

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

Date	Event	Status
1/21	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 -Benefit Decision Notice	Passed	Pending	0	1438	0
DHS 1010 - Renewal Notice	Passed	Pending	0	557	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
164	1	163	156

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Partial	SS-EDINR-DLY-IMP job failed, RIB-12463 has been raised. Business impact: low.
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

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0 **P1 Incidents**

2 **P2 incidents**

1272 **P3 incidents**

71 **P4 incidents**

Top Issues Impacting Cases

#	Issue	Root cause	Resolution
1	Person IDs for mother and child are swapped, resulting in app errors (RIB-10226)	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.	Target data fix on 01-19-2017
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	RIW cases with valid exemption closed for benefits 01/16/2017 (RIB-12390)	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.	Target code fix on 01-21-2017
4	"No head of household data" 3005 error on multiple LTSS cases at Wrap Up (RIB-11397)	The conversion date logic in the eligibility date module requires a change to fix the effective begin date for the case.	Target code fix on 01-18-2017
5	2016 APTC changed after submitting the application for 2017 (RIB-11356)	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.	Target code fix on 01-18-2017

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.

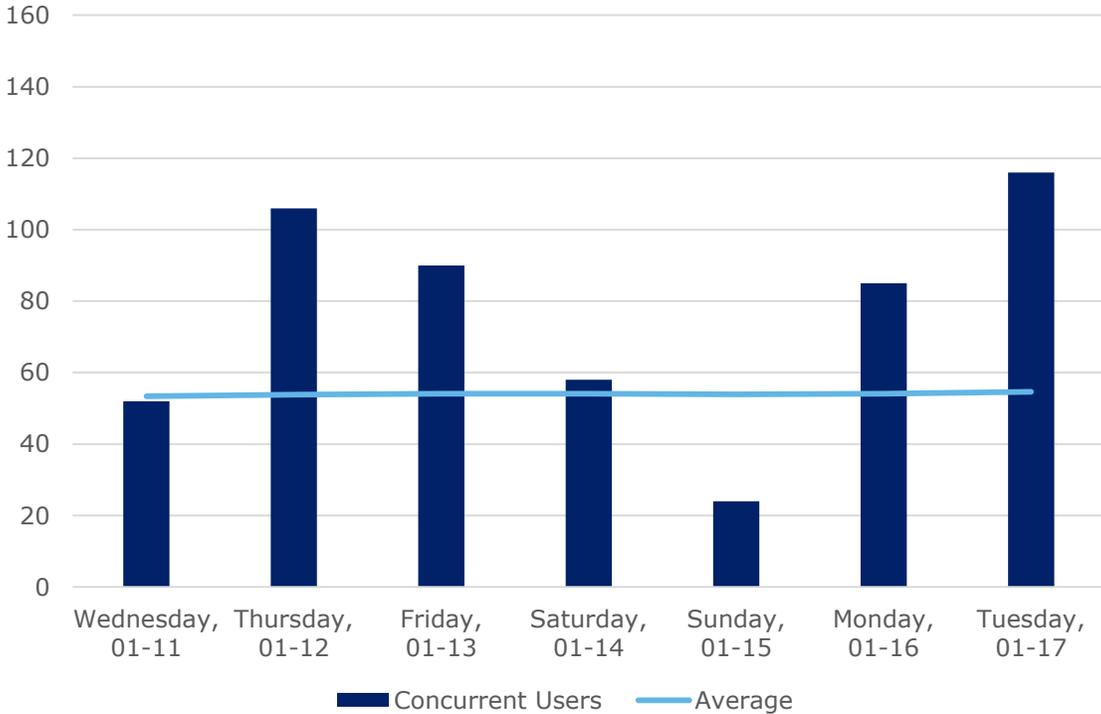
** Completed applications have been processed and have had eligibility run.

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

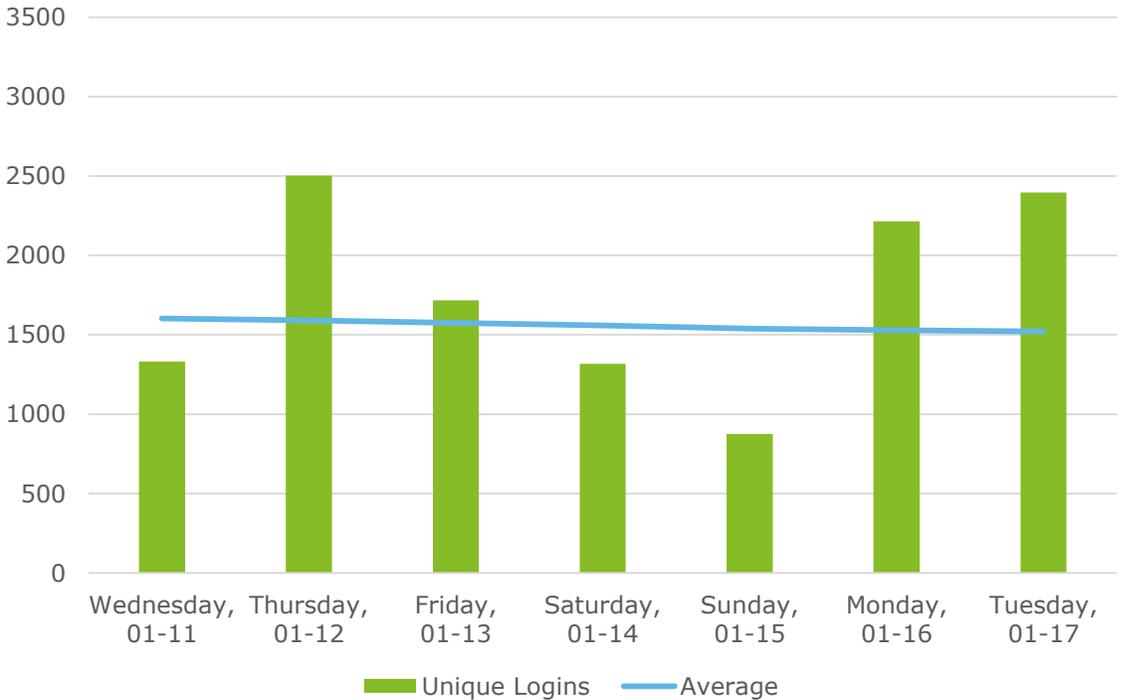
RIBridges Technical Metrics – Customer Portal

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

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

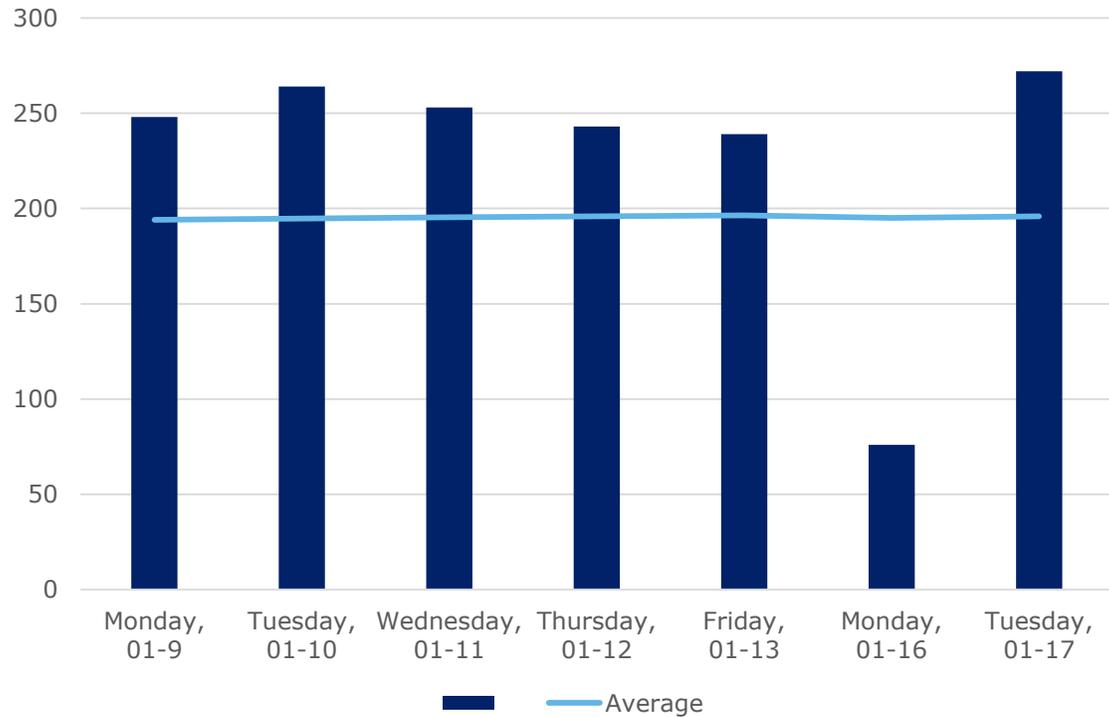


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

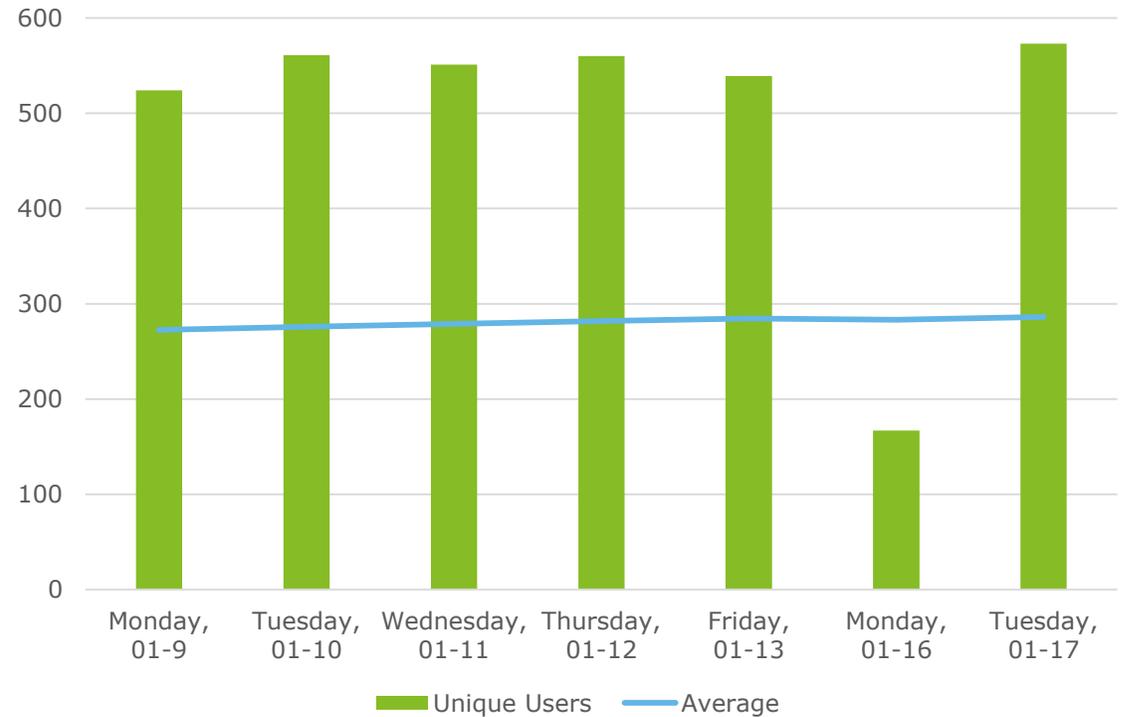
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Worker Portal Concurrent Logins Per Weekday



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

Worker Portal Unique Logins Per Weekday

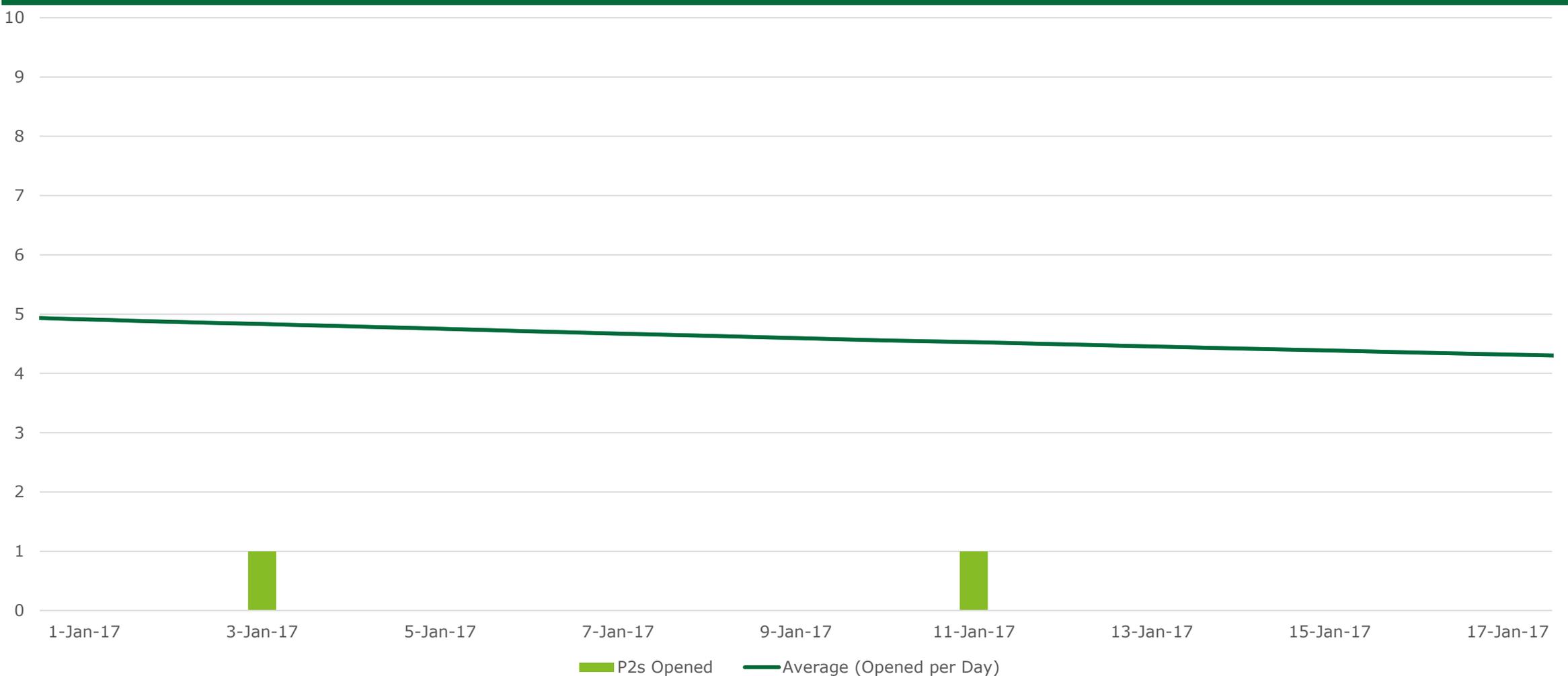


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

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

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

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

P2 Cumulative Incidents Open by Day



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

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

Total Priority 3 Blocker* Incidents Open by Day

