VistA Adaptive Maintenance (VAM) VA Enterprise Cloud (VAEC) Security

User Guide



January 2020

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 01/30/2020 | 1.3 | Final document for VAM2-v1.0.0 | AbleVets |
| 11/04/2019 | 1.2 | Update of guide for November submission | AbleVets |
| 08/02/2019 | 1.1 | Update of guide for August submission | AbleVets |
| 05/02/2019 | 1.0 | Initial creation of the document | AbleVets |

Artifact Rationale

Per the Veteran-focused Integration Process (VIP) Guide, the User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

[1. Introduction 1](#_Toc31276360)

[1.1. Purpose 1](#_Toc31276361)

[1.2. Overview 1](#_Toc31276362)

[1.3. Document Orientation 1](#_Toc31276363)

[1.3.1. Organization of the User Guide 1](#_Toc31276364)

[1.3.2. Coordination 1](#_Toc31276365)

[1.4. Disclaimers 2](#_Toc31276366)

[1.4.1. Documentation Disclaimer 2](#_Toc31276367)

[1.5. Enterprise Service Desk and Organizational Contacts 2](#_Toc31276368)

[2. System Summary 2](#_Toc31276369)

[3. Getting Started 2](#_Toc31276370)

[4. Reports 2](#_Toc31276371)

[5. 508 Compliance 2](#_Toc31276372)

[6. Troubleshooting 2](#_Toc31276373)

[A. Appendix 1: Acronyms and Abbreviations 3](#_Toc31276374)

# Introduction

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

## Purpose

The purpose of this User Guide is to provide project-specific information to supplement the primary source of product functionality, the *Amazon CloudWatch User Guide*[[1]](#footnote-1).

## Overview

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

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

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

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

## Document Orientation

### Organization of the User Guide

This User Guide provides project-specific information to supplement the primary source of product functionality, the *Amazon CloudWatch User Guide*.

### Coordination

Coordination of specific support functions (e.g., installation coordination, security, etc.) for VAM is the same as those for VistA.

## Disclaimers

### Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by VA of the website or the information, products, or services contained therein. VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

## Enterprise Service Desk and Organizational Contacts

For issues that cannot be resolved by this manual or the *Amazon CloudWatch User Guide*, please contact the Enterprise Service Desk at 855-NSD-HELP (673-4357). Trouble tickets are entered into the ServiceNow ticketing system.

# System Summary

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

# Getting Started

This guide supplements the Amazon CloudWatch User Guide. Please consult the *Amazon CloudWatch User Guide* for instructions on functionality.

# Reports

This guide supplements the Amazon CloudWatch User Guide. Please consult the *Amazon CloudWatch User Guide* for instructions on functionality.

# 508 Compliance

VAM’s user interface is AWS CloudWatch, a Commercial Off-the-Shelf (COTS) product. As such, no additional 508 compliance is required.

# Troubleshooting

VistA end users contact the VA Enterprise Service Desk to report issues.

1. Appendix 1: Acronyms and Abbreviations

Table 2 lists the acronyms and abbreviations used throughout this User Guide.

Table : Acronyms and Abbreviations

|  |  |
| --- | --- |
| Acronym | Definition |
| AWS | Amazon Web Services |
| CD2 | Critical Decision Point #2 |
| COR | Contracting Officer’s Representative |
| COTS | Commercial Off-the-Shelf |
| FedRAMP | Federal Risk and Authorization Management Program |
| FISMA | Federal Information Security Management Act of 2002 |
| HIPAA | Health Insurance Portability and Accountability Act of 1996 |
| ISO | Information Security Officer |
| PaaS | Platform as a Service |
| POC | Point of Contact |
| RPC | Remote Procedure Call |
| VA | Department of Veterans Affairs |
| VAEC | VA Enterprise Cloud |
| VIP | Veteran-Focused Integration Process |
| VistA | Veterans Health Information Systems and Technology Architecture |
| VAM | VistA Adaptive Maintenance |

1. <https://docs.aws.amazon.com/AmazonCloudWatch/latest/monitoring/acw-ug.pdf> [↑](#footnote-ref-1)