Production Daily Health Report
Tuesday January 17th, 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
1/21	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held

Batches

Executed	Failed	Passed	Held / Not Scheduled*
71	0	71	279

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 17th, 2017 (10:00 AM EDT)

0   **P1** Incidents

3   P2 incidents

1231   P3 incidents

70   P4 incidents

Top Issues Impacting Cases

#	Issue	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.	**Resolved** data fix on 01-14-2017
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 01-17-2017
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.	**Resolved** code and data fix for 01-14-2017
4	Field Lengths in bi_payee_Detail need to be updated (RIB-12039)	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.	**Resolved** code and data fix for 01-14-2017
5	Re-Indexed Document - List and Case Level Documents (RIB-11712)	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.	**Resolved** 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 16th

Start of the Day

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

Daily Net Change

| 37 Scanned/Indexed | + | -201 Processed | + | 1,167 Completed | = | 1,003 Total |

End of the Day

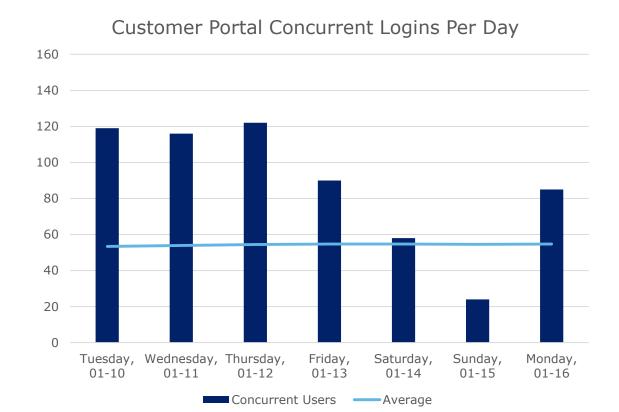| 396 Scanned/Indexed | + | 18,222 Processed | + | 38,572 Completed | = | 57,190 Total |

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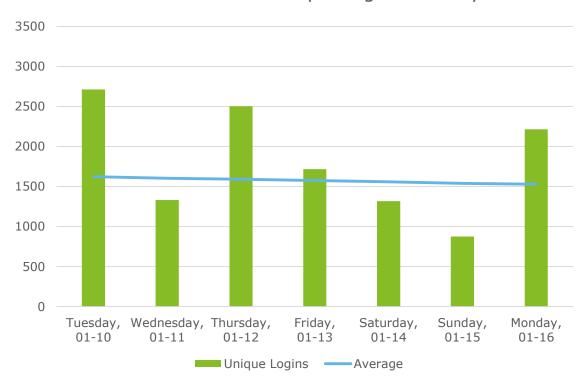** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
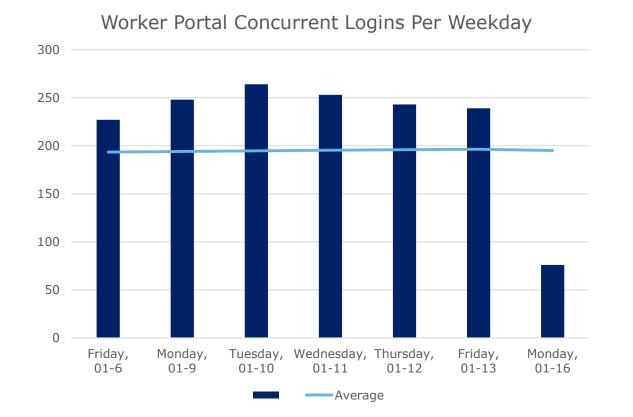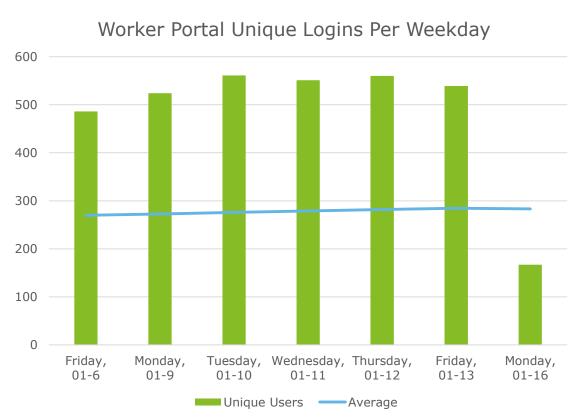## Tuesday January 17th, 2017 (10:00 AM EDT)

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 17th, 2017 (10:00 AM EDT)
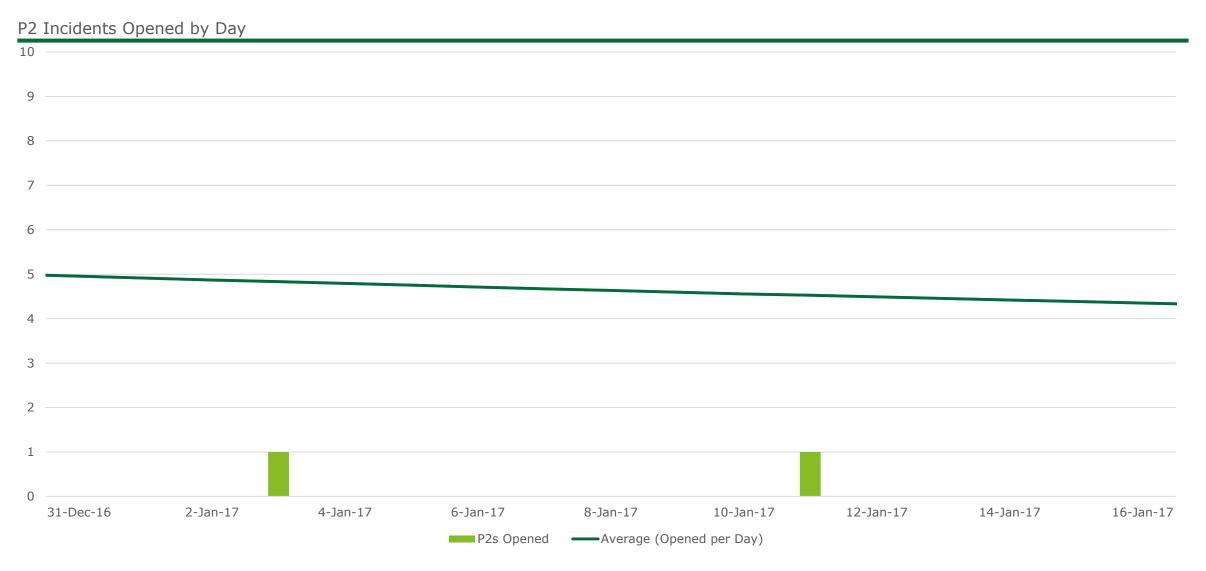

Worker Portal Concurrent Logins Per Weekday

* 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 17th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day

RIBridges Technical Metrics – P2 Incident Report
Tuesday January 17th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Tuesday January 17th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:15
HSRI: 10
EOHHS: 27

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

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