

Production Daily Health Report

Tuesday January 24th, 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	1723	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
192	0	192	127

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 24th, 2017 (10:00 AM EDT)

	Current Week	Previous Week
	0	0
	2	1
	1172	1352
	65	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 Ready for Production Deployment as of 1/23/2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to January 24th

Start of the Day

634

Scanned/Indexed



18,671

Processed*



41,455

Completed**



60,760

Total***

Daily Net Change

169

Scanned/Indexed



235

Processed



591

Completed



995

Total

End of the Day

803

Scanned/Indexed



18,906

Processed



42,046

Completed



61,755

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

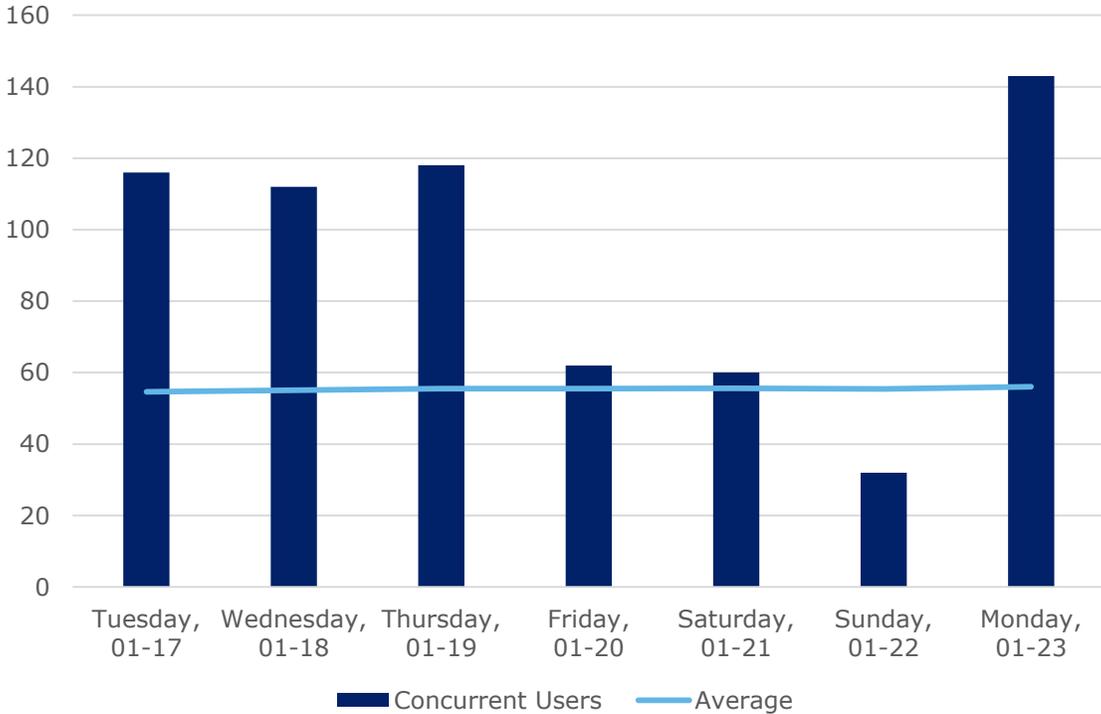
** Completed applications have been processed and have had eligibility run.

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

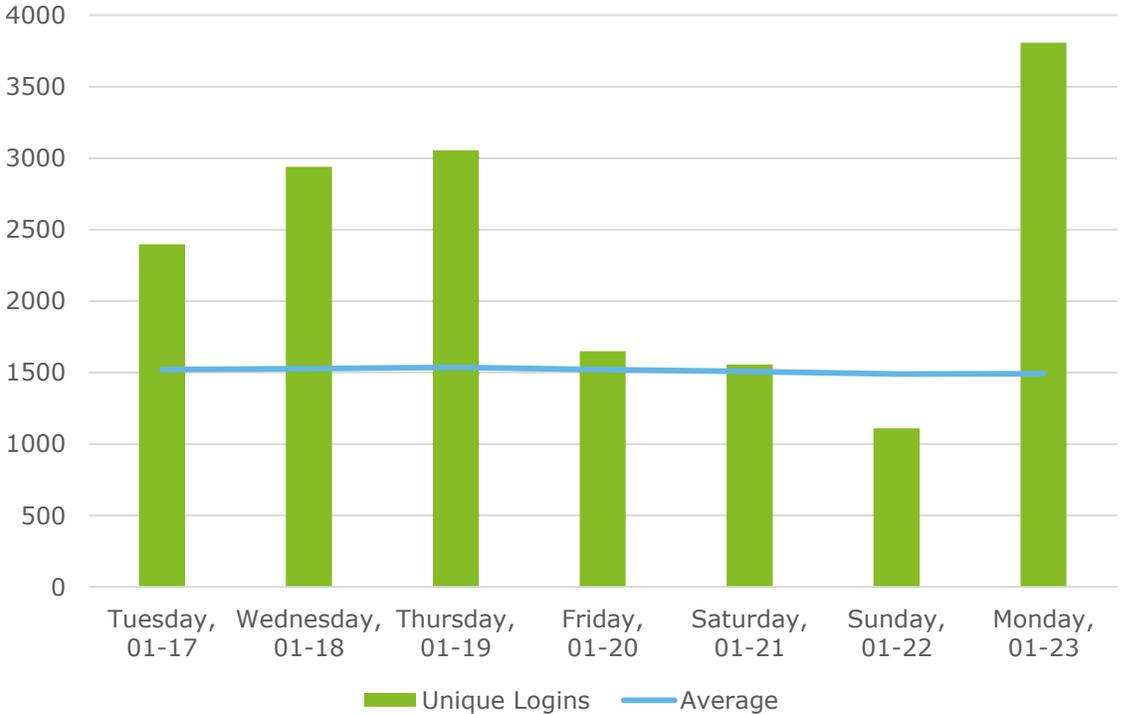
RIBridges Technical Metrics – Customer Portal

Tuesday January 24th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

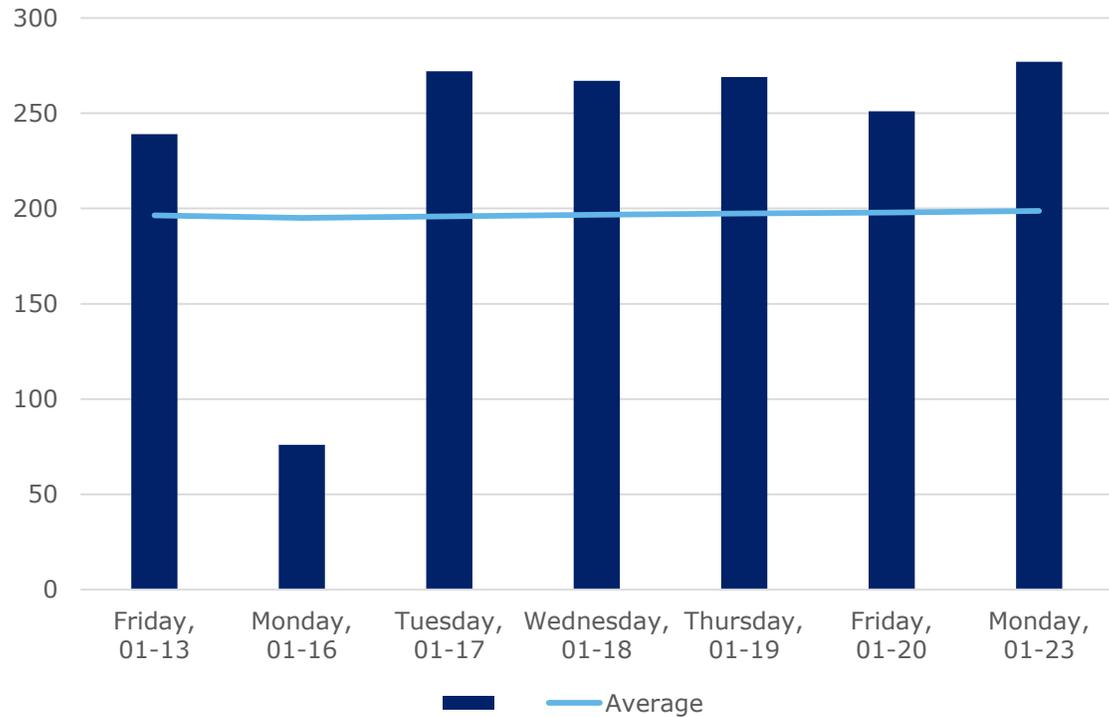


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

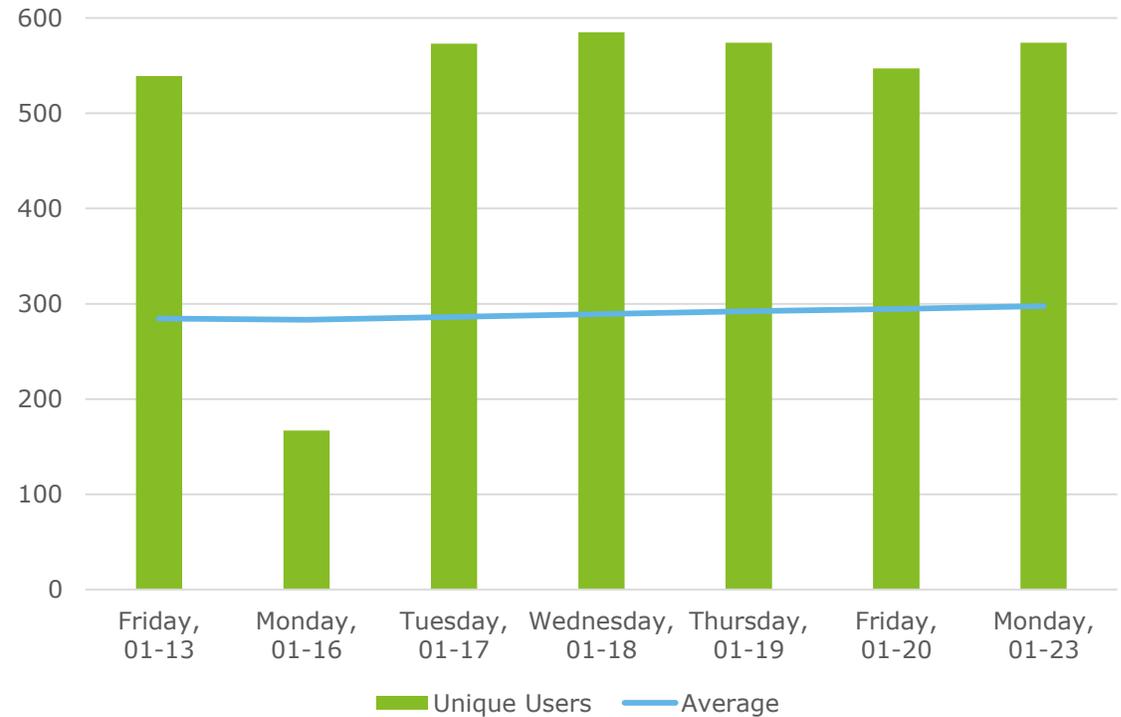
Tuesday January 24th, 2017 (10:00 AM EDT)

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

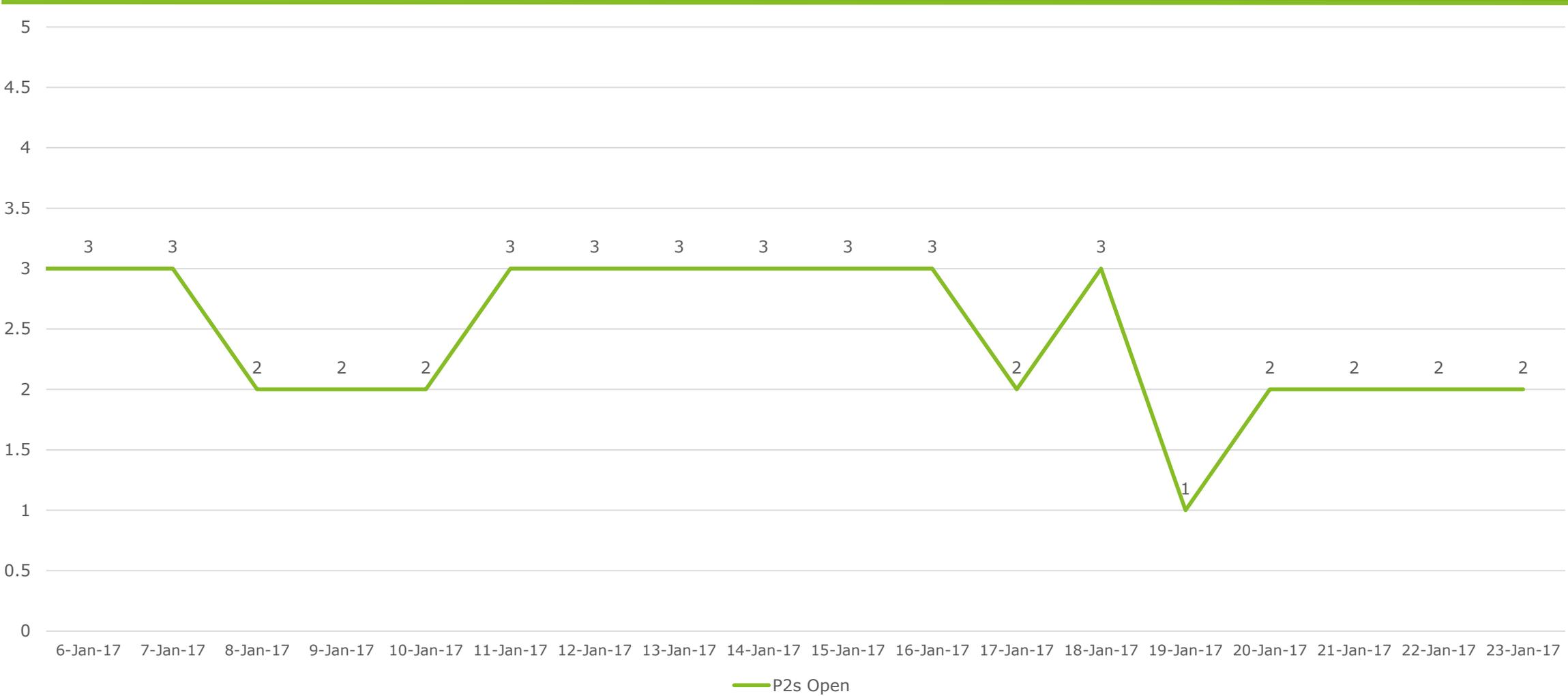


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report

Tuesday January 24th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Tuesday January 24th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

