Future Technology Laboratory

User Manual

innovation

Inspiration, incubation, illumination...

VA

U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

User Manual

Table of Contents

Overview

The VHA Innovation Program's Future Technology Laboratory (FTL) is the "VA's sandbox cloud," a development infrastructure and software used as a service platform that is publicly accessible and external to the VA's internal network. The FTL provides many useful services and now hosts instances of the Enterprise Health Management Platform (eHMP). The FTL is a valuable technical resource for VA employees, contractors, and 3rd party developers, whose goals are to develop software to improve healthcare for Veterans.

The following User Manual provides an in-depth, step-by-step guide for creating an FTL account and working with the Help Desk.
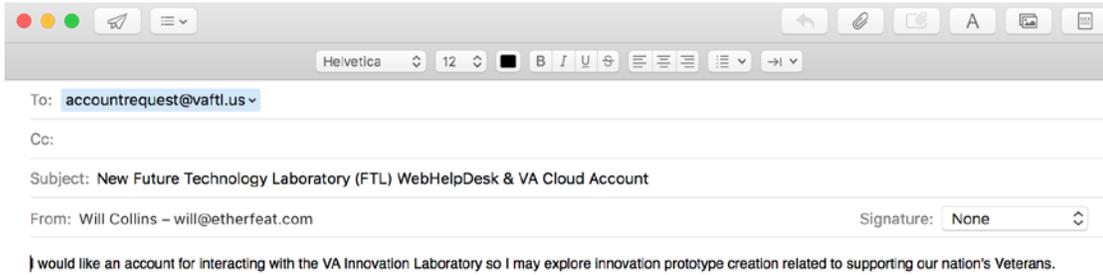
How to Create an Account in the Future Technology Laboratory

Via Email

1. **Click on** "Create Account" in the top right of the navigation bar.

2. **Send the email** that is automatically populated for you in Outlook or your default email program.

Via the Helpdesk

1. **Click on** "Helpdesk" in the top left of the navigation bar.

2. **Click on** "New Account" in the bottom right.

3. **Enter** the required information (indicated with the asterisk *) and click Submit. If you do not know your Project #, enter 9999. You will then have an account. Additional information will come to you via email.

If you forget your password, click on "Reset Password" on the launch page. This will create another auto populated email to the Help Desk to reset your password.

Working with the Helpdesk

The FTL Help Desk can be used for a variety of different tasks. We've already discussed how to create an account. Once you have a Help Desk account, you can use the Help Desk for:

- Source code requests
- Custom server requests
- Wiki requests
- VistA server access/creation
- Suggestions for improvement
- Assistance from subject matter experts (SMEs)

We'll now discuss the different types of tickets that you can open with the Helpdesk.

Accounts
1. **New account** will allow you to create a new account, requesting access to all general sandbox services including virtual workstations, team collaboration tools and otherwise. Once a Lab account is created for you, additional services can be requested, which are tied to this login, such as virtual servers, wikis, blogs, source code repositories and otherwise.
2. **Password Reset** will result in your password being reset.
3. **Report Problem** enables you to report any problems you are having with your account.

Desktop (VMWare View)
1. **Delphi Software** submits a request to put Delphi on a virtual machine in our cloud 1 infrastructure for a user to access.
2. **New Custom Workstation** is an option you can use when you need more functionality than the baseline virtual workstation offers. With this option, you will have the capability and responsibility to install and maintain your own software. If you require any VA created software installed on your personal virtual machine workstation, please make note of it in the request and every effort will be made to provide the VA created software pre-installed.
3. **New Persistent** is a request that your baseline general virtual machine becomes a customizable virtual machine. You gain both the capability and responsibility of installing and maintaining your own software when persistence is applied. Note that rebooting a baseline VM will fix any bad installation or modification of the system itself but will not lose the data stored in the user data storage areas.
4. **Other** allows you to submit a custom question related to VMWare that is not related to any of the existing ticket types.
5. **Report Problem** allows you to submit a ticket with a problem you are having with your VMWare.

DNS Records

A DNS name is a friendly, less error prone way of referring to a server or workstation. A DNS service translates to something like "project.vaftl.us" to something that is a TCP address for a machine like "173.252.156.159." This means you don't have to remember the numbers. Currently, the innovation sandbox cloud can provide you with hostnames based upon two base domains: *.vaftl.us or *.vacloud.us.

1. **Change Record** allows you to change an existing DNS record.
2. **Delete Record** allows you to delete your existing DNS record.
3. **New Record** is a submission for a new DNS record.
4. **Other** allows you to submit a custom question related to DNS records that is not related to any of the existing ticket types.
5. **Report Problem** allows you to submit a ticket with a problem you are having with your DNS Record.

eHMP

Enterprise Health Management Platform (or eHMP) is the replacement of the Computerized Patient Record System (CRPS) used by the Department of Veterans Affairs.

1. **eHMP Developer Assistance** is the ticket type to submit for developers to request help with ADK, RDK and VX.
2. **eHMP Setup Assistance** should be submitted for help setting up an eHMP environment from a source.
3. **Other** allows you to submit a custom ticket related to eHMP that is not related to any of the existing ticket types.
4. **Questions about eHMP** is the ticket to submit for any questions you may have about eHMP. This ticket type will likely put you in touch with a SME.
5. **Report Issue** allows you to submit a ticket with a problem you are having with eHMP.
6. **Request access to eHMP** is for access to log into eHMP in the FTL. Note that this is a separate account request than your FTL account.
7. **Request access to SDK** is the ticket to submit in order to have access to an eHMP software development kit (SDK). You must include your GitLab account name (not email address) in this request. If you do not have an FTL hosted GitLab account, create one for free here first: http://gitlab.vaftl.us.
8. **Request Merge** is to request a source code merge from a project branch of eHMP.
9. **Request Pipeline** is to request GitHub eHMP source branch and continuous integration (CI) through the FTL Jenkins system.

Helpdesk Feedback

This ticket type allows you to submit feedback on the FTL's services, such as how they can be improved or how they are helpful to your team.

Request for Consultation

This ticket type will assign a SME to your team. Please be sure that your request is detailed so that the FTL team can put you in contact with the right SME for your project.

Server

1. **Assistance** will submit a request for a SME to contact you.
2. **Export Virtual Server** will allow you to move your virtual machine from the FTL to the location that you specify. Please specify your previously created custom virtual server in the "TCP/IP" address field along with any special instructions in the request details.
3. **Firewall Change** will submit a request to change your firewall settings. Please provide all ports/protocols, IP addresses, and firewall actions that are being requested.
4. **New Custom Server** is the request type to select if you wish to have a virtual server of your own configuration created in the Sandbox. Having a custom server dedicated to your team means you have the capability and responsibility of installing your own software. Where VA created software is needed, software (such as VistA) can be supplied and installed during the software creation process.
5. **Open Firewall Port** submits a ticket to expose ports to the internet. Please list the ports you wish to expose and the direction. For example:

    <- TCP 80 (web HTTP)
    -> TCP 22 (SSL tunnel)
    <- UDP 554 (RTSP)
    <- TCP 554 (RTSP)
    <-> UDP 6970-9999 (Streaming Server unicast clients)
    Where "<-" indicates inbound to the server, "->" indicates outbound from the server and "<->" indicates bidirectional traffic. Ranges can be simply specified with a '-' as in "6970-9999".

    Please feel free to add any additional information you deem necessary after the port opening specifications that will help the sandbox staff complete the request.
6. **Other** allows you to submit a custom question related to servers that is not related to any of the existing ticket types.
7. **Report Problem** allows you to submit a ticket with a problem you are having with your servers.
8. **Request Existing Server Access** is the ticket to submit if you are a new user that wishes to access a server that already exists.

Software

1. **MDWS/VIA/VistA.js Access** will submit a request to provide access to the MDWS (Medical Domain Web Services – legacy Class 1 middle-tier) and VIA (VistA Integration Adapter – replacement for MDWS) or VistA.js (also known as VistA Services Assembler or 'VSA') a replacement for both MDWS and VIA.

2. **New Software Request** is to either add new VA licensed or VA created software to your pre-existing custom virtual server or pre-existing custom virtual workstation. Additionally, you can request that software be made available through the laboratory.
3. **Report Problem** allows you to submit a ticket with a problem you are having with your custom virtual server or custom virtual workstation.
4. **Request Software Removal** will request to remove software from your pre-existing custom virtual server or pre-existing custom virtual workstation.
5. **Request Update** will submit a ticket to update software within your pre-existing custom virtual server or pre-existing custom virtual workstation.

Source Code
1. **Access to eHMP Software Development Kit (SDK)** is the ticket to submit in order to have access to an eHMP software development kit (SDK). You must include your GitLab account name (not email address) in this request. If you do not have an FTL hosted GitLab account, create one for free here first: http://gitlab.vaftl.us.
2. **Code Review** will request a code review for an Innovation Project in VHAINNOVATIONS GitHub. Please be sure to provide the project ID and name of the repository.
3. **GitHub Access Request** allows existing GitHub users to obtain access to a specific repository. You must include your GitHub username (not email address) in the request details. Again, if you do not have an FTL hosted GitLab account, create one for free here first: http://gitlab.vaftl.us.
4. **New GitHub Repository** is a request to open a new repository for your code. You must provide your GitHub account name(s). Also provide the project ID (if one exists) and a description of what the code is for.
5. **OSEHRA Guidance** will connect you with a SME who can answer questions regarding submissions to OSEHRA (Open Source Electronic Health Record Alliance).

VistA
1. **CPRS Assistance** is the ticket to submit in order to ask questions about CPRS (Computerized Patient Record System).
2. **KIDs Help** is the ticket to submit to ask questions about KIDS (Kernel Installation and Distribution Center)
3. **New Custom VistA Server (Mumps Developers)** will give VistA Developers a custom VistA server to test their routines.
4. **Other** allows you to submit a custom question related to VistA that is not related to any of the existing ticket types.
5. **Report Problem** allows you to submit a ticket with a problem you are having with VistA.
9. **Special Builds Other** allows you to submit a custom question related to servers that is not related to any of the existing ticket types.
10. **Report Problem** allows you to submit a ticket with a problem you are having with your servers.
11. **Special Builds** allows you to request specific VistA packages or 'KIDS' to include specific CPRS versions.

12. **Subject Matter Expert** will submit a request for a VistA SME to reach out to you for assistance with your project.

Wiki

The VA Cloud wiki system in the FTL provides for a team collaboration area and forum features of the wiki include the wiki itself with what-you-see-is-what-you-get nontechnical editing, blogging, podcasting, web calendar, and team email listserv.

1. **New Wiki Request** is the ticket to submit in order to create a new Wiki for your project.
2. **Other** allows you to submit a custom question related to the Wiki that is not related to any of the existing ticket types.
3. **Report Problem** allows you to submit a ticket with a problem you are having with the Wiki.

Help and Additional Information

Additional materials for the Future Technology Lab: Visit our website at http://vaftl.us.

Help Desk Support: Submit a question for us via the FTL Help Desk at https://help.vaftl.us. Remember that you'll need to create an account to enter the web portal.