Production Daily Health Report
Tuesday January 10th, 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
1/14	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1474	0
DHS3503-Additional Documentation Required	Passed	Pending	0	447	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
188	0	188	131

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
Tuesday January 10th, 2017 (10:00 AM EDT)

336

Cases without Coverage
due to Top Issues

0	**P1** Incidents
2	P2 incidents
1349	P3 incidents
85	P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	CCAP Provider Portal: Recon - "White Screen" (RIB-11822)	~	White screen appeared when searching for batches 9 and 10 due to a length issue in code. Code fix deployed to fix the length issue in code.	**Resolved** code fix on 01-10-2017
2	CCAP Provider Portal: queries appear when pages are printed (RIB-11818)	~	When user prints in the CCAP Provide portal, queries appear on the printed documents.	Code fix required to disable the html code to print the page. Target code fix date 01-12-2017
3	KB/MART/OMR - Tasks - App error on Get Tasks (RIB-11732)	~	Users getting app error when selecting Get Tasks on Dashboard.	**Resolved** code fix on 01-10-2017
4	SNAP is pending alien information for primary who is not an alien (RIB-8076)	336	SNAP is pending alien information for primary who is not an alien. Data Script to update any old historical alien records.	**Resolved** date fix on 01-10-2017
5	O/P referrals that have not been established by CCRU are commencing with collection (RIB-6190)	~	RIW and SNAP o/p have been referred (from InRhodes) to collections but no claims have been established to date. Data fix to update records transferred from InRhodes	**Resolved** data fix on 01-10-2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 9th

Start of the Day

209 Scanned/Indexed	+	**18,583** Processed	+	**34,654** Completed	=	**53,446** Total

Daily Net Change

-22 Scanned/Indexed	+	**18** Processed	+	**338** Completed	=	**334** Total

End of the Day

187 Scanned/Indexed	+	**18,601** Processed*	+	**34,992** Completed**	=	**53,780** 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.
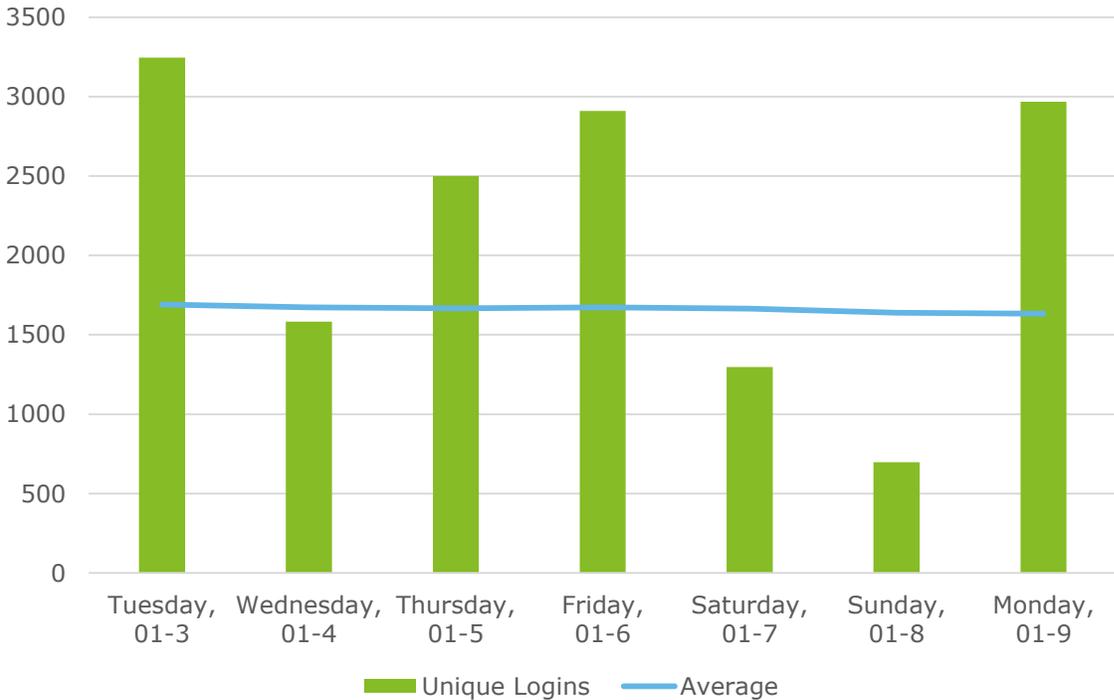*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
Tuesday January 10th, 2017 (10:00 AM EDT)
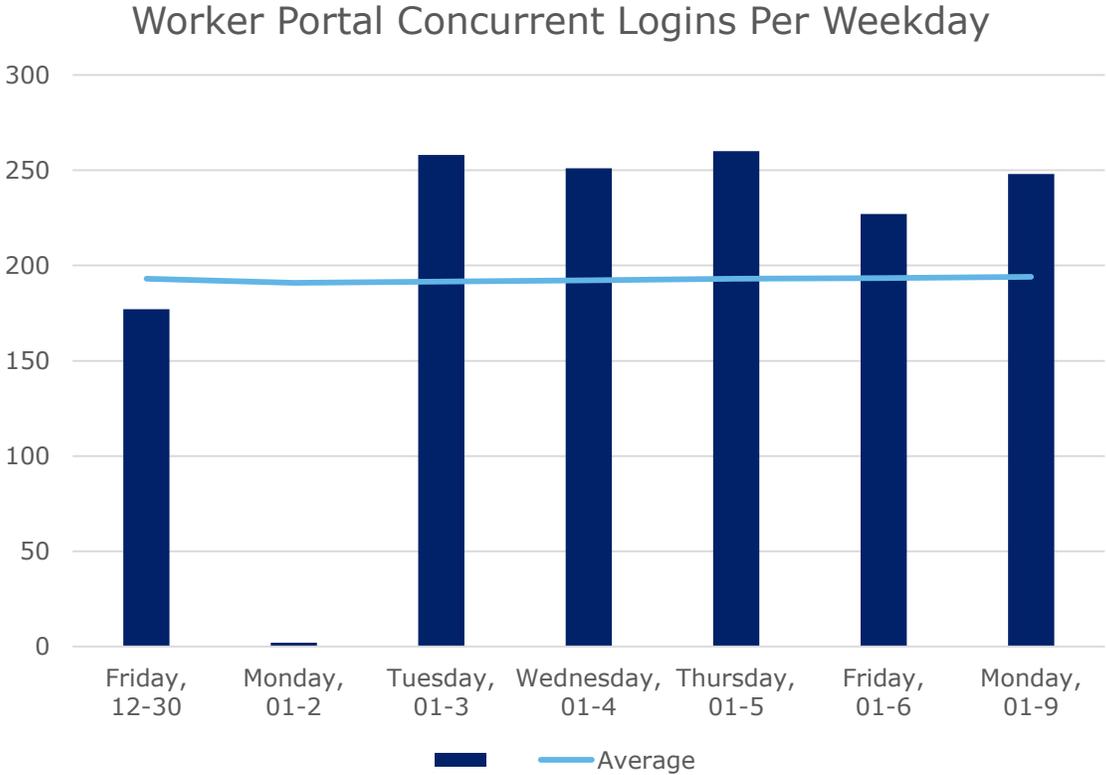
Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users — Average
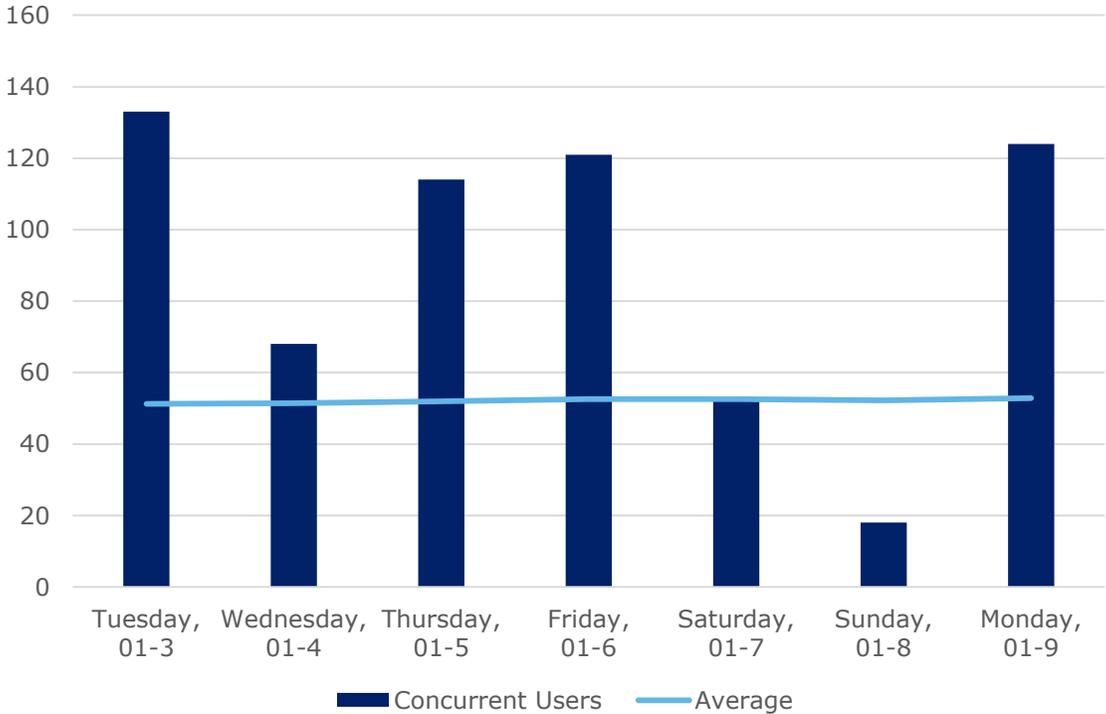
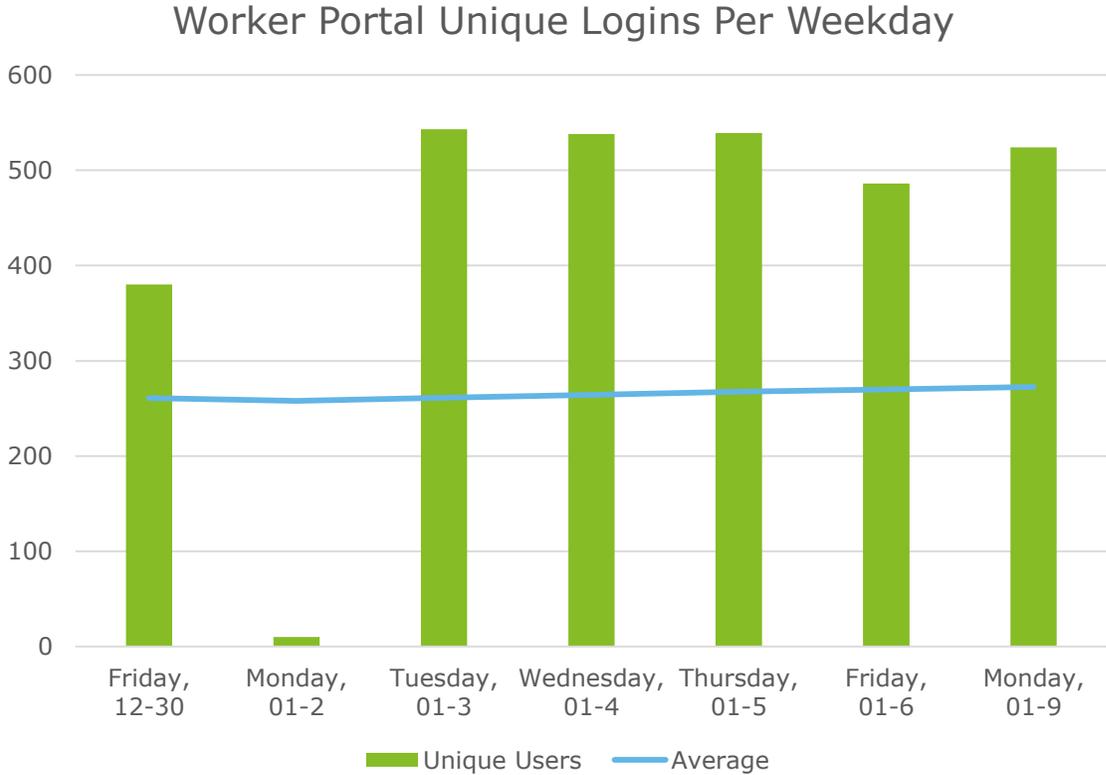## Customer Portal Unique Logins Per Day

Legend: Unique Logins — Average

*Concurrent is over five minutes

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

Worker Portal Concurrent Logins Per Weekday

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

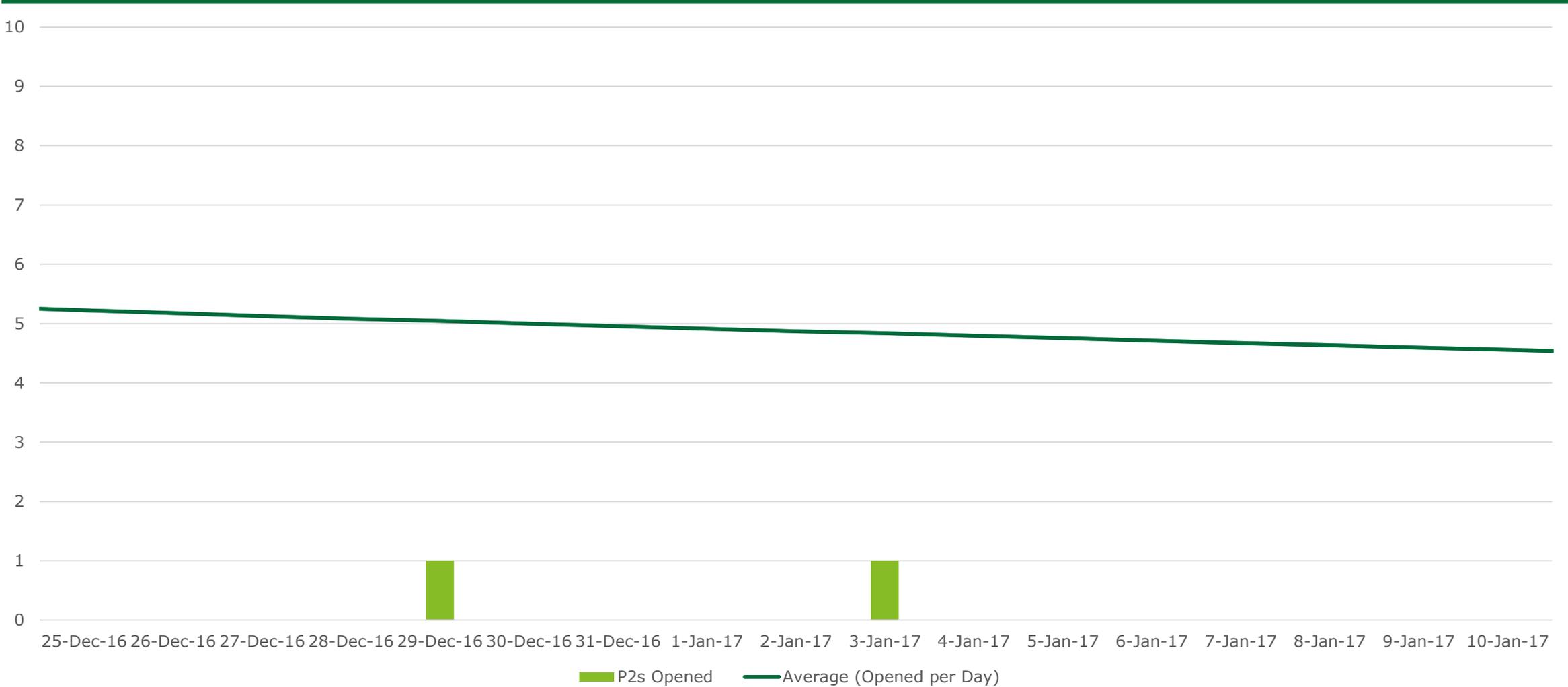## Worker Portal Unique Logins Per Weekday

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

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

P2 Incidents Opened by Day

Legend: P2s Opened — Average (Opened per Day)

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

P2 Cumulative Incidents Open by Day

P2s Open

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

Total Priority 3 Blocker* Incidents Open by Day

DHS: 17
HSRI: 24
EOHHS: 31

■ EOHHS Top Priorities ■ HSRI Top Priorities ■ DHS Top Priorities

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