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Project Top Events/ Issues

Operations Update

#	Description	Business Impact	
1	Production rolling restart and smoke test completed		
2	All batches completed		
3	Daily Recon files processed	NHPRI,FMS, BCBS and DD file were loaded	
4	GPA burial issuance batch completed	16 clients were paid with amount totaling \$29,661.49	
5	Prisoner batch completed	131,322 records were processed	
6	CMS Buy-in batches completed		
7	Age out batches completed		
8	QC batches completed		

Sev1 and Sev2 Issue Summary

#	Severity	Issue	Root cause	Resolution
RIB-63403	Severity-2	Citizens being incorrectly denied due to non-citizen status	The citizenship question is not shown for clients not requesting medical coverage in the customer portal. Therefore, by not being able to answer this question, the previous response for citizenship is overwritten by a "NULL" value	Code and Data Fix; scheduled for February 3 rd hot fix

RIBridges Incident and Problem Management Status

Thursday, February 1st, 2018 (7:00 PM EST)

Incidents Logged Daily

136

Agency Breakdown

DHS: 53

EOHHS: 32

DCYF: 11

Deloitte: 0

System Functionality Breakdown

Eligibility: 67

Worker Portal: 14

Individual: 14

B&E

Other: 29

Notices: 12

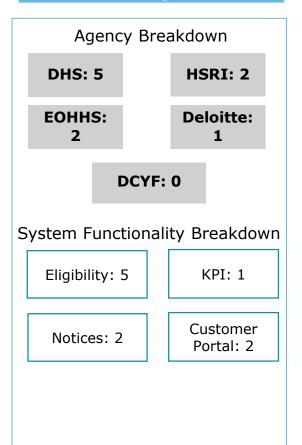
Incident Backlog

5971

Agency Breakdown DHS: **EOHHS:** 2725 516 **HSRI**: **Deloitte** 225 2450 DCYF: 55 System Functionality Breakdown Interfaces: Eligibility: 2825 384 Customer Portal: 260 Enrollment: 834 Worker Portal: Other: 887 781

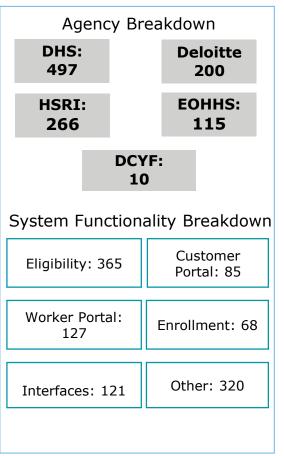
Problems Logged Daily

10



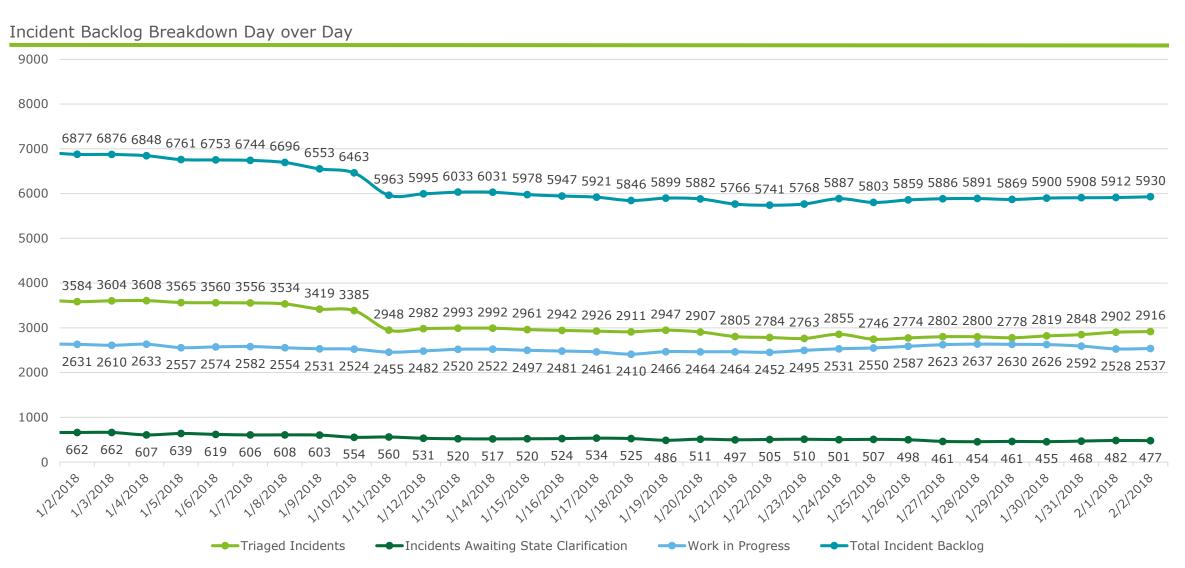
Problem Backlog

1088



RIBridges Technical Metrics – Incident Backlog Trend

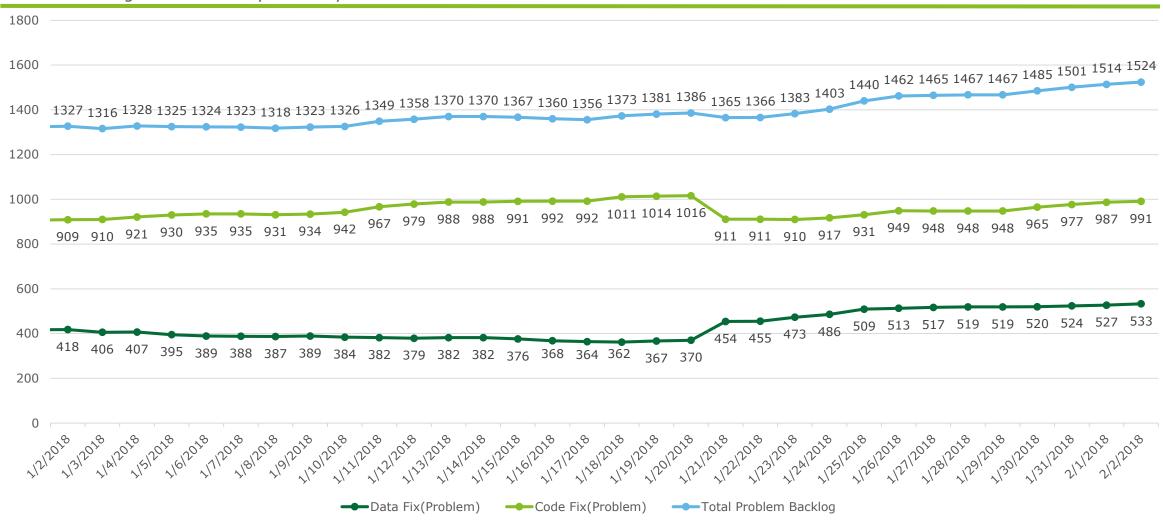
Friday February 2nd, 2018 (07:00 AM EDT)



RIBridges Technical Metrics – Problem Backlog Trend

Friday February 2nd, 2018 (07:00 AM EDT)





RIBridges Technical Metrics – Opened Incidents and Problems

Friday February 2nd, 2018 (07:00 AM EDT)

Incidents and Problems Opened Week over Week



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