Production Daily Health Report
Thursday January 5th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

🟩 Customer Portal	🟩 Worker Portal	🟩 CCAP	🟩 EARR

Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
1/7	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1472	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
191	0	191	128

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases
Thursday January 5th, 2017 (10:00 AM EDT)

55

Cases without Coverage
due to Top Issues

0 **P1** Incidents

3 P2 incidents

1636 P3 incidents

86 P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	RIW closing in error, benefit periods incorrect and overlapping (RIB-8392)	~10	RIW eligibility dates were not created properly	Target code fix date 01-07-2017
2	01A SSN Discrepancy (RIB-11065)	~25	Updated SSN didn't go to MMIS	Target code fix date 01-07-2017.
3	L1B - Application Error - Unable to REI Case (RIB-10722)	1	Proceed through application and attempted to submit the application and the following error message occurs ,"3001: All programs are either terminated or denied.	Fix incremental loop count. Target fix date 01-07-2017.
4	Medicaid Accounts Incorrectly Pended Due to Incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224)	~18	14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end.	Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date pending state approval
5	Attendance should be generated using Enrollment hours not auth hours (RIB-10866)	1	The attendance record of a child should be generated considering how many hours a child is enrolled rather than generating it eligible hours.	Target data fix date 1-5-2016

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 4th

Start of the Day

| 202 Scanned/Indexed | + | 18,417 Processed | + | 32,405 Completed | = | 51,024 Total |

Daily Net Change

| 46 Scanned/Indexed | + | 122 Processed | + | 674 Completed | = | 842 Total |

End of the Day

| 248 Scanned/Indexed | + | 18,539 Processed* | + | 33,079 Completed** | = | 51,866 Total*** |

* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
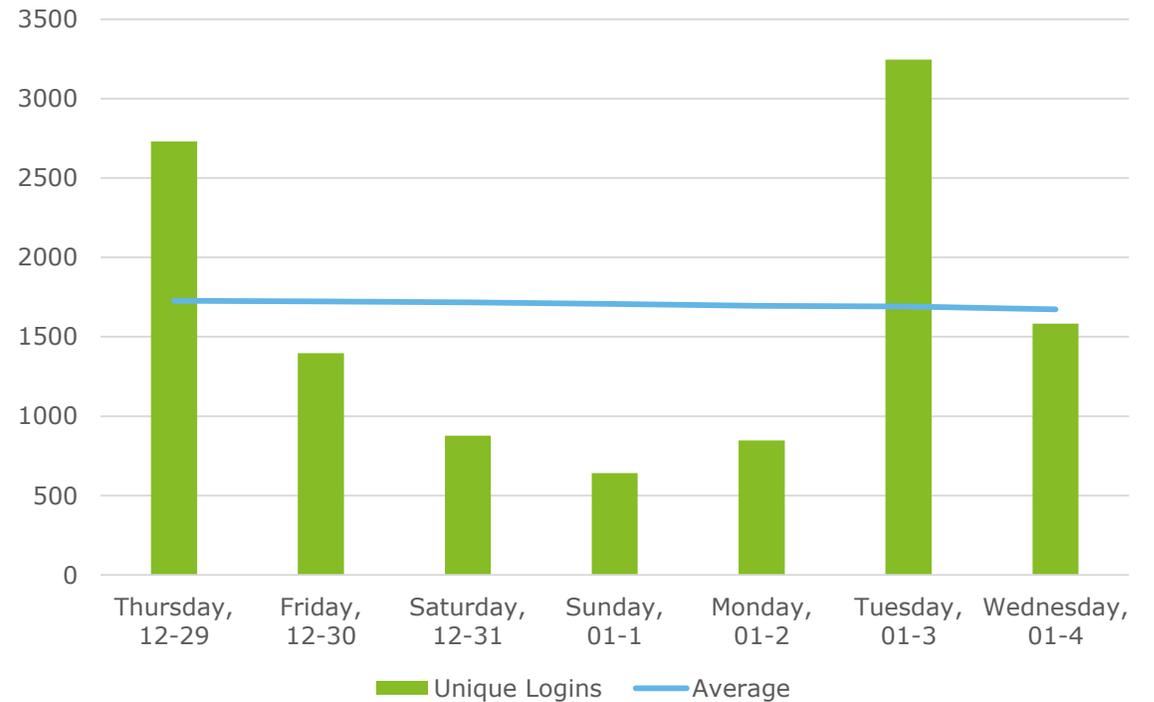*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
Thursday January 5th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day
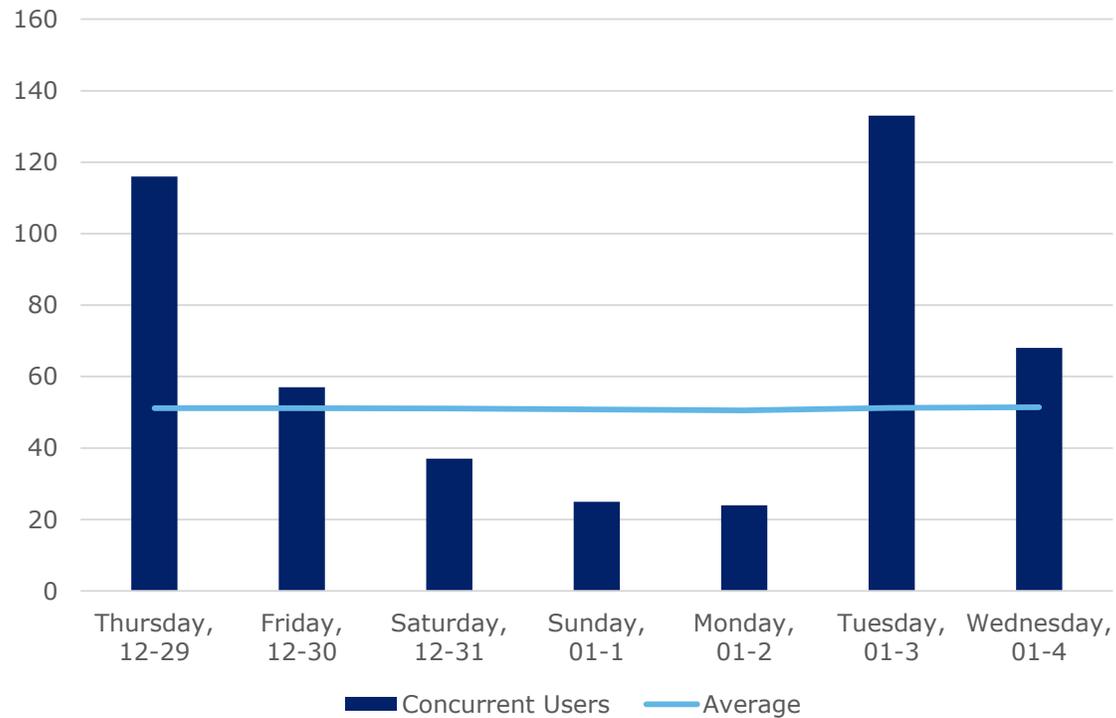
Customer Portal Unique Logins Per Day
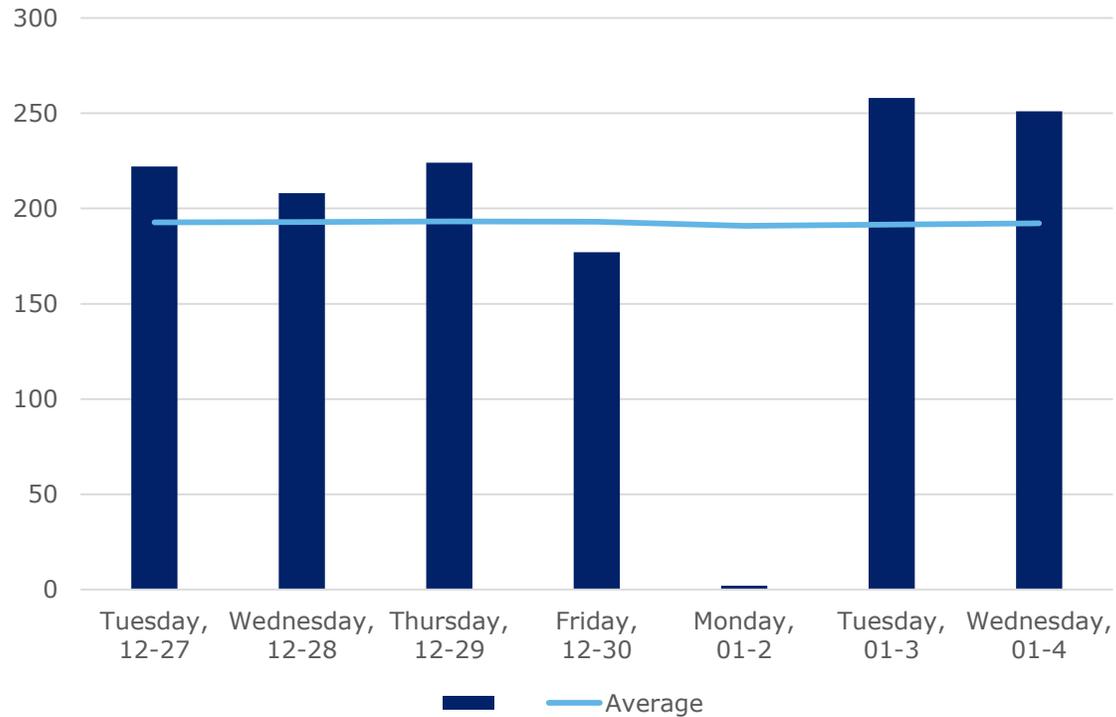
*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
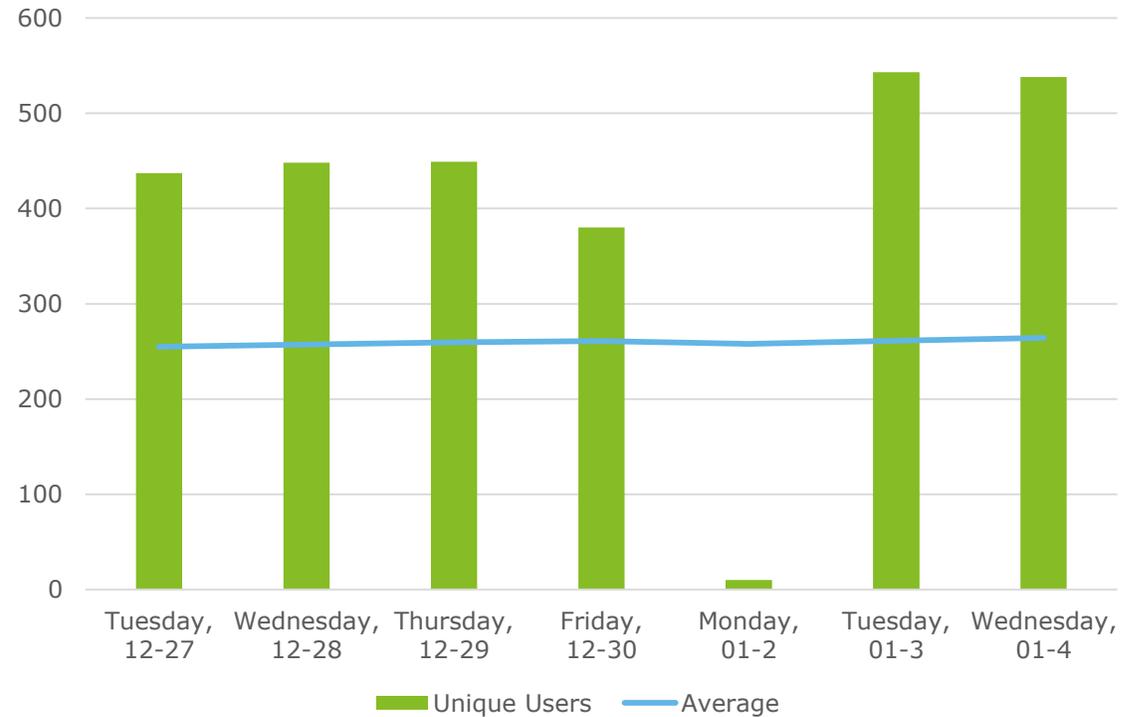## Thursday January 5th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

* Concurrent is over five minutes
** Exact number of concurrent logins with no exclusions

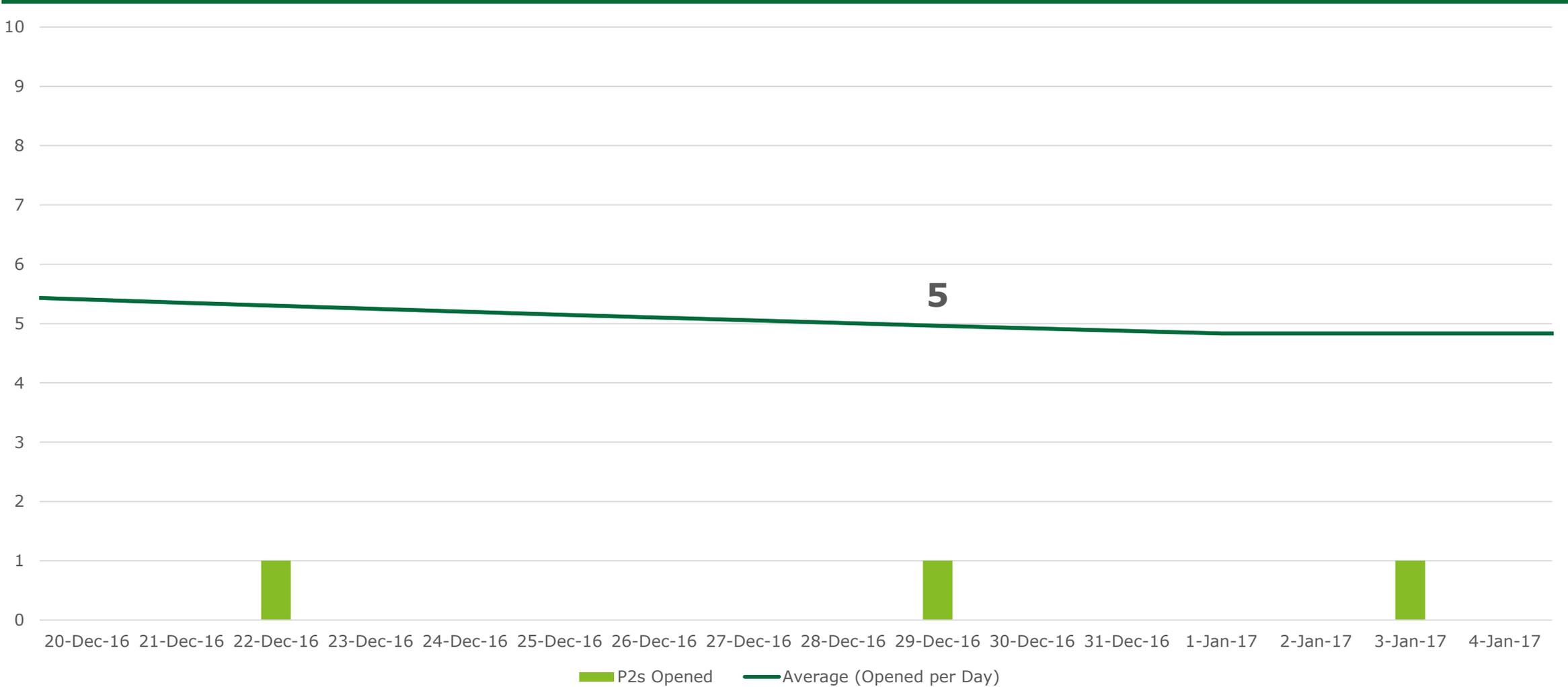Worker Portal Unique Logins Per Weekday

* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report
Thursday January 5th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day

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20-Dec-16 21-Dec-16 22-Dec-16 23-Dec-16 24-Dec-16 25-Dec-16 26-Dec-16 27-Dec-16 28-Dec-16 29-Dec-16 30-Dec-16 31-Dec-16 1-Jan-17 2-Jan-17 3-Jan-17 4-Jan-17

P2s Opened   Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Thursday January 5th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Thursday January 5th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS: 24
HSRI: 16
EOHHS: 16

Legend: ■ EOHHS Top Priorities ■ HSRI Top Priorities ■ DHS Top Priorities