A new report EEOBs marked for Auto-Post Report (EMA) [RCDPE MARKED AUTO-POST REPORT] was added to the EDI LOCKBOX REPORTS Menu [RCDPE EDI LOCKBOX REPORTS MENU].

a) Allows the user to identify the users that marked an EEOB for auto-posting for a specific date range and other filter criteria.

2. A new report Pending EFT Override Report (PEO) [RCDPE EFT OVERRIDE REPORT] was added to the EDI LOCKBOX REPORTS Menu [RCDPE EDI LOCKBOX REPORTS MENU].

a) Shows a listing of unposted medical EFTs that are older than the limit set in the NUMBER OF DAYS (AGE) OF UNPOSTED MEDICAL EFTS TO PREVENT POSTING parameter in a list manger.

3. A new option Duplicate ERA Worklist (DUP) [RCDPE DUPLICATE ERA WORKLIST] was added to the EDI LOCKBOX Menu [RCDPE EDI LOCKBOX MENU].

a) Allows the user to see all the incoming ERA messages that were determined to be duplicates.

b) For each duplicate in the list, the user can view the detail, delete the duplicate or file the duplicate as a new ERA. If the user files the duplicate as new ERA, 'DUP' is appended to the end of the trace number to indicate that the ERA was created from a duplicate.

4. A new report Auto Parameter History Report [RCDPE AUTO PARAM HIST REPORT] was added to the Site Parameter Edit menu of the Supervisor's AR Menu.

a) Displays a history of changes to auto-activity site parameters.

5. The user initials column on the List or Receipts Report [RCDP LIST OF RECEIPTS REPORT] was expanded to show the first four letters of the user's last name followed by a comma followed by the first letter of the user's first name. Note: if the receipt was processed by the Nightly job, the user's initials will remain 'ar'.

6) A change was made to the EFT/ERA Trending Report (ETR) [RCDPE EFT-ERA TRENDING REPORT] to show the 'TOTAL DIFFERENCE BETWEEN ERAs (PAID) - EFTs

(COLLECTED): ' as the last line of the first page instead of the first line of the second page when the report is run in 'GRAND TOTALS ONLY' mode.

7. The following changes were made to the Active Bills with EEOB Report (AB) [RCDPE ACTIVE WITH EEOB REPORT].

a) The filter question 'RUN REPORT FOR (A)LL EEOBs or (Z)ERO PAYMENT EEOBs only: ALL//' was changed to 'RUN REPORT FOR (P)AYMENT EEOBs or (Z)ERO PAYMENT EEOBs or (A)LL: ALL//'

b) The report now includes EEOBs with a posting status of 'NOT POSTED' or removed. Previously, these were omitted from the report.

8. The following changes were made to the 'Manual Match'

[RCDPE EFT ERA MANUAL MATCH] action on the ERA WORKLIST
[RCDPE EDI LOCKBOX WORKLIST].

a) The name of the action was changed to 'ERA Manual Match'.

b) After entering filtering criteria, a new list manager form is displayed to show all the EFTs that partially match the ERA in weighted order such that the most likely EFT matches are displayed at the top and the least likely matches are displayed at the bottom. EFTs that only match the ERA by the payer TIN are not displayed in the list.

9. A new parameter 'NUMBER OF DAYS (AGE) OF UNPOSTED MEDICAL TRICARE TO PREVENT POSTING:' was added to the EDI Lockbox Parameters [RCDPE EDI LOCKBOX PARAMETERS].

a) The default of the new parameter is 30. The range is 14-60

b) Any time the value of this parameter is changed, the change is reflected in the EDI Lockbox Parameters Audit Report [RCDPE PARAMETER AUDIT REPORT].

c) If the user tries to select an ERA associated with a Tricare Payer in the ERA WORKLIST [RCDPE EDI LOCKBOX WORKLIST], that contains EFTs older than the new site parameter, a lock-out error message is displayed.

d) The user may override the Tricare lock-out using the Unposted EFT Override [RCDPE UNPOSTED EFT OVERRIDE] menu option.

10. The 'Mismatched Procedure Code' error message that is displayed in the Third Party Joint Inquiry [IBJ THIRD PARTY JOINT INQUIRY] on the EP screen when a claim was billed electronically has been changed to 'Claim was not billed electronically'.
11. The Extended Check/Trace/Credit Card Search (EX) [RCDP EXTENDED CHECK/CC SEARCH] was modified in the following manner:
- a) The filter prompt 'Check, Credit Car or Trace #' was changed to 'Check, Credit Card, Trace # or All' with a default of all.
 - b) If 'All' is chosen for the filter above, the target string will be searched as a Check, Credit Card and Trace #. If all is not chosen, the target string is only checked for selected search type.
 - c) a minimum of three characters is required to perform the search.
 - d) The search is case insensitive such that a search for trace number containing 'zzz' will also show results where the trace # contains 'ZZZ'.
 - e) If the user does NOT select 'All' as a search filter and the target string is not found, the user is then asked if they want to perform a new search for the same target but a different search type.
12. When the user splits/edits a claim on an ERA line and puts all the payment dollars into suspense, the associated EEOB is no longer removed from the ERA Line. An EEOB is only removed from an ERA line when all of the payment dollars have been distributed to other claims.
13. The Receipt Processing [RCDP RECEIPT PROCESSING] option has been modified in the following manner:
- a) When the user selects the Customize [RCDP DEPOSIT PROFILE CUSTOMIZ] action, prompt 'Do you want to show check, and credit card information?' has been modified to 'Do you want to show trace #, check, and credit card information?'.

- b) If the type of payment of the receipt is 'EDI LOCKBOX', then the trace # displays in lieu of the check and/or credit card information

14. The Nightly AR Process has been modified in the following manner:

- a) A new site parameter 'ENABLE AUTO-AUDIT FOR TRICARE ELECTRONIC BILLS (Y/N): No/' has been added to the EDI Lockbox Parameters [RCDPE EDI LOCKBOX PARAMETERS] after the auto-audit parameter for Pharmacy.
- b) Any time the value of this parameter is changed, the change is reflected in the EDI Lockbox Parameters Audit Report [RCDPE PARAMETER AUDIT REPORT].
- c) If auto-auditing of Tricare claims is turned on all new bills for claims with payers flagged as Tricare will be audited.

15. The EDI Lockbox (ePayments) Reports Menu [RCDPE EDI LOCKBOX REPORTS MENU]

has been re-organized with the following new sub-menus:

- a) A new sub-menu 'Workload Reports' [RCDPE EDI LOCKBOX REPORTS WORKLOAD MENU] was added to allow access to all of the workload reports as follows:
 - 1. EFT Daily Activity Report [RCDPE EDI LOCKBOX ACT REPORT]
 - 2. EFT Unmatched Aging Report [RCDPE EFT AGING REPORT]
 - 3. ERA Unmatched Aging Report [RCDPE ERA AGING REPORT]
 - 4. Pending EFT Override Report [RCDPE EFT OVERRIDE REPORT]
 - 5. Unapplied EFT Deposits Report [UNAPPLIED EFT DEP REPORT]
- b) A new sub-menu 'Adjustment Code Reports' [RCDPE EDI LOCKBOX REPORTS ADJ CODE MENU] was added to allow access to all of the workload reports as follows:
 - 1. 835 CARC Data Report [RCDPE CARC CODE PAYER REPORT]
 - 2. Provider Level Adjustments Report [RCDPE PROVIDER LVL ADJ REPORT]
 - 3. CARC/RARC Quick Search [RCDPE CARC/RARC QUICK SEARCH]
 - 4. CARC/RARC Table Data Report [RCDPE CARC/RARC TABLE REPORT]
- c) A new sub menu 'Additional Research Reports' [RCDPE EDI LOCKBOX REPORTS RESEARCH MENU] was added to allow access to all of the research reports as follows:

1. EFT/ERA TRENDING Report [RCDPE EFT-ERA TRENDING REPORT]
 2. Active Bills With EEOB Report [RCDPE ACTIVE WITH EEOB REPORT]
- d) A new sub menu 'Audit Reports' [RCDPE EDI LOCKBOX REPORTS AUDIT MENU] was added to allow access to all of the audit reports as follows:
1. Auto-Decrease Adjustment report [RCDPE AUTO-DECREASE REPORT]
 2. Auto-Post Report [RCDPE AUTO-POST REPORT]
 3. Auto-Posted Receipt Report [RCDPE AUTO-POST RECEIPT REPORT]
 4. Auto Parameter History Report [RCDPE AUTO PARAM HIST REPORT]
 5. EFT Transaction Audit Report [RCDPE EFT TRANSACTION AUD REP]
 6. ERA Status Change Audit Report [RCDPE ERA STATUS CHNG AUD REP]
 7. Duplicate EFT Deposits Audit Report [RCDPE EFT AUDIT REPORT]
 8. EEOB Move/Copy/Remove Audit Report [RCDPE EEOB MOVE/COPY/RMOVE RPT]
 9. EEOBs Marked for Auto-Post Audit Report [RCDPE MARKED AUTO-POST REPORT]
 10. ERAs Posted with Paper EOB Audit Report [RCDPE ERA W/PAPER EOB REPORT]
 11. Payer Implementation Report [RCDPE PAYER EXCLUSION NAME TIN]
 12. [Remove ERA from Active Worklist Audit Report RCDPE REMOVED ERA AUDIT]
16. The RCDPEAR security key was removed from the Administrative Cost Adjustment [PRCAF ADJ ADMIN] menu option.
17. The Viewing/Printing of ERA information has been modified to allow the user to view it in a list manager so that specific information can be searched for easily. The following areas were changed:
- a) The View/Print ERA [RCDPE VIEW/PRINT ERA] menu option.
 - b) The View/Print ERA action [RCDPE ERA LIST VIEW ERA] on the ERA Worklist [RCDPE EDI LOCKBOX WORKLIST].
 - c) The View/Print ERA action [RCDPE APAR VIEW/PRINT ERA] from the Auto-Post Awaiting Resolution (APAR) Worklist [RCDPE APAR].
Worklist [].
18. The Refresh Line action was added to Auto-Post Awaiting Resolution (APAR) RCDPE APAR. The refresh line action allows the user to refresh Split/Edit a Line actions that haven't been auto-posted yet.

5.3 Back-Out Criteria

The project is canceled or the requested changes implemented by multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 are no longer desired by VA OI&T and the ePayments eBusiness team, or the patch produces catastrophic problems.

5.4 Back-Out Risks

Since the ePayments software is tightly integrated with external systems, any attempt at a back-out should include close consultation with the external trading partners such as the Financial Services Center (FSC), the Health Care Clearing House (HCCH), the VA 3rd Party Lockbox bank, and the Financial Management System (FMS) to determine risk.

5.5 Authority for Back-Out

Any back-out decision should be a joint decision of the Business Owner (or representative) and the Program Manager with input from the Health Product Support (HPS) Application Coordinator, developers (both project and Tier 3 HPS), and if appropriate, external trading partners such as the VA Financial Service Center (FSC), the Health Care Clearing House (HCCH), VA 3rd Party Lockbox bank, and the FMS to determine the appropriate course of action. ePayments is tightly integrated with these external partners and a back-out of the patch should not be a standalone decision.

5.6 Back-Out Procedure

The back-out plan for VistA applications is complex and not a “one size fits all” solution. The general strategy for a VistA rollback is to repair the code with a follow-up patch. The development team recommends that sites log a ticket if it is a nationally released patch.

Back-Out Procedure prior to National Release. If it is prior to national release, the site will be already working directly with the development team daily and should contact that team. The development team members will have been identified in the Initial Operating Capability (IOC) Memorandum of Understanding (MOU). As discussed in section 5.2, it is likely that development team can quickly address via a new software version. If the site is unsure who to contact, log a ticket with Health Product Support - Management Systems Team. Please contact the EPMO development team for assistance since this installed patch contains components in addition to routines.

The Multi-build build PRCA IB EPAYMENTS BUNDLE 4.0 contains the following build components.

- Data Dictionary Changes
- Options
- Routines
- Templates
- Protocols
- Modifications to the following files:
 - AR SITE PARAMETER File [#342]
 - AR EDI LOCKBOX MESSAGES File [#344.5]

- RCDPE PARAMETER File [#344.61] and Sub-file [#344.611]

While the VistA installation procedure of the KIDS build allows the installer to back up the modified routines using the 'Backup a Transport Global' action, due to the complexity of this patch, it is not recommended for back-out, and a restore from a backup of the Transport Global should not be attempted. In the event that a site decides to back out this patch, the site should contact the National Service Desk (NSD) to submit a help desk ticket. The development team will need to issue a follow-on patch in order to comprehensively back-out this patch and/or to clean up corrupted data/remove data dictionary changes, if needed and restore the system to a functioning state.

Please contact the EPMO team for assistance since this installed patch contains components in addition to routines.

5.7 Back-out Verification Procedure

Successful back-out is confirmed by verification that the back-out patch was successfully implemented. This includes successful installation and testing that the back-out acted as expected, as defined together with the team the site contacted in section 5.5.

6 Rollback Procedure

Rollback pertains to data. PRCA*4.5*332 and IB*2.0*633 do impact the data in the Integrated Billing and Accounts Receivable packages. Therefore, to roll back the patches one will need to install new patches to roll back the database changes and restore the system back to its prior state. In the case where a rollback is needed, refer to the Back-Out procedures detailed elsewhere within this document.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.

Template Revision History

Date	Version	Description	Author
March 2016	2.2	Changed the title from Installation, Back-Out, and Rollback Guide to Deployment and Installation Guide, with the understanding that Back-Out and Rollback belong with Installation.	VIP Team
February 2016	2.1	Changed title from Installation, Back-Out, and Rollback Plan to Installation, Back-Out, and Rollback Guide as recommended by OI&T Documentation Standards Committee	OI&T Documentation Standards Committee
December 2015	2.0	The OI&T Documentation Standards Committee merged the existing <i>"Installation, Back-Out, Rollback Plan"</i> template with the content requirements in the OI&T End-user Documentation Standards for a more comprehensive Installation Plan.	OI&T Documentation Standards Committee
February 2015	1.0	Initial Draft	Lifecycle and Release Management