

# Vista Interoperability Support Workshops

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RAS – Reliability, Availability & Serviceability

## Vista Interoperability Support Workshops

- Benefits of Technical Support Training
  - Minimize response time & unscheduled downtime
  - Reduce redundancy of effort - Optimization of resources
    - Integrated processes with engineering & programming
- Support processes used
  - RAS – Reliability, Availability & Serviceability
  - **ViViaN** documentation integration expedites support
- Support VistA Infrastructure components
  - Technical support workshops
  - RAS support processes, documentation, & diagnostic extensions

## Experience – Vista Interoperability technology

- Conducted interoperability support workshop for Federal Agency
  - Client: ONC – CONNECT & DIRECT technology used in Vista
  - Topics included:
    - Debug protocol defined by layer, context and endpoints
    - Configuration, Trace setup, network monitors
    - Log compilation and analysis, Flow control



## Apply industrial RAS support processes to Vista

- RAS support training for Commercial Nuclear Generation site
  - Shares VA IT support goals
    - Security
    - Maintain multiple safety parameters
      - Continuous monitoring
    - Minimize unscheduled downtime
      - » Offline cost > \$10,000/minute
  - Tiered RAS support processes
    - Minimize support latency & callbacks
    - Coverage 24x7x365
    - **Efficiency of support staff enhanced by RAS processes**



## Result of poor support



No Support. No Adoption.

## Vista Interoperability Support Overview

- Benefits of Tech Support Training
  - Improved RAS processes, toolkit & documentation
    - Streamline log & trace remote data gathering
  - Detailed feedback loop to engineering & programming
  - Precise change management & version
- Field support process
  - RAS – Reliability, Availability & Serviceability
    - Predecessor to Telemedicine processes
  - ViViaN integration expedites support
- RAS Tech Support Training
  - Designed to meet organization's goals

## RAS Technical Support process

- Fully leverage Diagnostic / RAS information
- Diagnostic references
  - FAQ, Forums
  - Knowledgebase (Indexed, NLP)
- Tiered support team
  - Collaborative/escalation process
  - Minimize callbacks & delays
- Knowledge Management
  - Version control, problem tracking
  - Diagnostic compilation: Logs, Traces, Profiling



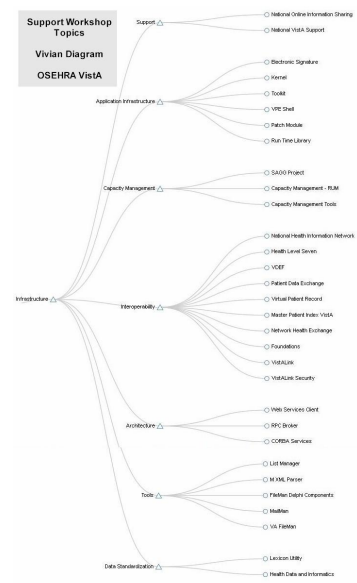
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## ViViaN Technical Support Extensions

- **ViViaN expedites assimilation**
  - Organizes support documentation
  - ViViaN diagram – Functional flow
  - Intuitively system relationships
  - Knowledge Management
  - Connects relates diagnostic information
  - Prepare Support Personnel to assume VistA support roles

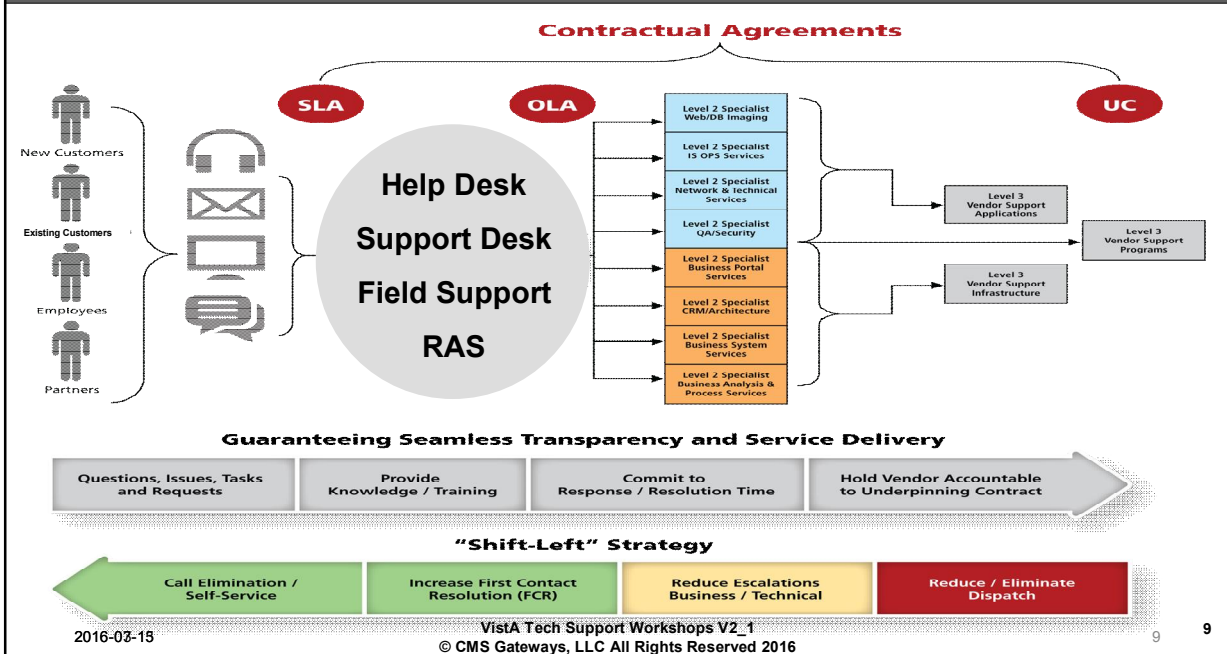


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# Tiered Interoperability Support Structure & Processes

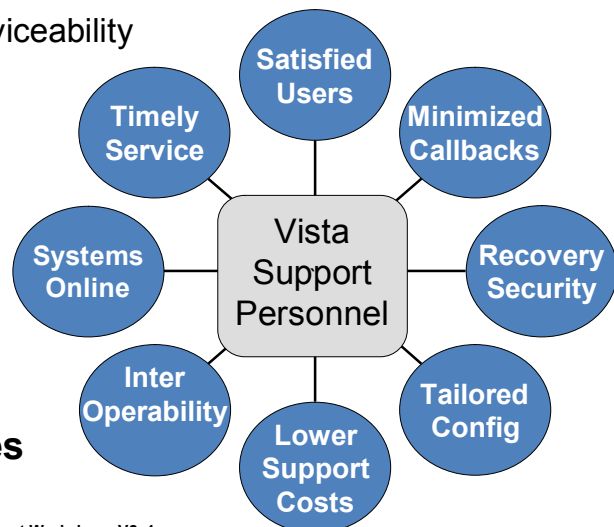


# Vista Interoperability RAS Support Workshops

- **Goal: Satisfied VistA Providers & Users**

- Increased VistA availability & serviceability
- Prompt solutions
- Knowledge Management
- Service desk metrics

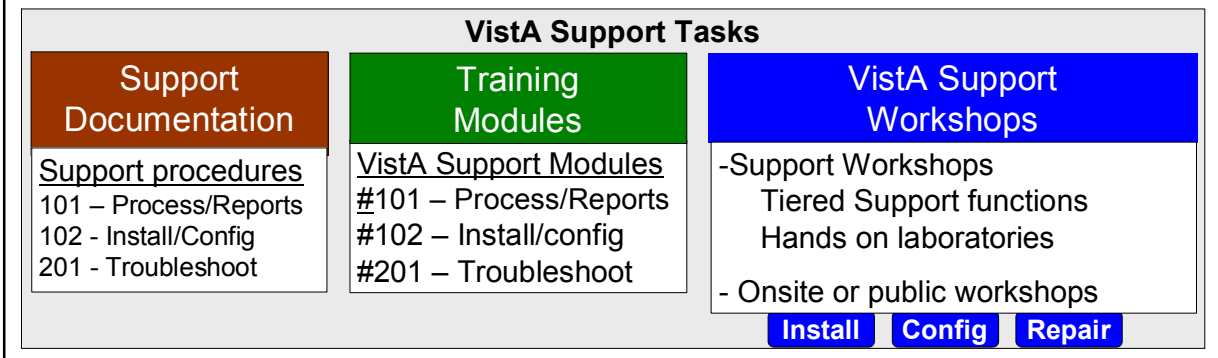
- **Prepare Support Personnel to assume VistA support roles**



# Interoperability RAS training enhances Support

- **VistA Support Workshops empower Support Personnel**

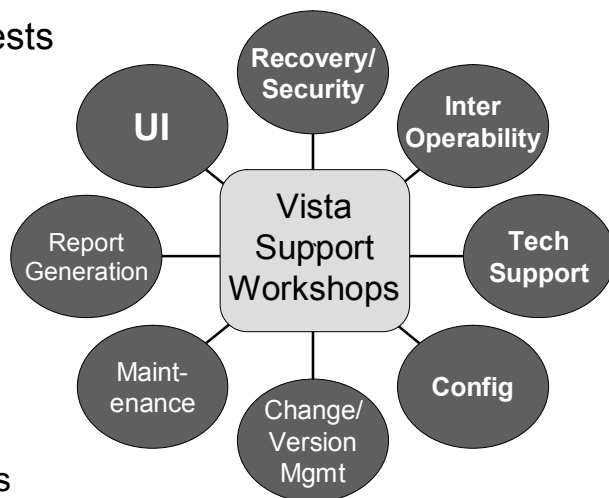
- Assemble & organize **Support Documentation**
- Develop targeted VistA support **Training Modules**
- Personnel cultivate skilled workforce with **Support workshops**



# VistA Interoperability Support Structure

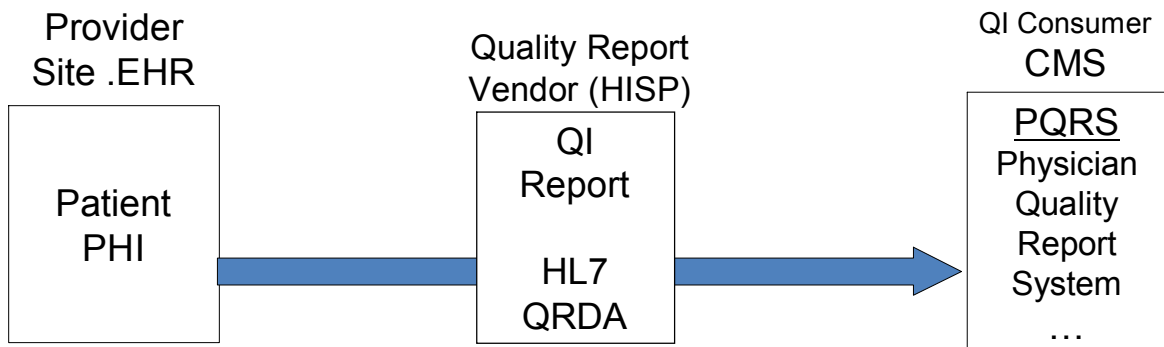
- **RAS Support Workshop goals**

- Quickly solve common requests
  - Hands-on laboratories
- Prompt, prioritized solutions
  - ViViaN + Documentation
  - Consolidated FAQ/Forums
  - Knowledgebase
- Collaborative process
  - Reduced callbacks
  - Minimize escalations
  - Knowledge management tools



## RAS Interoperability Requirement: Support Multi-Vendor Interoperability Environment

- Civilian example: CMS mandates Quality Reports
- Results affect Provider ROI
- Multiple vendor systems require tiered support model



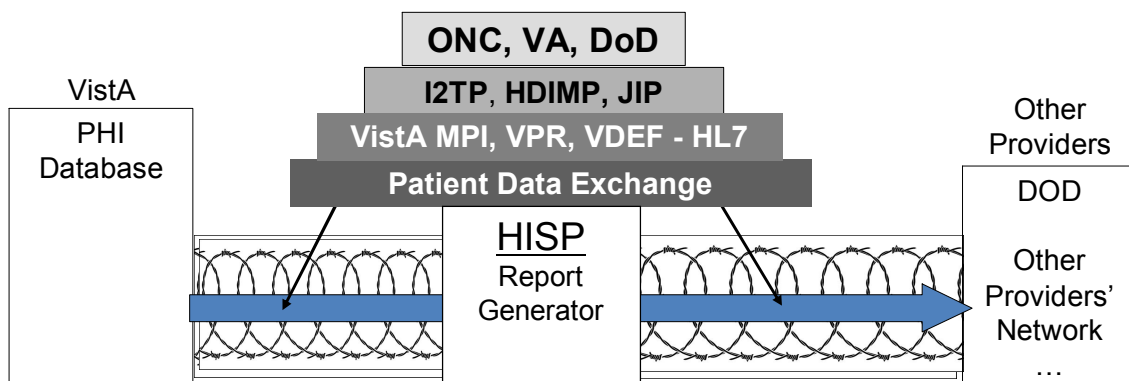
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## VistA Interoperability RAS Support

- Vista Interoperability RAS support team
  - Identify Technical components and relationships
  - Configuration, setup and debug processes



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# Vista Interoperability RAS Workshop

- Support teams learn Technical diagnostic processes
  - Debug protocol defined by layer, context and endpoints
  - Configuration, Trace setup, network monitors
  - Log compilation and analysis, Flow control
  - Change/update process for maximum availability



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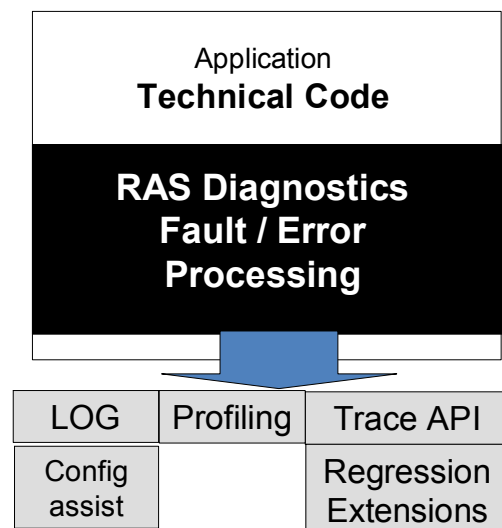
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## RAS Technical Support Extensions – Step #1 Assist support team with RAS Diagnostics

### RAS Technical Diagnostics

- Expedites Field Support
  - ~ 'BIOS POST'
- Minimal requirements
- 24x7 Assistant to 'Dr. Watson'
- RAS portfolio
  - Standard RAS libraries & APIs
  - Standards: Fault/Error processing
  - Controls for trace & profiling

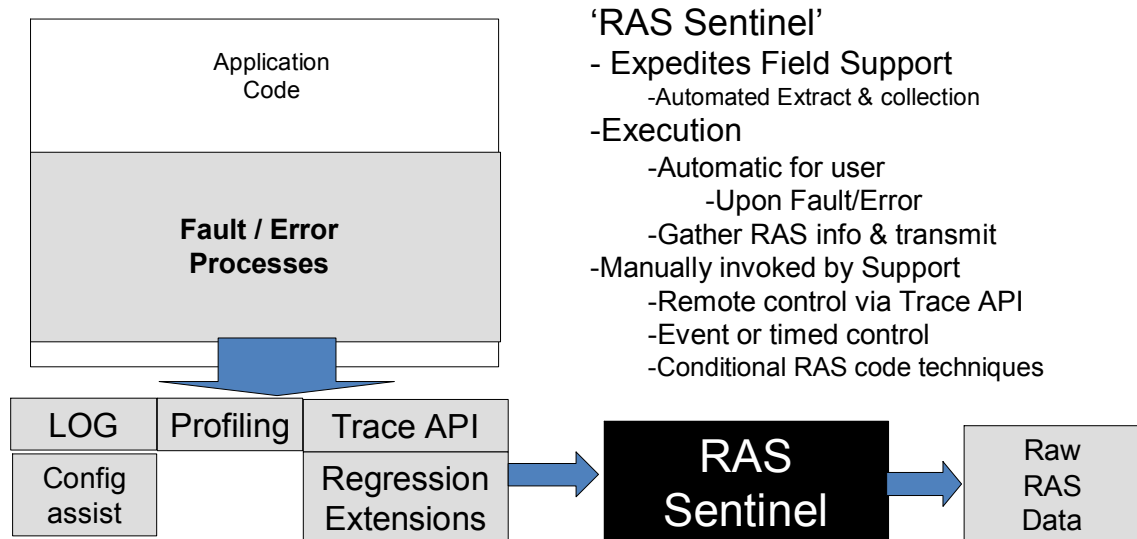


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## RAS Technical Support Extensions – Step #2 RAS Sentinel – Collect Diagnostic Information



### 'RAS Sentinel'

- Expedites Field Support
  - Automated Extract & collection
- Execution
  - Automatic for user
    - Upon Fault/Error
  - Gather RAS info & transmit
- Manually invoked by Support
  - Remote control via Trace API
  - Event or timed control
  - Conditional RAS code techniques

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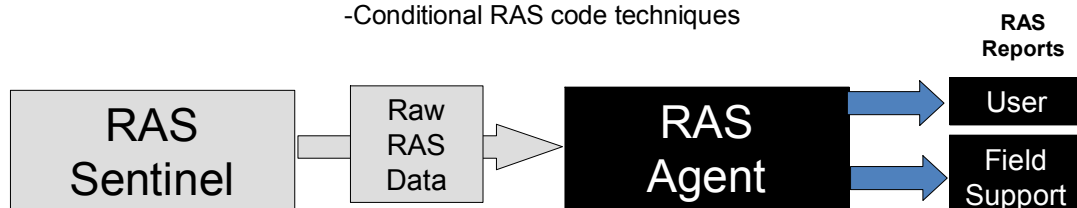
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## RAS Technical Support Extensions – Step #3 RAS Agent – Format Diagnostic Information

### RAS Agent ~ 'Dr. Watson'

- Expedites Field Support
  - Automated Formatting & interpretation
- Execution
  - Automatic for user
    - Upon Fault/Error
  - Gather RAS info & transmit
- Manually invoked by Support
  - Remote control via Trace API
  - Conditional RAS code techniques



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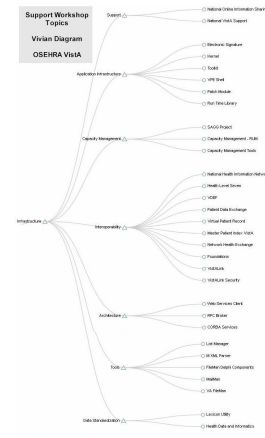
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# RAS Technical Support Checklist

*A well maintained VistA system will satisfy providers and users*  
**RAS toolkit & Workshops overcome support obstacles**

Destination	Working systems satisfy customers
Obstacles	
Potholes	Lack of Documentation & Training
Traffic	Lack of coordination & duplicity
Solutions	
Fuel	Tiered hands-on workshops
Map	ViViaN / Knowledge Management
Tolls	Expedited knowledge transfer
Efficiency	Support Metrics - Response time
Travel Guide	Tiered Support processes



# Vista Interoperability Support Summary

- VistA Support Goals
  - Accelerate solution delivery
- Extended VistA support
  - Co-Location Services
  - Workshops
  - Collaborative solutions



# Interoperability Support Structure - Detailed discussion OSEHRA Poster Session Tonight !

