Daily M&O Report

02/02/2018
The State of Rhode Island Project

Executive Status as of 7:00pm on 2/1/2018

Project Top Events/ Issues

Operations Update

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

Sev1 and Sev2 Issue Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Severity</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>RIB-63403</td>
<td>Severity-2</td>
<td>Citizens being incorrectly denied due to non-citizen status</td>
<td>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 &quot;NULL&quot; value</td>
<td>Code and Data Fix; scheduled for February 3rd hot fix</td>
</tr>
<tr>
<td>Incidents Logged Daily</td>
<td>Incident Backlog</td>
<td>Problems Logged Daily</td>
<td>Problem Backlog</td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td>------------------</td>
<td>-----------------------</td>
<td>-----------------</td>
<td></td>
</tr>
<tr>
<td><strong>136</strong></td>
<td><strong>5971</strong></td>
<td><strong>10</strong></td>
<td><strong>1088</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Agency Breakdown**
- DHS: 53
- EOHHS: 32
- HSRI: 40
- DCYF: 11
- Deloitte: 0

**System Functionality Breakdown**
- Eligibility: 67
- Worker Portal: 14
- Notices: 12
- Other: 29

**Incident Backlog**
- DHS: 2725
- HSRI: 2450
- DCYF: 55
- Deloitte: 225

**System Functionality Breakdown**
- Eligibility: 2825
- Interfaces: 384
- Enrollment: 834
- Customer Portal: 260
- Worker Portal: 781
- Other: 887

**Problems Logged Daily**
- DHS: 5
- HSRI: 2
- EOHHS: 2
- Deloitte: 1
- DCYF: 0

**System Functionality Breakdown**
- Eligibility: 5
- KPI: 1
- Notices: 2
- Customer Portal: 2

**Problem Backlog**
- DHS: 497
- HSRI: 266
- EOHHS: 115
- Deloitte: 200
- DCYF: 0

**System Functionality Breakdown**
- Eligibility: 365
- Customer Portal: 85
- Worker Portal: 127
- Enrollment: 68
- Interfaces: 121
- Other: 320
RIBridges Technical Metrics – Incident Backlog Trend
Friday February 2\textsuperscript{nd}, 2018 (07:00 AM EDT)
Problem Backlog Breakdown Day over Day

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Incidents Opened</th>
<th>Problems Opened</th>
<th>Data Fixes Opened</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/11/2017</td>
<td>553</td>
<td>114</td>
<td></td>
</tr>
<tr>
<td>12/18/2017</td>
<td>453</td>
<td>102</td>
<td></td>
</tr>
<tr>
<td>12/25/2017</td>
<td>515</td>
<td>118</td>
<td></td>
</tr>
<tr>
<td>1/1/2018</td>
<td>404</td>
<td>190</td>
<td></td>
</tr>
<tr>
<td>1/8/2018</td>
<td>277</td>
<td>187</td>
<td></td>
</tr>
<tr>
<td>1/15/2018</td>
<td>493</td>
<td>209</td>
<td></td>
</tr>
<tr>
<td>1/22/2018</td>
<td>287</td>
<td>287</td>
<td></td>
</tr>
<tr>
<td>1/29/2018</td>
<td>524</td>
<td>80</td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>52</td>
<td>52</td>
<td></td>
</tr>
<tr>
<td>2/12/2018</td>
<td>225</td>
<td>79</td>
<td></td>
</tr>
</tbody>
</table>

Graph:
- Green line: Opened Incidents
- Blue line: Opened Problems
- Cyan line: Opened Data Fixes

Executive Status as of 7:00 am on 2/2/2018