Production Daily Health Report
Thursday January 12th, 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	Pending	Pending	0	TBD	0
GMAGI-Medicaid Termination Notice	Pending	Pending	0	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
138	1	137	174

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	Provider Directory Batch job failed
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	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	Passed	Passed	
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 12th, 2017 (10:00 AM EDT)

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Cases without Coverage
due to Top Issues

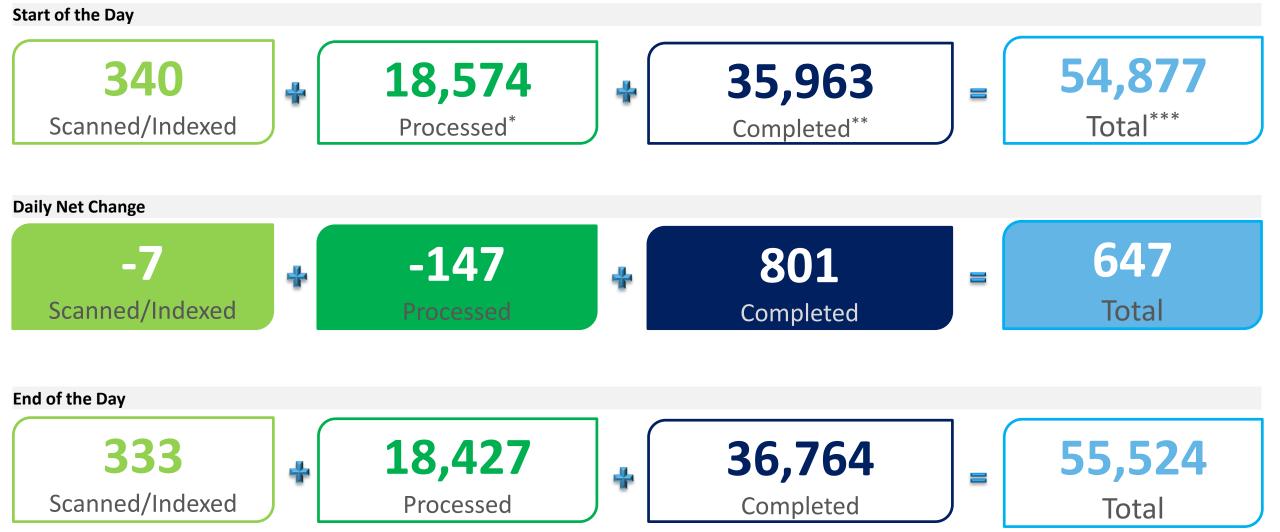**0**   **P1** Incidents

3   P2 incidents

1443   P3 incidents

81   P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	CCAP Provider Portal: Proper Display of Infant/Toddler Age Group (RIB-8358)	~	Infant and toddler age group conditions were being calculated incorrectly. Update logic in code to reflect proper infant and toddler age groups.	**Resolved** code fix on 01-12-2017
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.	**Resolved** code fix on 01-12-2017
3	HIX and SSP Issue - Users are unable to right-click on any screen (RIB-11732)	~	Right click was disabled to prevent using refresh button. Code fix required to enable Right click	**Resolved** code fix on 01-12-2017
4	Field Lengths in bi_payee_Detail need to be updated	1	A trigger for a case was marked "null" because address in was greater than 30 characters. Code and data fix to update the increase the number of characters allowed.	Target code and data fix for 01-14-2017
5	Re-Indexed Document - List and Case Level Documents (RIB-11712)	4	Re-indexing option will now be available for HIX loaded documents and user has to change the document type on re-indexing screen for task to be created for the document.	Target code fix on 01-12-2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 11th

Start of the Day

| 340 Scanned/Indexed | + | 18,574 Processed* | + | 35,963 Completed** | = | 54,877 Total*** |

Daily Net Change

| -7 Scanned/Indexed | + | -147 Processed | + | 801 Completed | = | 647 Total |

End of the Day

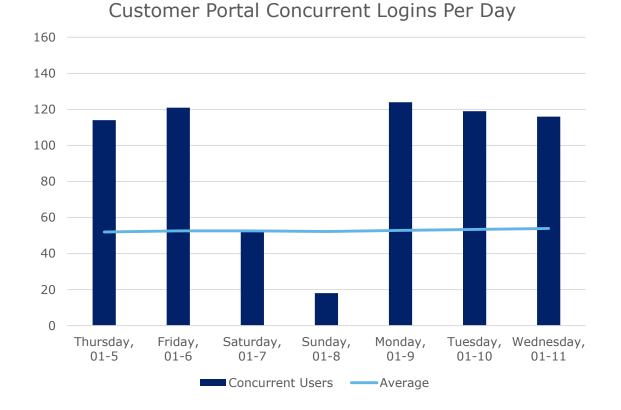| 333 Scanned/Indexed | + | 18,427 Processed | + | 36,764 Completed | = | 55,524 Total |

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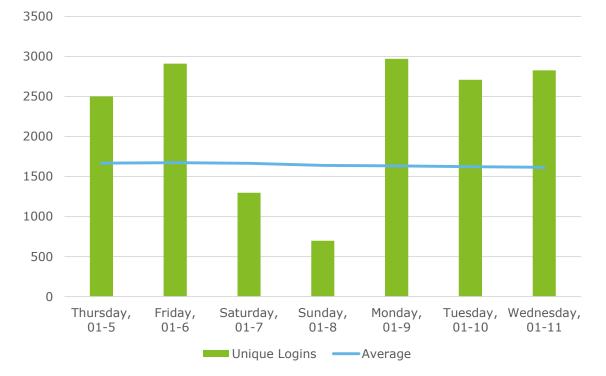** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
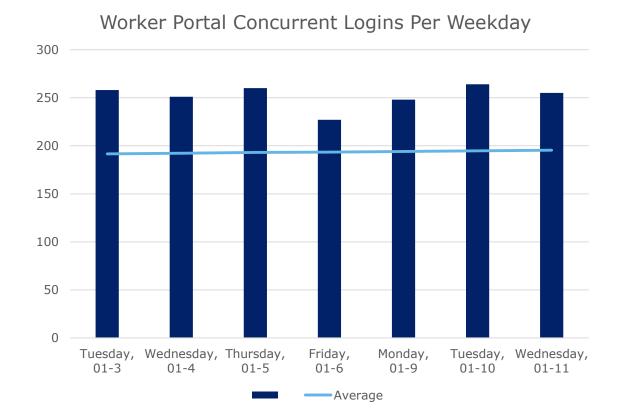Thursday January 12th, 2017 (10:00 AM EDT)
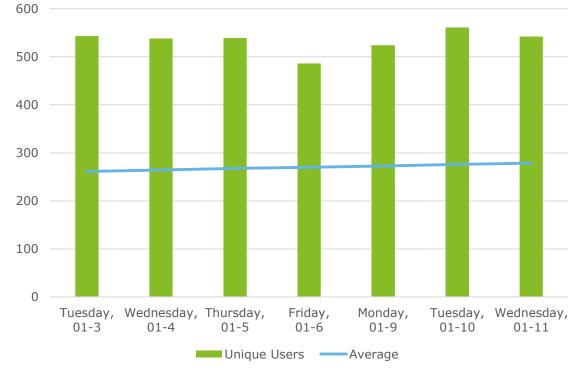

Customer Portal Concurrent Logins Per Day

Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Thursday January 12th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Bar chart with navy bars and "Average" line. X-axis: Tuesday, 01-3; Wednesday, 01-4; Thursday, 01-5; Friday, 01-6; Monday, 01-9; Tuesday, 01-10; Wednesday, 01-11. Y-axis: 0 to 300.

Legend: Average

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

Worker Portal Unique Logins Per Weekday

Bar chart with green bars and "Average" line. X-axis: Tuesday, 01-3; Wednesday, 01-4; Thursday, 01-5; Friday, 01-6; Monday, 01-9; Tuesday, 01-10; Wednesday, 01-11. Y-axis: 0 to 600.

Legend: Unique Users, Average

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

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RIBridges Technical Metrics – P2 Incident Report
Thursday January 12th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day

P2s Opened   Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Thursday January 12th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Thursday January 12th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:19
HSRI: 25
EOHHS: 30

Legend: EOHHS Top Priorities · HSRI Top Priorities · DHS Top Priorities