Production Daily Health Report
Friday January 13th, 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

Batches

Executed	Failed	Passed	Held / Not Scheduled*
183	0	183	136

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.

1

RIBridges Top Issues Impacting Cases
Friday January 13th, 2017 (10:00 AM EDT)

5

Cases without Coverage
due to Top Issues

0 **P1** Incidents

3 P2 incidents

1482 P3 incidents

78 P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	Worker Inbox Enhancement- Data Cleanup (RIB-12129)	~	Intake tasks exist with Pending eligibility results and/or Finishing tasks at the same time. A data fix is required to close these Intake tasks. When there also exists a verification task.	Target data fix on 01-13-2017
2	CCAP Provider Portal: add a column for copay to Enrollment Summary (RIB-11821)	~	Copay column was not displayed in enrollments screen. Code fix to add copay column.	Target code fix on 01-14-2017
3	Re-Indexed Document - List and Case Level Documents (RIB-11712)	~	Documents to be listed on Manual Task screen and EDM& RI screen is changed and updated in data. Code fix to display only limited set of documents on the screens. Drop down will now be single select dropdowns.	Target code and data fix for 01-14-2017
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 12th

Start of the Day

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

Daily Net Change

26 Scanned/Indexed + **-4** Processed + **641** Completed = **663** Total

End of the Day

359 Scanned/Indexed + **18,423** Processed + **37,405** Completed = **56,187** Total

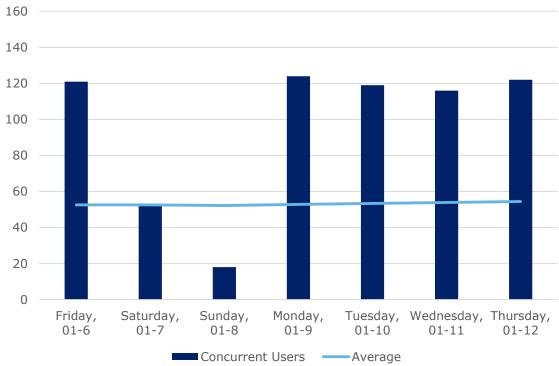* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
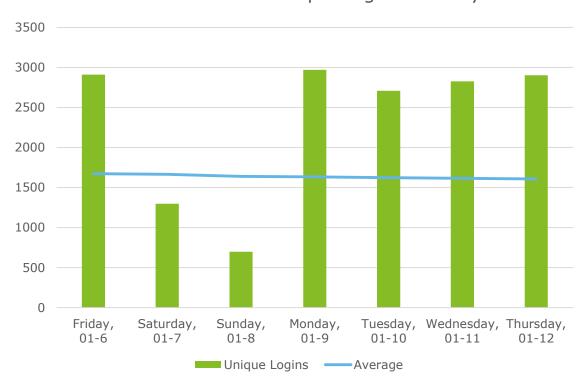*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
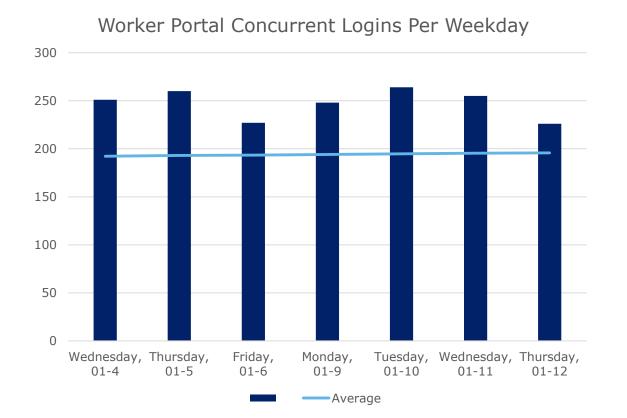Friday January 13th, 2017 (10:00 AM EDT)
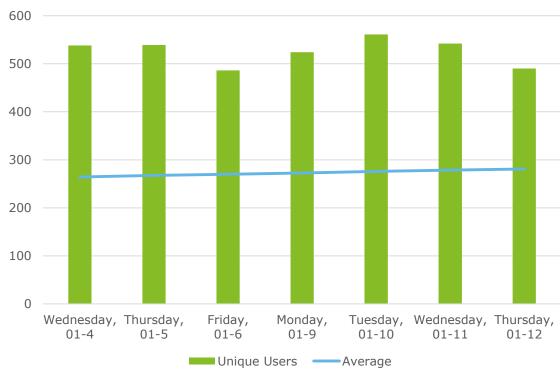
Customer Portal Concurrent Logins Per Day

Concurrent Users — Average

Customer Portal Unique Logins Per Day

Unique Logins — Average

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Friday January 13th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

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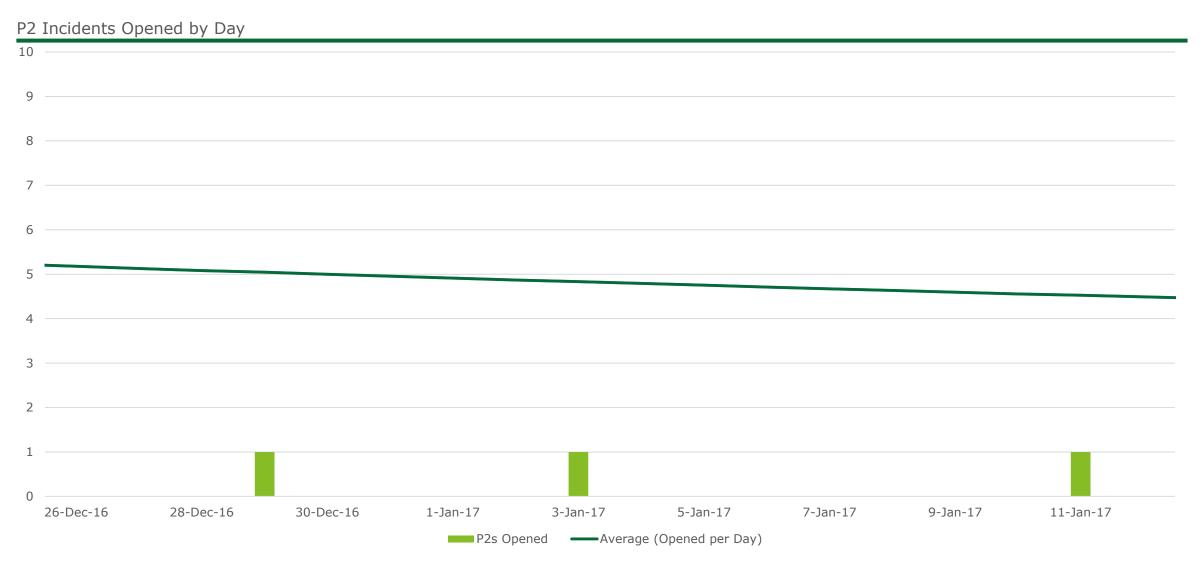** Exact number of concurrent logins with no exclusions

* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on
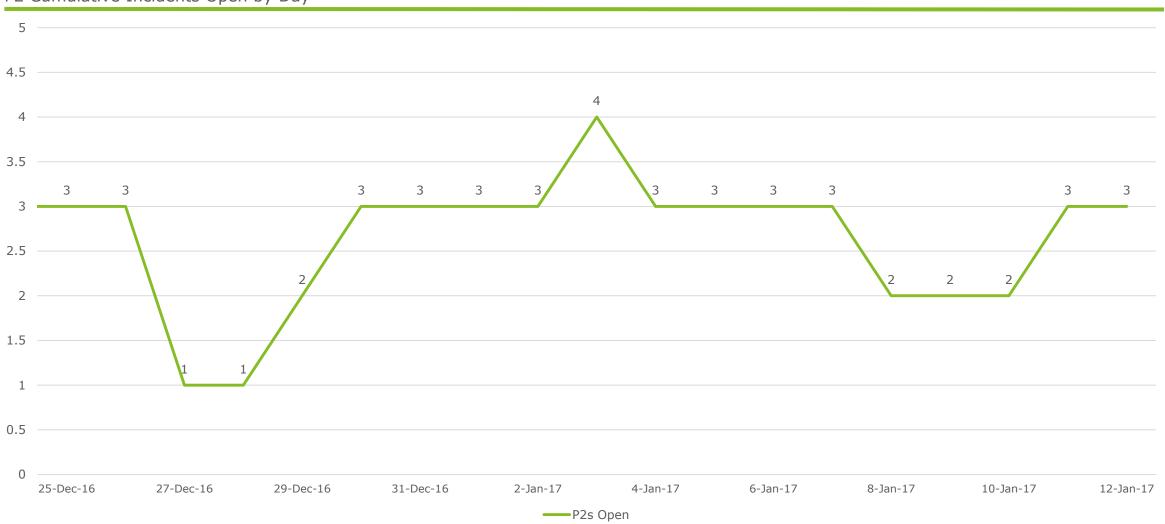
5

RIBridges Technical Metrics – P2 Incident Report
Friday January 13th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day

RIBridges Technical Metrics – P2 Incident Report
Friday January 13th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Friday January 13th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day