# Production Daily Health Report
## Friday February 3rd, 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 |
|------|-------|--------|
| 2/4 | Weekly Release | Not Started |

## Notices QC

| Notice | Status | Transferred | QC Passed | QC Pending | Held |
|--------|--------|-------------|-----------|------------|------|
| DHS1605 – Benefit Decision Notice | Pending | Pending | 0 | TBD | 0 |

*Reviewing notices before releasing

## Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|----------|--------|--------|-----------------------|
| 169 | 0 | 169 | 150 |

| 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
Friday February 3rd, 2017 (10:00 AM EDT)

| | Current Week | | Previous Week |
|---|---|---|---|
| | 0 | P1 Incidents | 0 |
| | 1 | P2 incidents | 0 |
| | 1152 | P3 incidents | 1267 |
| | 54 | P4 incidents | 61 |

**P1 and P2 Issue Summary**

| # | Priority | Issue | Root cause | Resolution |
|---|---|---|---|---|
| 1 | P2 | Address discrepancies between MMIS and Bridges (RIB-13482) | There are a number of cases that have a discrepancy between the address housed in Bridges and the address on record in MMIS. These discrepancies are due to address updates made to legacy data in Bridges post-conversion that have not yet been updated in MMIS. | Currently under **Analysis in Progress** |

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to February 2nd

**Start of the Day**

| 663 Scanned/Indexed | + | 21,386 Processed* | + | 46,172 Completed** | = | 68,221 Total*** |

**Daily Net Change**

| -61 Scanned/Indexed | + | 322 Processed | + | 513 Completed | = | 774 Total |

**End of the Day**

| 602 Scanned/Indexed | + | 21,708 Processed | + | 46,685 Completed | = | 68,995 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.
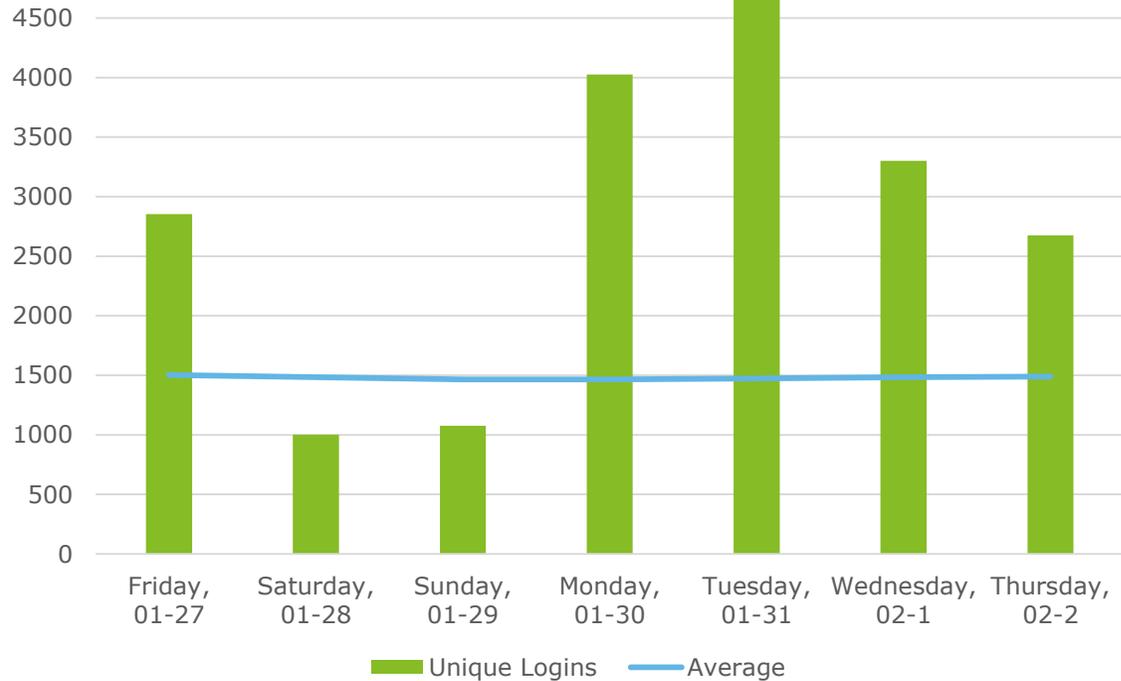\*\*\* Total is the total number of applications present in the system

# RIBridges Technical Metrics – Customer Portal
## Friday February 3rd, 2017 (10:00 AM EDT)



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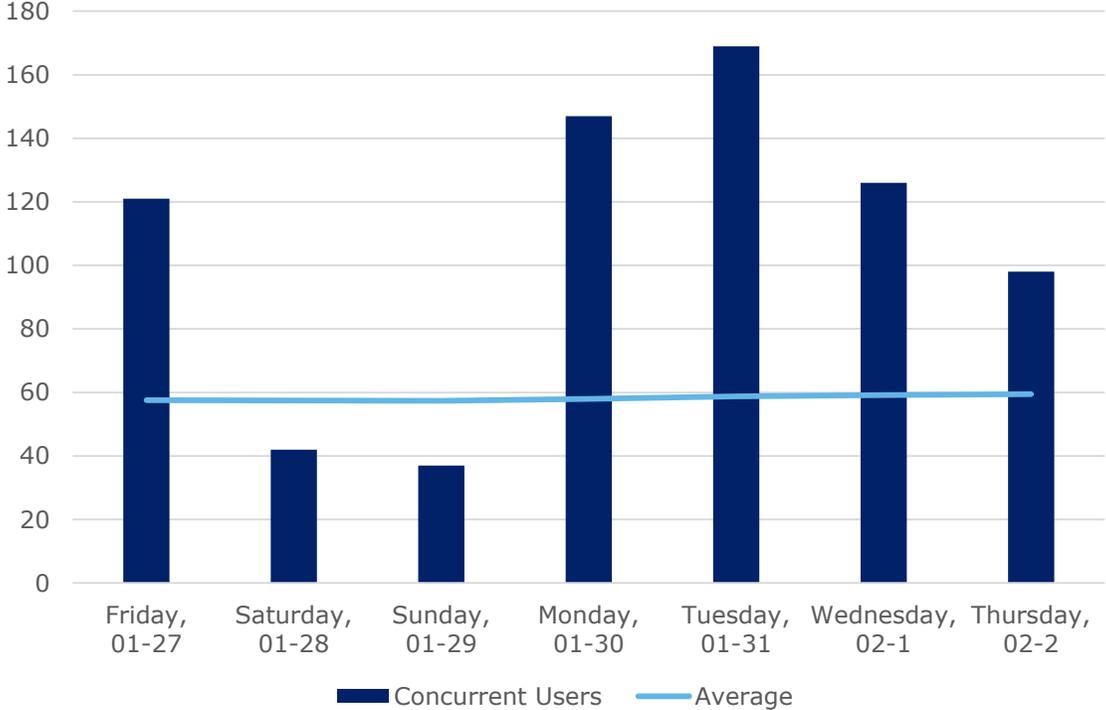
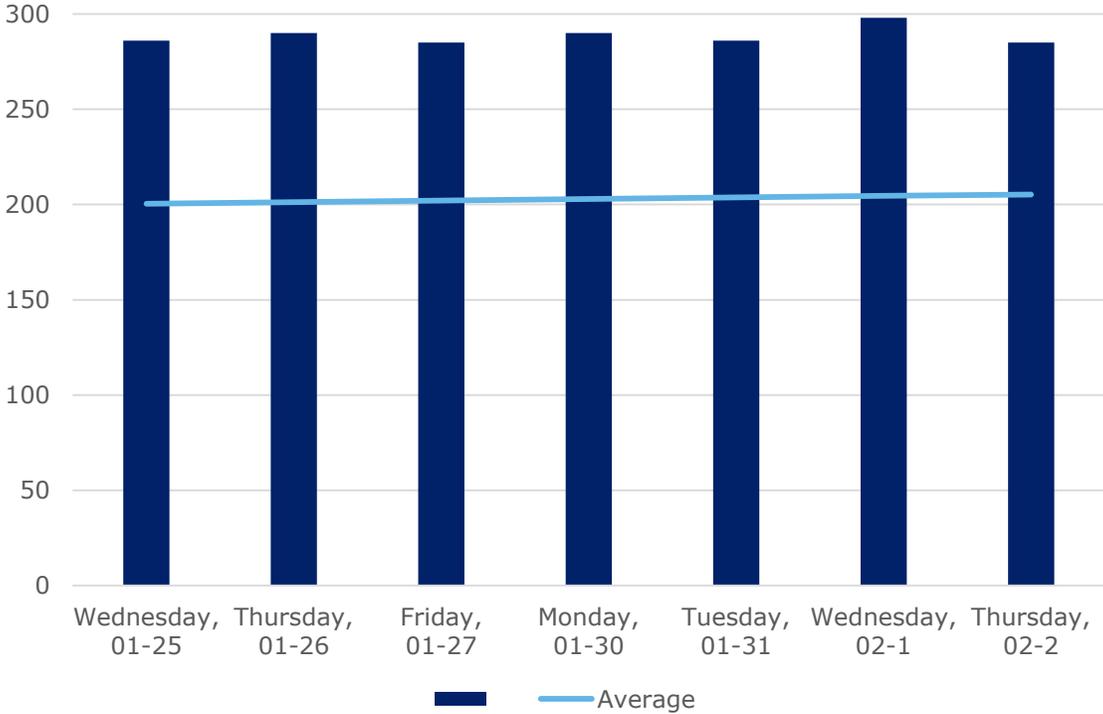### Customer Portal Unique Logins Per Day

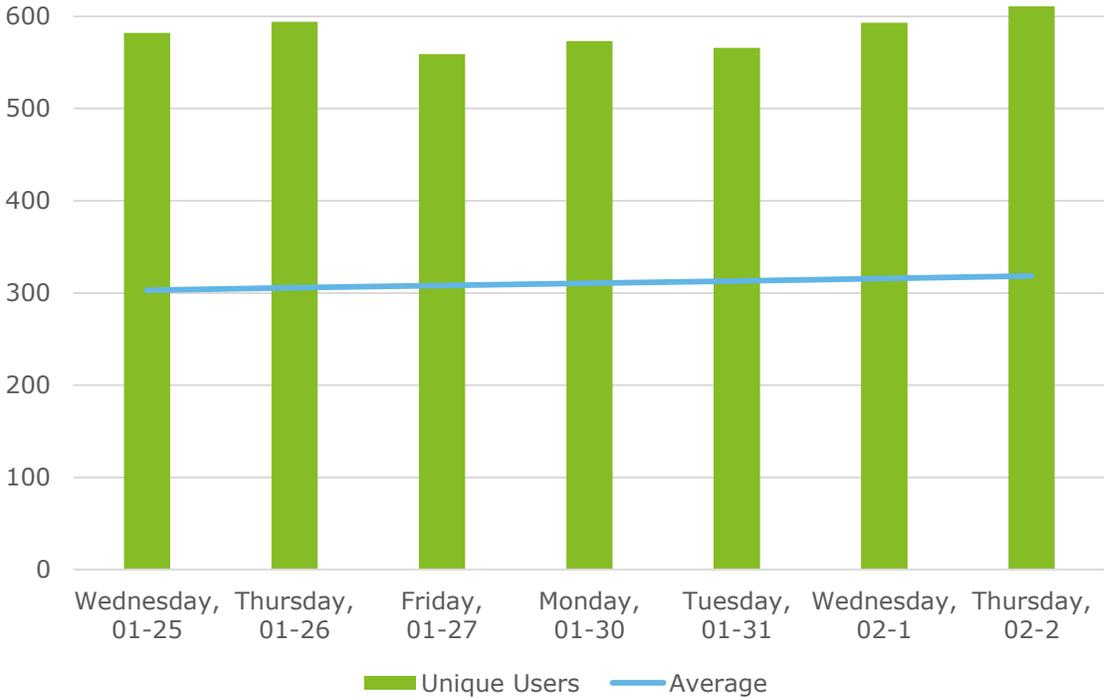*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal
## Friday February 3rd, 2017 (10:00 AM EDT)



Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

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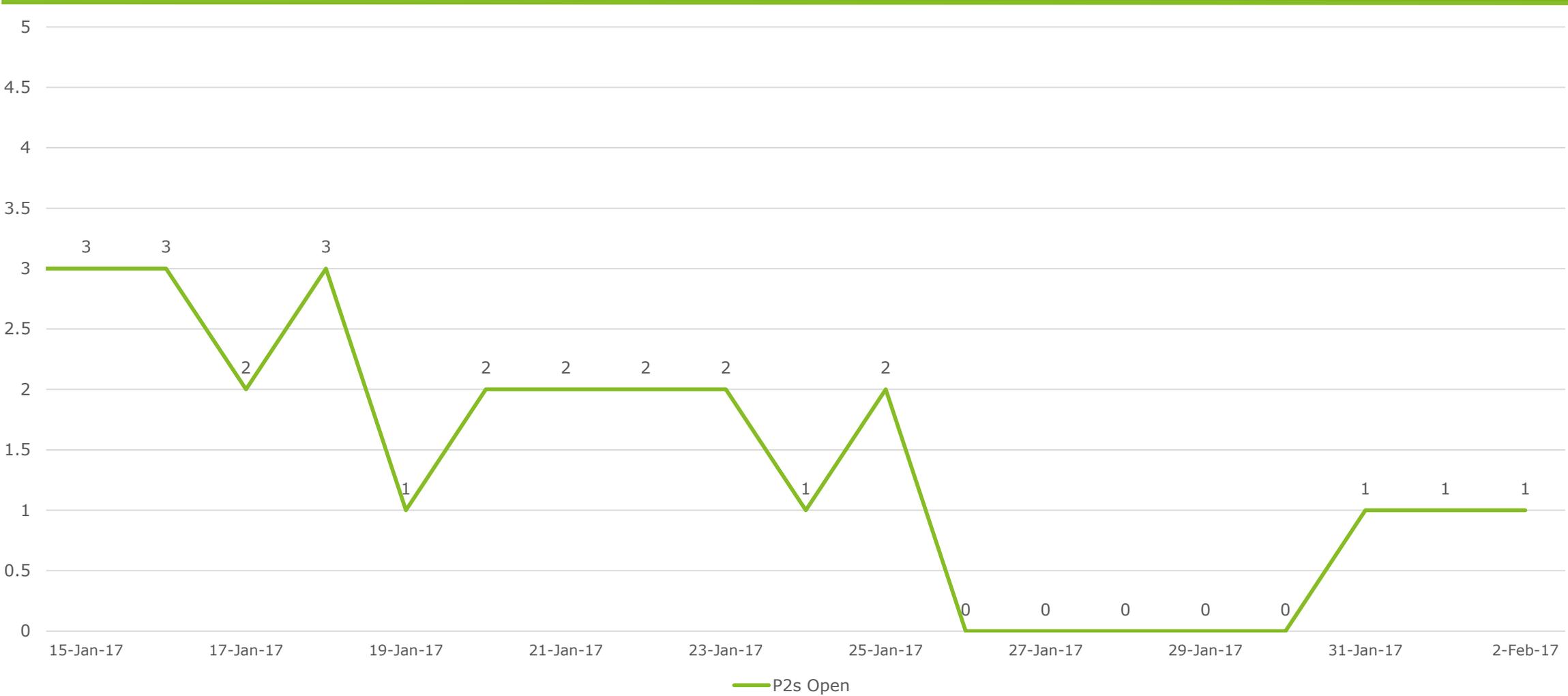** Exact number of concurrent logins with no exclusions

* 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
Friday February 3rd, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



P2s Open

# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
## Friday February 3rd, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day



DHS:31
HSRI: 14
EOHHS: 26

Week 5　Week 6　Week 7　Week 8　Week 9　Week 10　Week 11　Week 12　Week 13　Week 14

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

7