Production Daily Health Report
Monday January 23rd, 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
1/28	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	637	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
74	0	74	245

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
Monday January 23rd, 2017 (10:00 AM EDT)

Current Week		Previous Week
0	P1 Incidents	0
2	P2 incidents	1
1107	P3 incidents	1352
65	P4 incidents	66

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	Medicaid terminations require further analysis – incorrect terminations (RIB-4246).	A number of individuals have been terminated from Medicaid. Due to various system issues, these Medicaid terminations are being analyzed to determine if they were valid terminations. The root cause of these terminations is currently under analysis.	Currently under analysis
2	P2	Added Functionality - Domestic Violence Indicator (RIB-5491)	Added functionality to notify the system user that a case is associated with a domestic violence indicator. This warning message will ensure that the system user does not share confidential customer information.	Enhancement resolved 1/19/2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 23rd

Start of the Day

| 496 Scanned/Indexed | + | 18,560 Processed* | + | 40,693 Completed** | = | 59,749 Total*** |

Daily Net Change

| 138 Scanned/Indexed | + | 111 Processed | + | 762 Completed | = | 1,011 Total |

End of the Day

| 634 Scanned/Indexed | + | 18,671 Processed | + | 41,455 Completed | = | 60,760 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

3

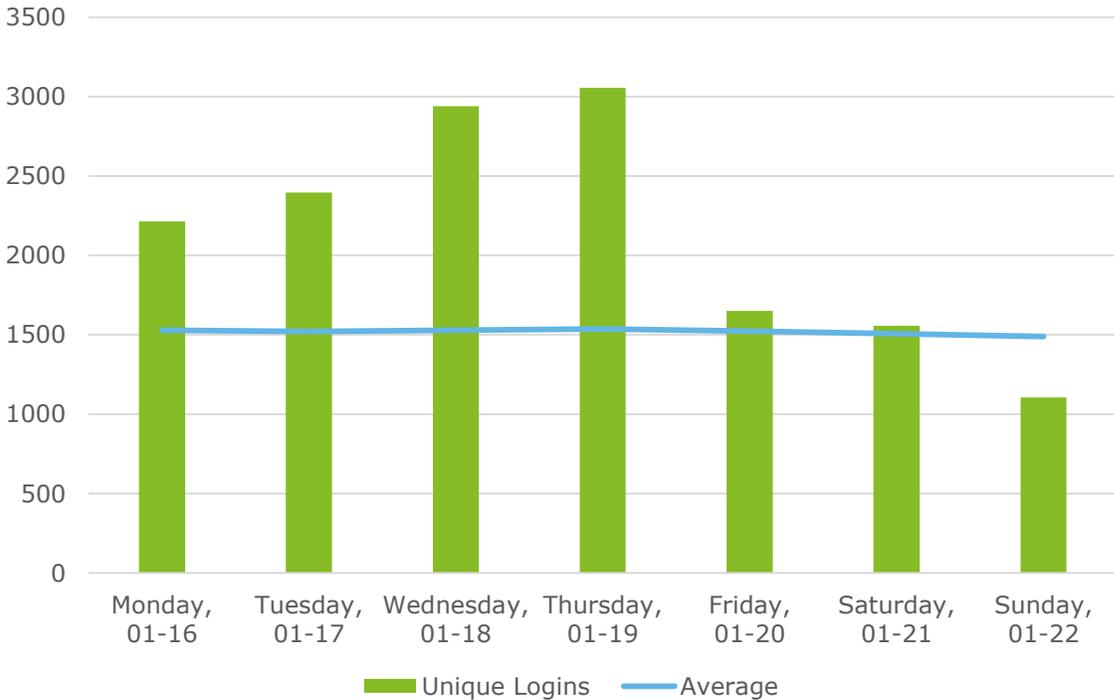# RIBridges Technical Metrics – Customer Portal
Monday January 23rd, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day
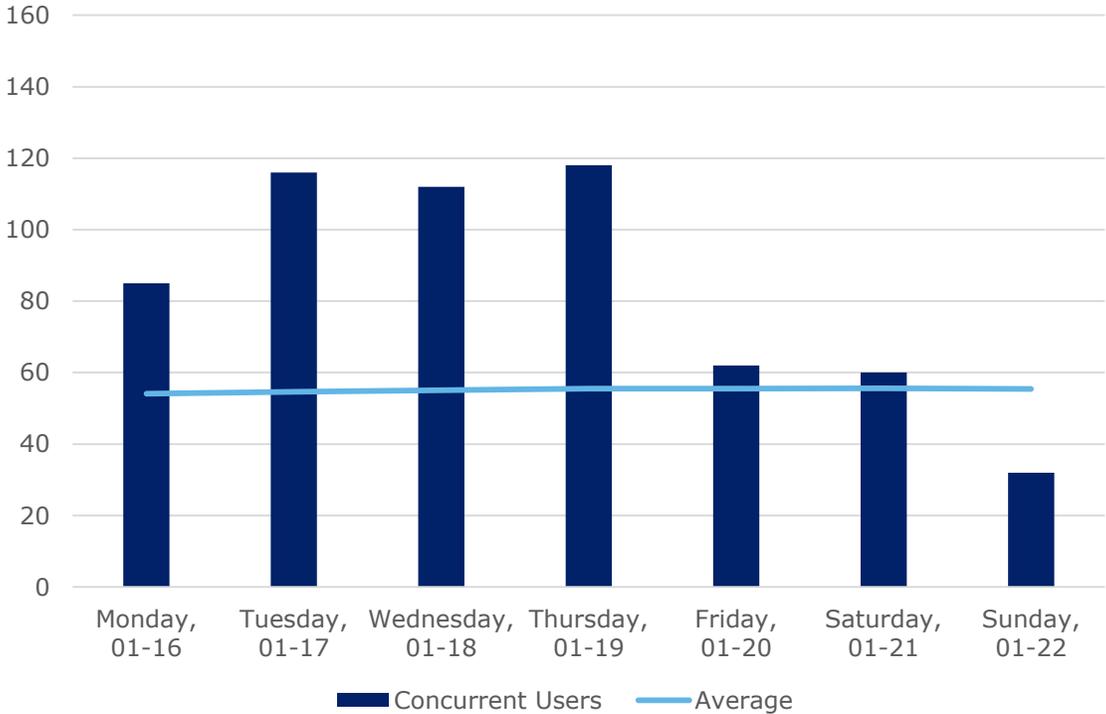
Customer Portal Unique Logins Per Day

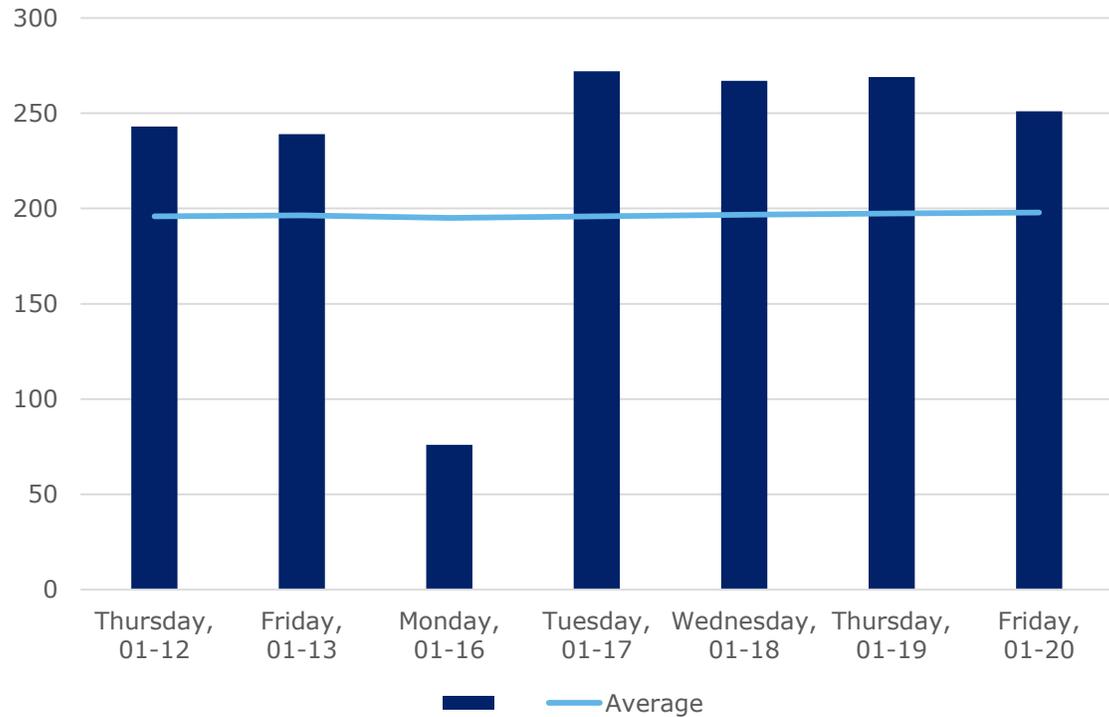*Concurrent is over five minutes
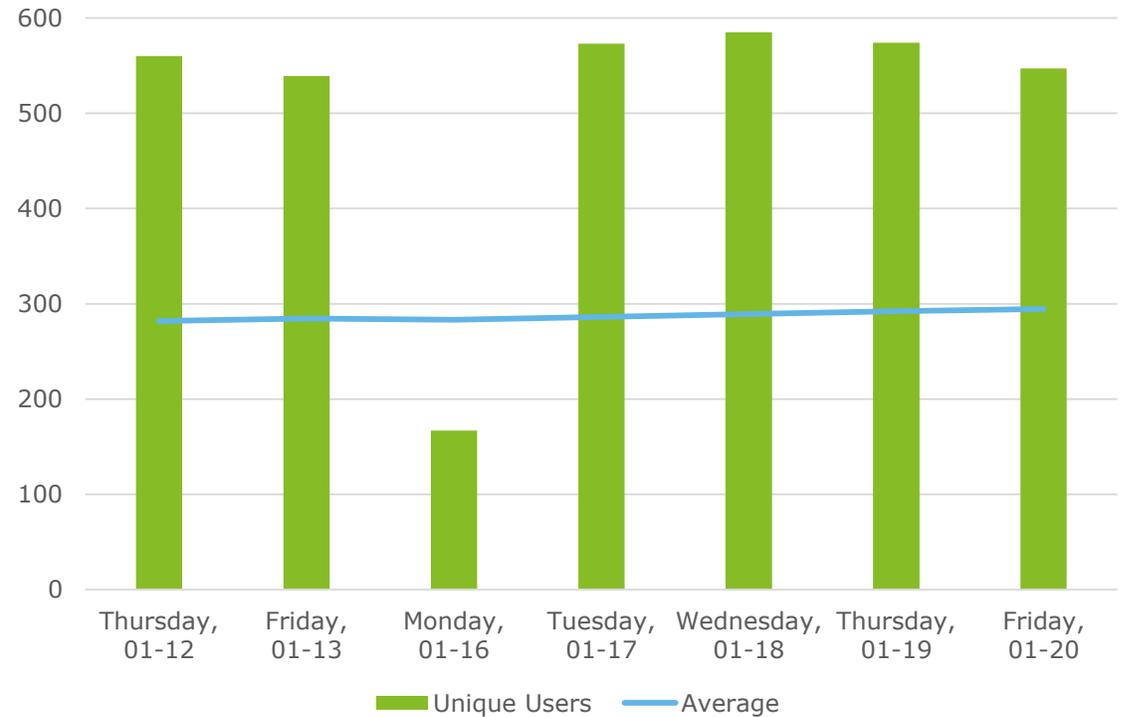
RIBridges Technical Metrics – Worker Portal
Monday January 23rd, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

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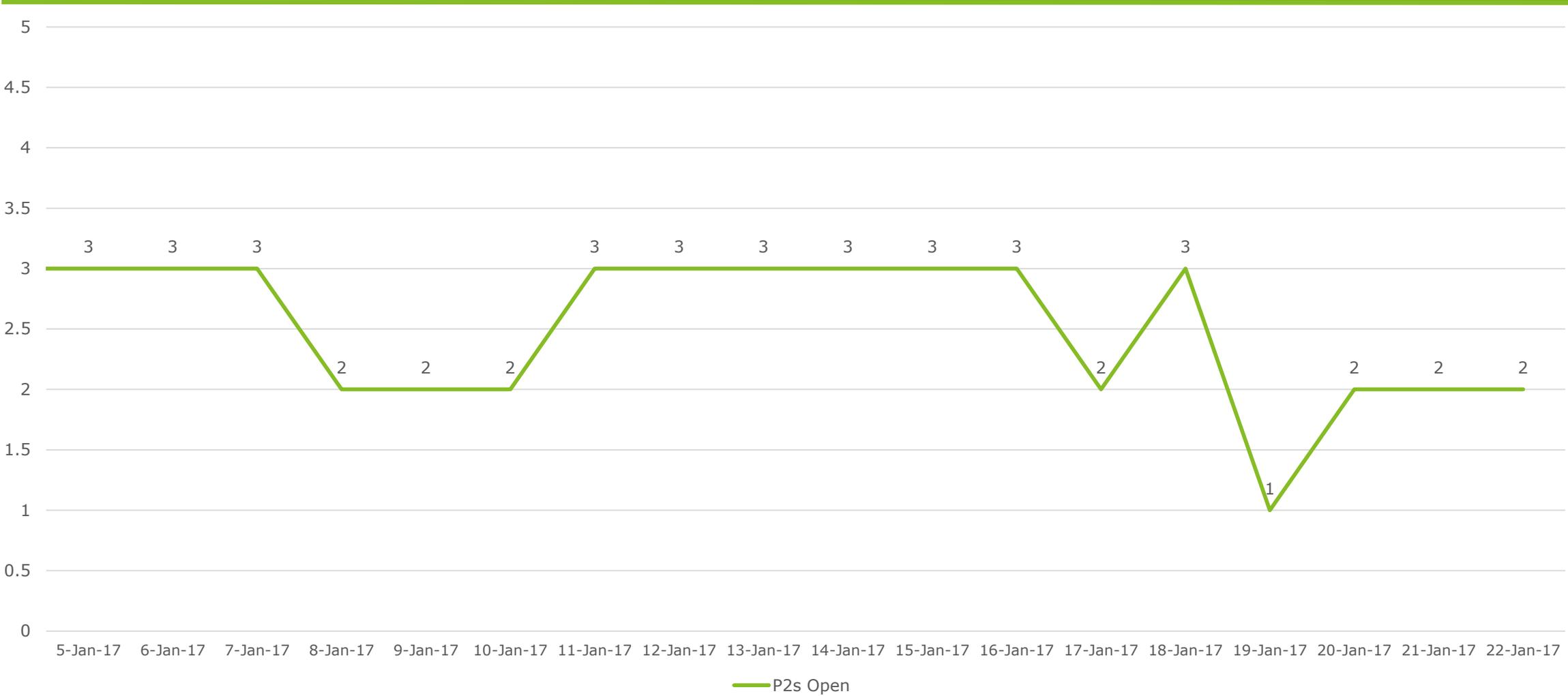** Exact number of concurrent logins with no exclusions

* 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
Monday January 23rd, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

Chart legend: P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Monday January 23rd, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:11
HSRI: 5
EOHHS: 9

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