



DEPARTMENT OF VETERANS AFFAIRS

SERVICE DELIVERY and **ENGINEERING (SDE)**
ACHIEVING OPERATIONAL EXCELLENCE

Field Operations (FO)

Standard Vista Patches

Responsibility Matrix

[Version 1.0]

[February 19, 2015]

Revision History

Date	Version	Description	Author
2/19/15	1.0	Initial creation of document	Scott Hershberger

FO VistA Patching Responsibility Matrix

Responsibility Matrix (Operational Roles and Responsibilities)

This responsibility matrix defines the roles and responsibilities for supporting VistA patches as part of a deployed solution. This is a template of the standard support structure required for VistA patches therefore the Project Manager (PM) should note any deviations in responsibility from this standardized Field Operations responsibility matrix in the Operational Acceptance Plan (OAP).

VistA Patching is generally relegated to sustainment of existing solutions but may also include emergency “hot fix” patches designed to remediate a noted deficiency within the solution. This Responsibility Matrix is related to VistA patches released and supported at the national level (known as “Class I” patches) which are distributed to the entire Enterprise after testing and release management has been completed. VistA Patches are released via the FORUM, KERNAL or via File Transfer Protocol (FTP) directly to the Field.

For detailed information regarding VistA and the 200+ modules which it is comprised of visit [The VistA Monograph](#)

Entities involved with VistA Patching:

NSD = OI&T National Service Desk (tier 1 support)

FCIO = Facility Chief Information Officer (local OI&T – tier 2 support)

SL = OI&T Service Lines (tier 3 support)

Application Service Line (**SL-ASL**)

Core Systems Service Line (**SL-Core**)

PS = OI&T Product Support (tier 4 support)- Not needed if we elect to remove tiered support

ESE = Enterprise Systems Engineering

VHA = Local Facility medical staff (customer)

FO = Field Operations

PD = OI&T Product Developer

DSO = VHA Decision Support Office

The table below identifies, at a very high level, the responsible parties for supporting VistA Patches.

FO VistA Patching Responsibility Matrix	Production Environments
Application development	PD
Release Management	ESE

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FO VistA Patching Responsibility Matrix	Production Environments
Rollback Plan	PD
Application installation	FCIO/SL-ASL
Application support –ask Shannon R – should we include the support tiers?	NSD, FCIO, SL, PS, Vendor
Client/Server Update (where applicable)	SL-Core
OS Patching (where applicable)	SL-Core
Change Management	SL-ASL
Application Administration (Operations and Maintenance)	SL-ASL
Local Training for Front Line Staff	VHA
National Training (where applicable)	DSO

Appendix A

Role Definitions

Application development	Application Development performs Requirements Analysis, Design, Programming, Testing, and Integration.
Release Management	Release Management ensures the planned and controlled deployment of hardware and software into the Production environment. Process activities include ensuring that testing and verification are complete, that assets are available for deployment, and that necessary Configuration Items are included in the Build. Release Management also ensures that necessary training is provided to users and support personnel and that information about the Release and its status is communicated to Stakeholders.
Rollback Plan	Rollback Plan refers to the process in which the patch/application can be reverted to a previous version due to unforeseen issues within the production environment.
Application installation	Application Installation describes the actual process of applying the patch/application to the production environment.
Application support –ask Shannon R	Application Support Tiers here (if necessary)
Client/Server Update (where applicable)	Client/Server Updates necessary for the patch/application to function, this role is an add-on to the VistA Patch and is necessary in cases where a Graphical User Interface (GUI) or broker file needs to be updated on workstations or servers.
OS Patching (where applicable)	OS Patching may be required to support the VistA Patch (an example of this would be a Linux/Red Hat update).
Change Management	The Change Management process ensures that changes are recorded, evaluated, authorized, prioritized, planned, tested, implemented, documented, and reviewed in a controlled manner.
Application Administration (Operations and Maintenance)	Application Administration schedules application tasks, develops backup schedules, monitors operations of the applications software, and troubleshoots the application when a problem occurs.
Local Training for Front Line Staff	Local Training for Front Line Staff will provide information on how to use the application and is typically handled by the ADPAC or Clinical Coordinator at the local site.
National Training (where applicable)	In some cases National Training on how to use the application will be made available.