# Production Daily Health Report
## Thursday January 26th, 2017 (10:00 AM EDT)

## Infrastructure and Upcoming Events

| | Customer Portal | | Worker Portal | | CCAP | | EARR |
|---|---|---|---|---|---|---|---|
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**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 | Pending | Pending | 0 | ~2000 | 0 |

*Reviewing notices before releasing

## Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|---|---|---|---|
| 194 | 0 | 194 | 125 |

| 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.

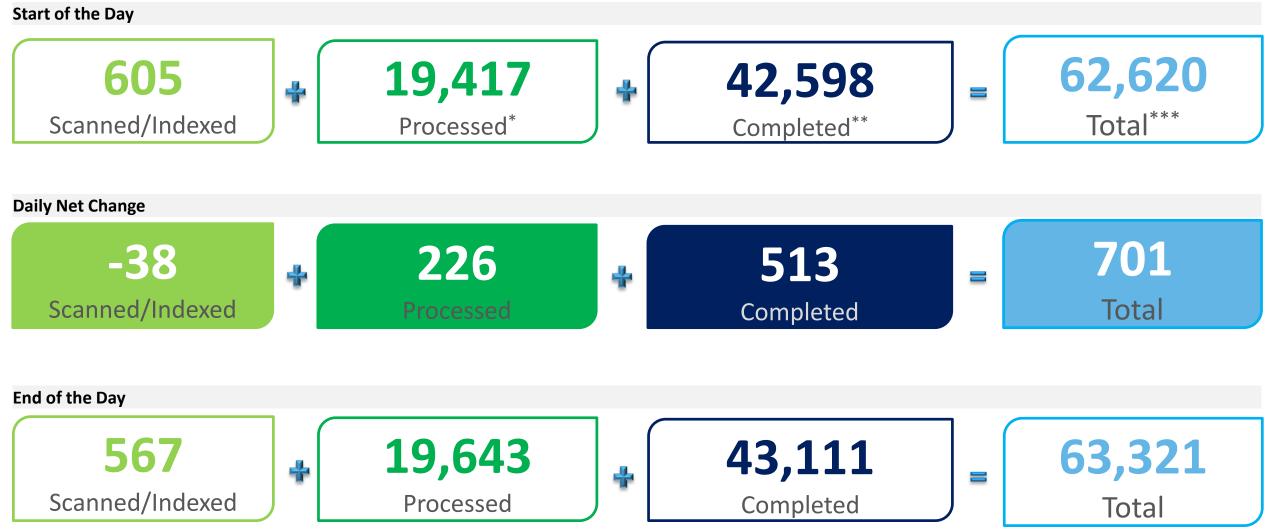# RIBridges Top Issues Impacting Cases
Thursday January 26th, 2017 (10:00 AM EDT)

| Current Week | | Previous Week |
|:---:|:---:|:---:|
| 0 | P1 Incidents | 0 |
| 2 | P2 incidents | 1 |
| 1254 | P3 incidents | 1352 |
| 61 | 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 | RIW benefit being calculated in CCAP eligibility (RIB-13097) | An active RIW case has been approved and authorized for CCAP, and the RIW benefit is being counted in the CCAP eligibility | Currently in Clarification status |

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 25th

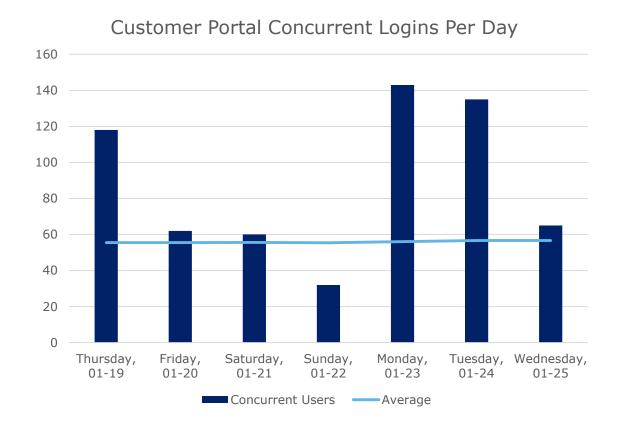**Start of the Day**

| | | | | | | |
|---|---|---|---|---|---|---|
| **605** Scanned/Indexed | + | **19,417** Processed* | + | **42,598** Completed** | = | **62,620** Total*** |

**Daily Net Change**

| | | | | | | |
|---|---|---|---|---|---|---|
| **-38** Scanned/Indexed | + | **226** Processed | + | **513** Completed | = | **701** Total |

**End of the Day**

| | | | | | | |
|---|---|---|---|---|---|---|
| **567** Scanned/Indexed | + | **19,643** Processed | + | **43,111** Completed | = | **63,321** Total |

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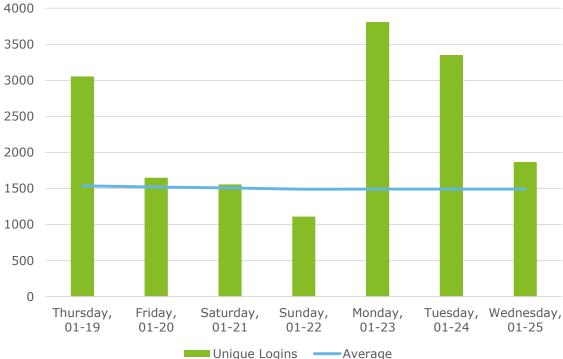\** Completed applications have been processed and have had eligibility run.
\*** Total is the total number of applications present in the system

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# RIBridges Technical Metrics – Customer Portal
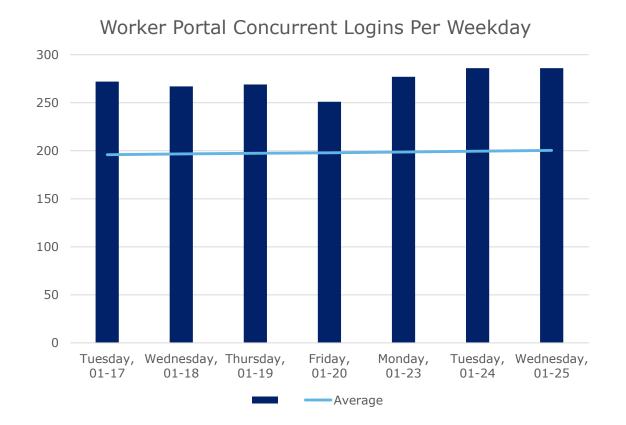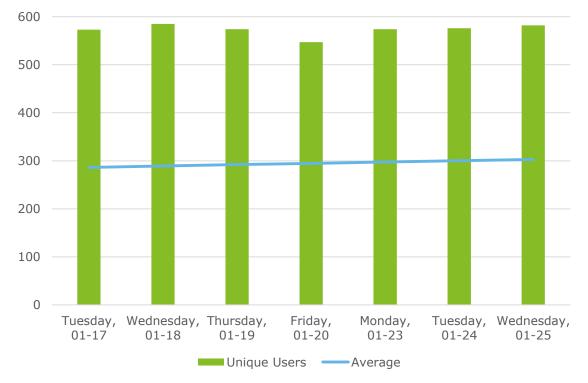Thursday January 26th, 2017 (10:00 AM EDT)

## 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

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# RIBridges Technical Metrics – Worker Portal
## Thursday January 26th, 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

# RIBridges Technical Metrics – P2 Incident Report
## Thursday January 26th, 2017 (10:00 AM EDT)



P2 Cumulative Incidents Open by Day

# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
## Thursday January 26th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day