

Production Daily Health Report

Wednesday January 11th, 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	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
189	0	189	130

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

Wednesday January 11th, 2017 (10:00 AM EDT)

9
Cases without Coverage
due to Top Issues

0 P1 Incidents
2 P2 incidents
1410 P3 incidents
82 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.	Target code fix for 01-14-2017
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	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	Target code fix for 01-12-2017
4	SSI denial does not have denial reason or denial date (RIB-11696)	5	SSI Denial date and reason was not getting populated. Data fix to update denial reason and date	Resolved date fix on 01-11-2017
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 10th

Start of the Day

187

Scanned/Indexed



18,601

Processed*



34,992

Completed**



53,780

Total***

Daily Net Change

153

Scanned/Indexed



-27

Processed



971

Completed



1097

Total

End of the Day

340

Scanned/Indexed



18,574

Processed



35,963

Completed



54,877

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

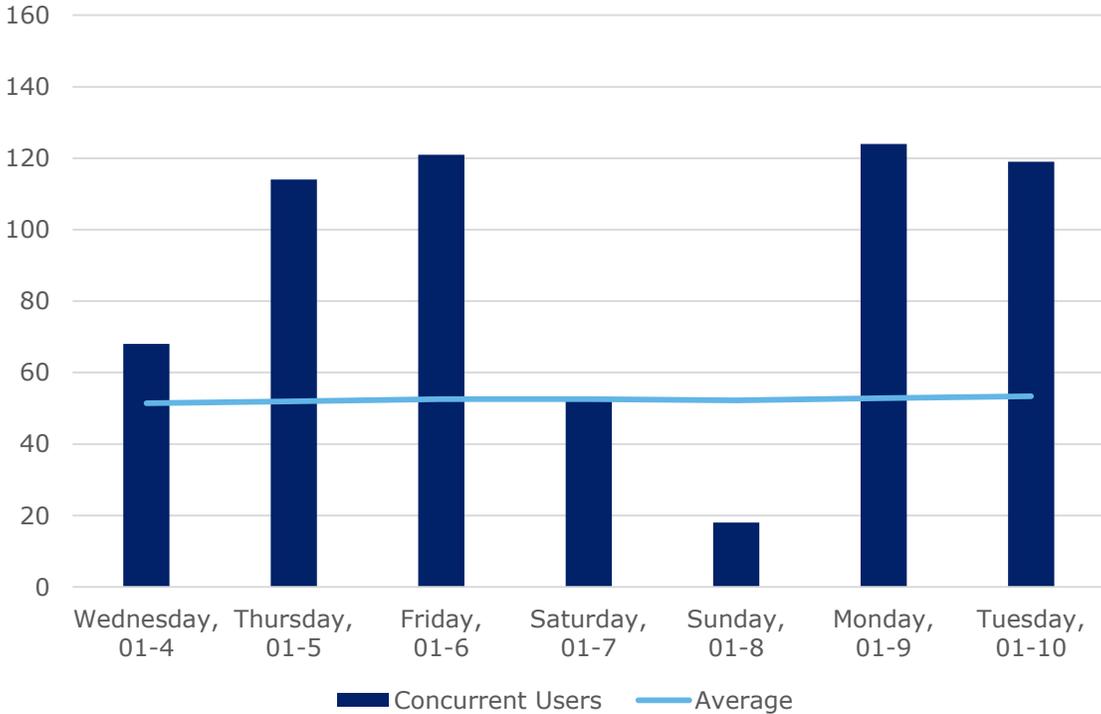
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

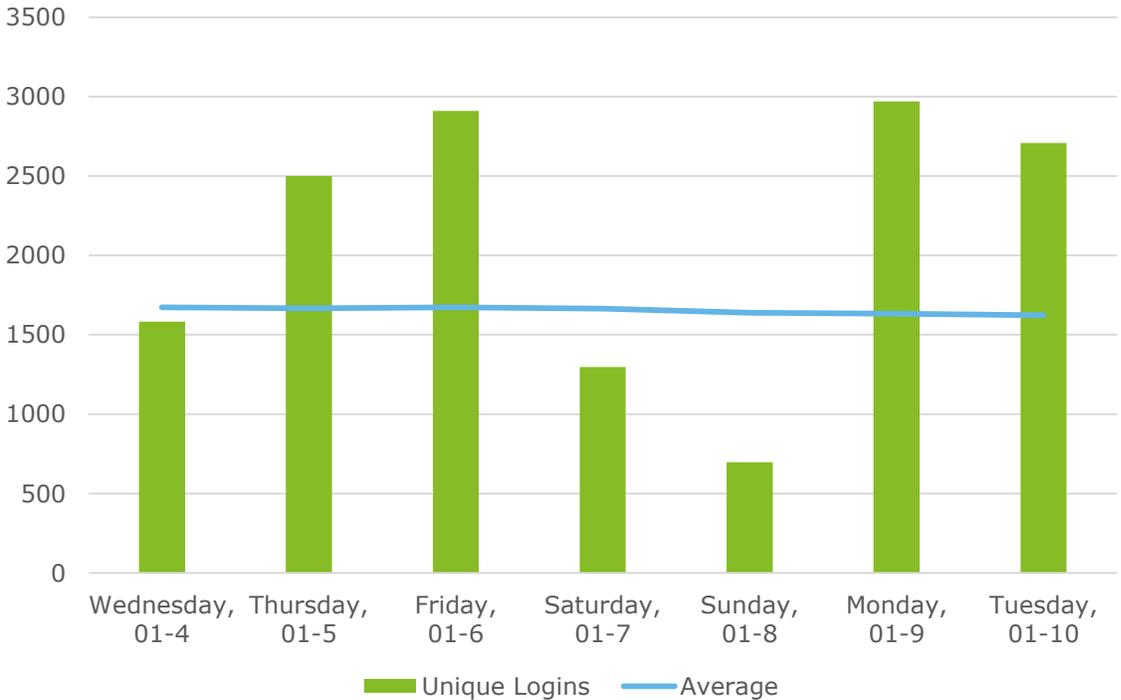
RIBridges Technical Metrics – Customer Portal

Wednesday January 11th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

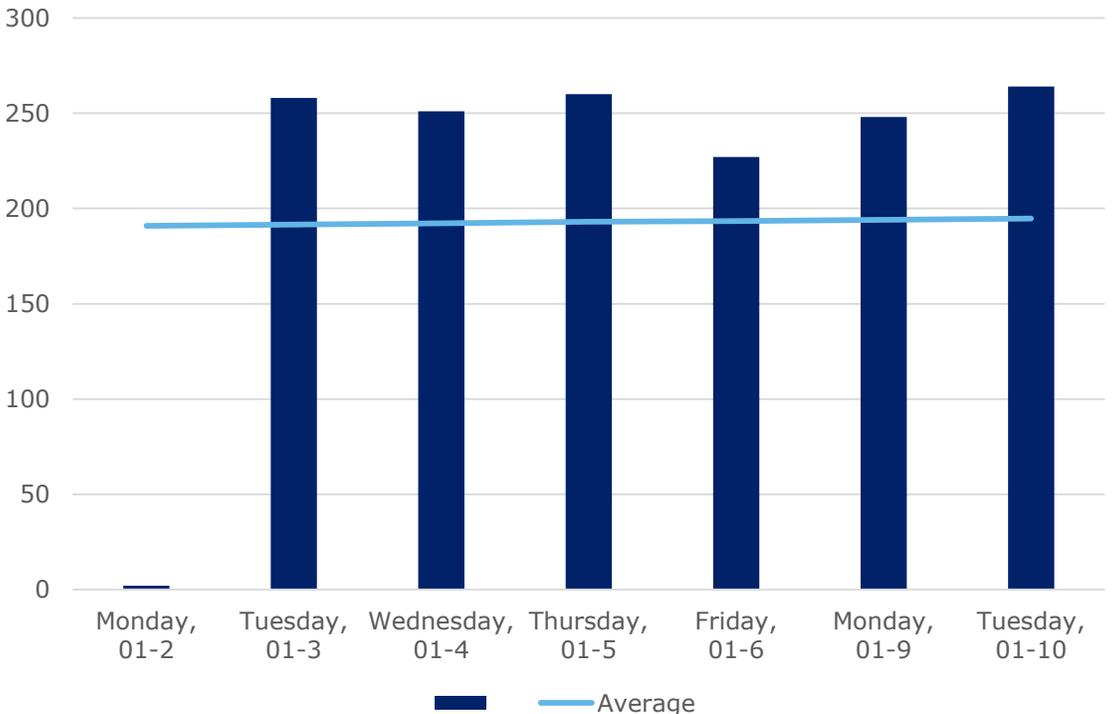


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

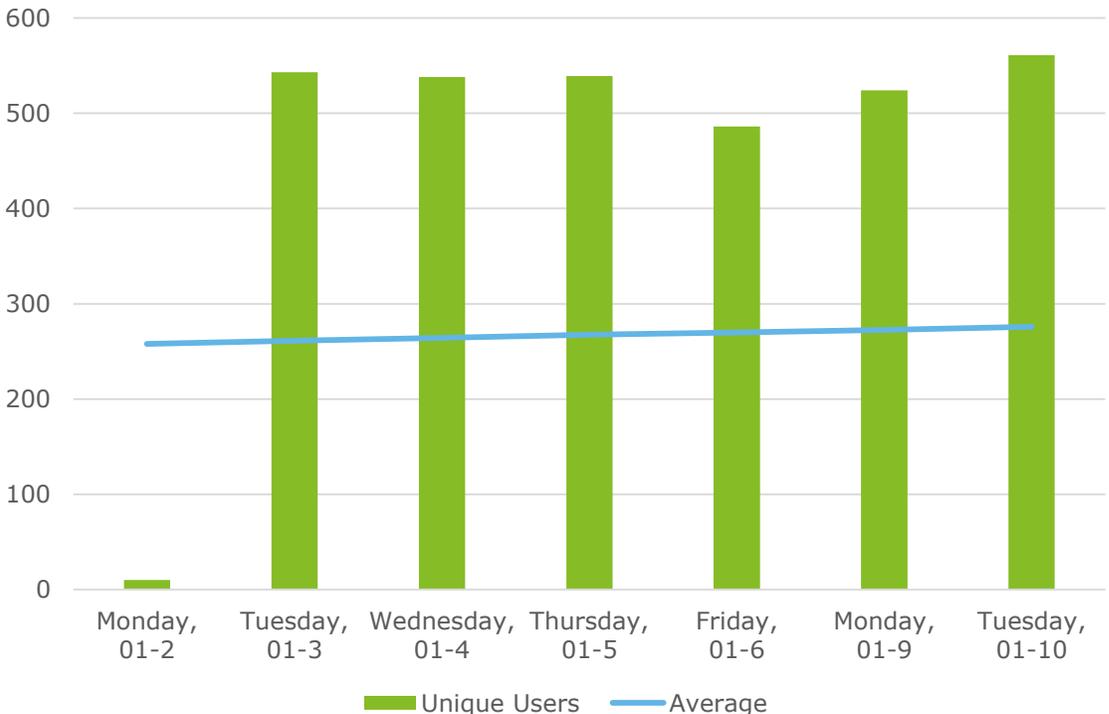
Wednesday January 11th, 2017 (10:00 AM EDT)

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

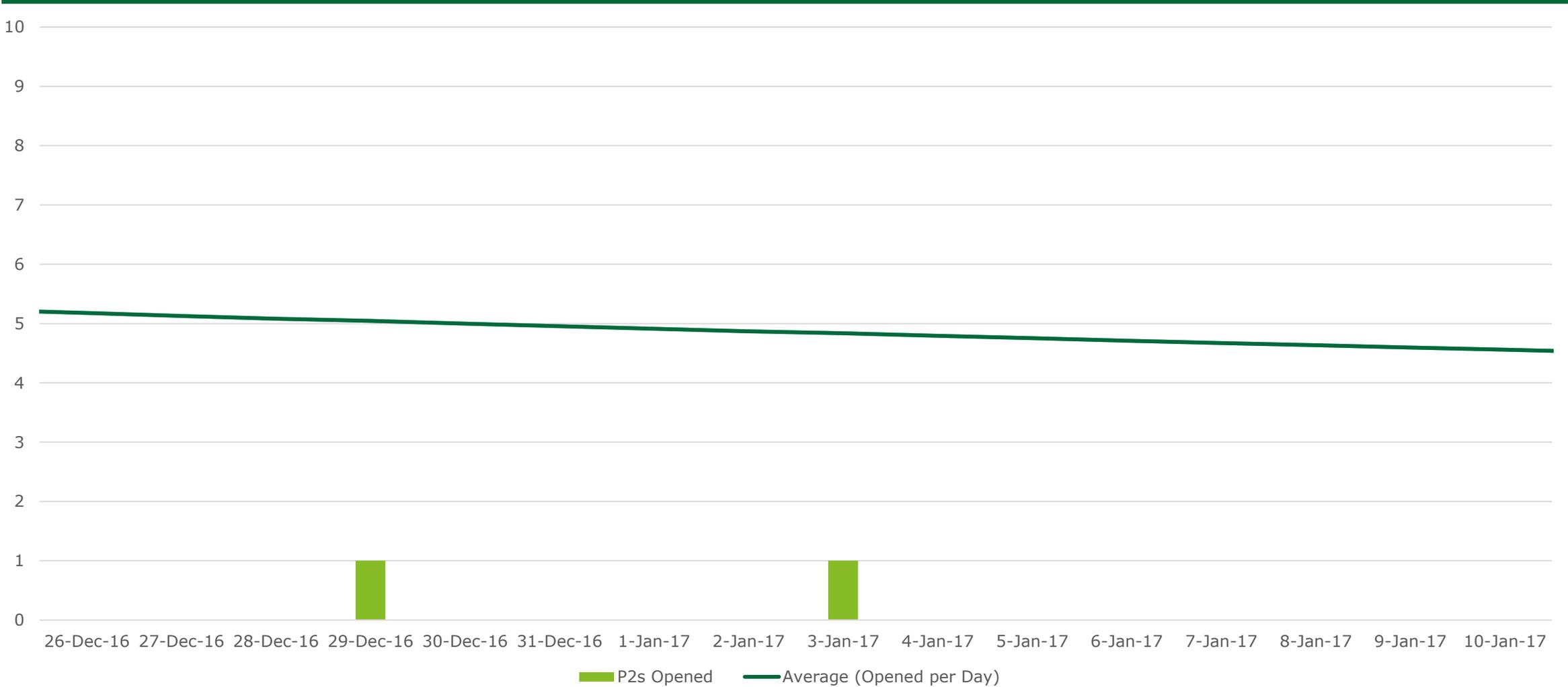


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday January 11th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Wednesday January 11th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday January 11th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

