Production Daily Health Report
Tuesday January 18th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

- Customer Portal
- Worker Portal
- CCAP
- EARR

**Daily Smoke Test Status:** Pass

**Key Events**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/21</td>
<td>Weekly Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

**Notices QC**

<table>
<thead>
<tr>
<th>Notice</th>
<th>Status</th>
<th>Transferred</th>
<th>QC Passed</th>
<th>QC Pending</th>
<th>Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS1605 - Benefit Decision Notice</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>1438</td>
<td>0</td>
</tr>
<tr>
<td>DHS 1010 - Renewal Notice</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>557</td>
<td>0</td>
</tr>
</tbody>
</table>

**Batches**

<table>
<thead>
<tr>
<th>Batch Name</th>
<th>Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit Issuance</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Mass Update</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Self Service Portal</td>
<td>Partial</td>
<td>SS-EDINR-DLY-IMP job failed, RIB-12463 has been raised. Business impact: low.</td>
</tr>
<tr>
<td>Reports</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Support Functions</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Notices</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>EDM</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

**Executed**

- 164
- 1
- 163
- 156

**Failed**

- 0

**Passed**

- 1

**Held / Not Scheduled**

- 0

**Interfaces**

<table>
<thead>
<tr>
<th>Critical Trading Partner</th>
<th>Transfer Status</th>
<th>QC Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMIS</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>FIS (EBT)</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Child Support</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>SSA</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Bank of America</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Santander</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Welligent</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Carriers &amp; NFP</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>DCYF</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.
Top Issues Impacting Cases

Tuesday January 18th, 2017 (10:00 AM EDT)

0 P1 Incidents
2 P2 incidents
1272 P3 incidents
71 P4 incidents

<table>
<thead>
<tr>
<th>#</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Person IDs for mother and child are swapped, resulting in app errors</td>
<td>Application error is due to the Person IDs of the two individuals being swapped. This swap took place during the resolve conflict process. A data fix is required to correct the Person IDs for these two individuals.</td>
<td>Target data fix on 01-19-2017</td>
</tr>
<tr>
<td>2</td>
<td>CCAP Provider Portal: add a column for copay to Enrollment Summary</td>
<td>Copay column was not displayed in enrollments screen. Code fix to add copay column.</td>
<td>Target code fix on 01-17-2017</td>
</tr>
<tr>
<td>3</td>
<td>RIW cases with valid exemption closed for benefits 01/16/2017 (RIB-12390)</td>
<td>System was reading the estimated eligibility end date of old authorized records. A code fix is required to set the estimated eligibility end date from the latest approved record.</td>
<td>Target code fix on 01-21-2017</td>
</tr>
<tr>
<td>4</td>
<td>&quot;No head of household data&quot; 3005 error on multiple LTSS cases at Wrap Up (RIB-11397)</td>
<td>The conversion date logic in the eligibility date module requires a change to fix the effective begin date for the case.</td>
<td>Target code fix on 01-18-2017</td>
</tr>
<tr>
<td>5</td>
<td>2016 APTC changed after submitting the application for 2017 (RIB-11356)</td>
<td>The 2016 APTC was getting updated when the application was submitted in 2017 and the plans were already disenrolled for 2016. A code fix is required to ensure that 2016 APTC is not updated for applications submitted in 2017.</td>
<td>Target code fix on 01-18-2017</td>
</tr>
</tbody>
</table>
System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 18th

Start of the Day

396 Scanned/Indexed
18,222 Processed*
38,572 Completed**
57,190 Total***

Daily Net Change

32 Scanned/Indexed
159 Processed
800 Completed
991 Total

End of the Day

428 Scanned/Indexed
18,381 Processed
39,372 Completed
58,181 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**

Tuesday January 18th, 2017 (10:00 AM EDT)

*Concurrent is over five minutes*

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**Customer Portal Concurrent Logins Per Day**

- **Wednesday, 01-11**
- **Thursday, 01-12**
- **Friday, 01-13**
- **Saturday, 01-14**
- **Sunday, 01-15**
- **Monday, 01-16**
- **Tuesday, 01-17**

**Customer Portal Unique Logins Per Day**

- **Wednesday, 01-11**
- **Thursday, 01-12**
- **Friday, 01-13**
- **Saturday, 01-14**
- **Sunday, 01-15**
- **Monday, 01-16**
- **Tuesday, 01-17**

*Concurrent is over five minutes*
RIBridges Technical Metrics – Worker Portal

Tuesday January 18th, 2017 (10:00 AM EDT)

* 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
RIBridges Technical Metrics – P2 Incident Report
Tuesday January 18th, 2017 (10:00 AM EDT)

P2 Incidents Opened by Day

1-Jan-17 3-Jan-17 5-Jan-17 7-Jan-17 9-Jan-17 11-Jan-17 13-Jan-17 15-Jan-17 17-Jan-17

P2s Opened

Average (Opened per Day)
RIBridges Technical Metrics – P2 Incident Report
Tuesday January 18th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

[Graph showing cumulative incidents open by day from 31-Dec-16 to 16-Jan-17. The graph starts with 3 incidents on 31-Dec-16, peaks at 4 on 4-Jan-17, drops to 2 on 8-Jan-17, and remains at 2 until 10-Jan-17, then rises to 3 on 12-Jan-17 and stays at 3 until 16-Jan-17.]
**RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)**
Tuesday January 18th, 2017 (10:00 AM EDT)

<table>
<thead>
<tr>
<th>Total Priority 3 Blocker* Incidents Open by Day</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 5</strong></td>
</tr>
<tr>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>EOHHS Top Priorities</td>
</tr>
<tr>
<td>14-Nov</td>
</tr>
</tbody>
</table>

**EOHHS:** 23
**HSRI:** 13
**DHS:** 25

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*Priority 3 Blockers (P3 Blockers)*