Production Daily Health Report
Monday February 6th, 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
2/11	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	31959	0
DHS3503 - Additional Documentation Required	Passed	Pending	0	5295	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
76	0	76	243

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
Monday February 6th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	2	P2 incidents	1
	965	P3 incidents	1152
	53	P4 incidents	54

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. The root cause has been resolved, and manual address reconciliation is being performed.	Currently under **Analysis in Progress**
2	P2	RIW 2-1-17 Approved/ Authorized not on EBT Card (RIB-13824)	54 active and ongoing RIW cases were not issued RIW payments for 2/1/2017 during the regular February issuance. However, these clients have been paid through a manual issuance process. The issue remains open so that it can continue to be monitored, but all known impacted cases have been paid. The issue arose because Deloitte and the State had agreed to give customers until the end of the January to turn in their interim packets for February renewals. However, the Interim Renewal Date was not updated, so these clients were not included in the monthly issuance process and required the manual issuance.	Currently being monitored under **Analysis in Progress**

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to February 5th

Start of the Day

602 Scanned/Indexed	+	**21,708** Processed*	+	**46,685** Completed**	=	**68,995** Total***

Daily Net Change

96 Scanned/Indexed	+	**228** Processed	+	**472** Completed	=	**796** Total

End of the Day

698 Scanned/Indexed	+	**21,936** Processed	+	**47,157** Completed	=	**69,791** Total

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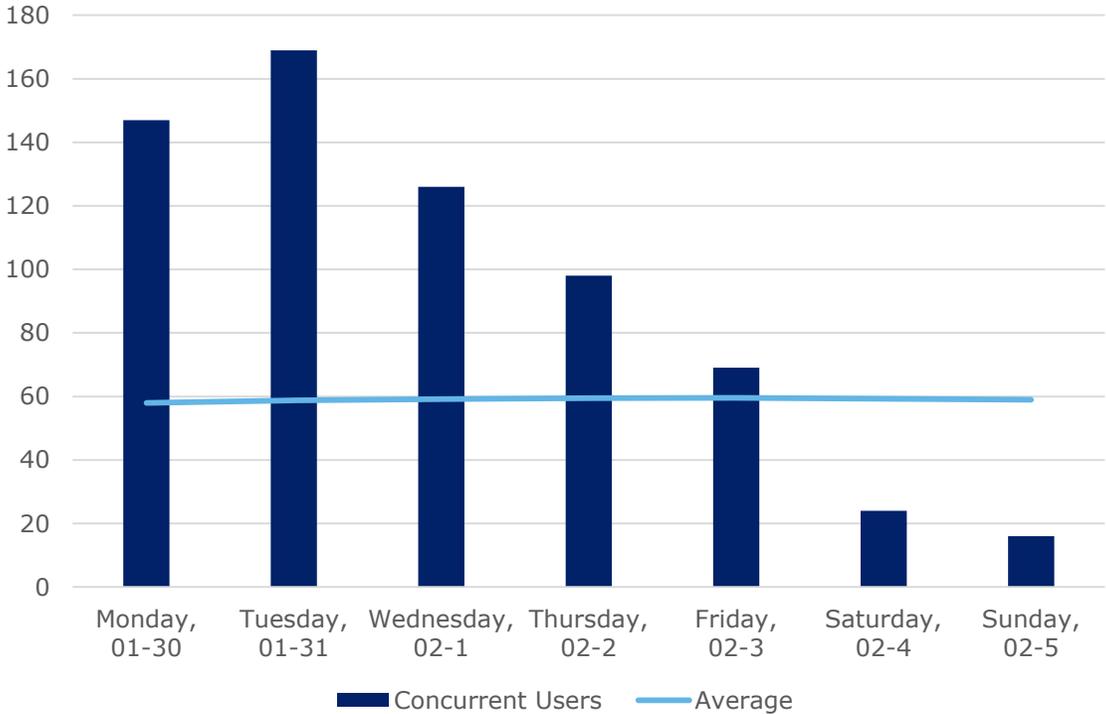** Completed applications have been processed and have had eligibility run.
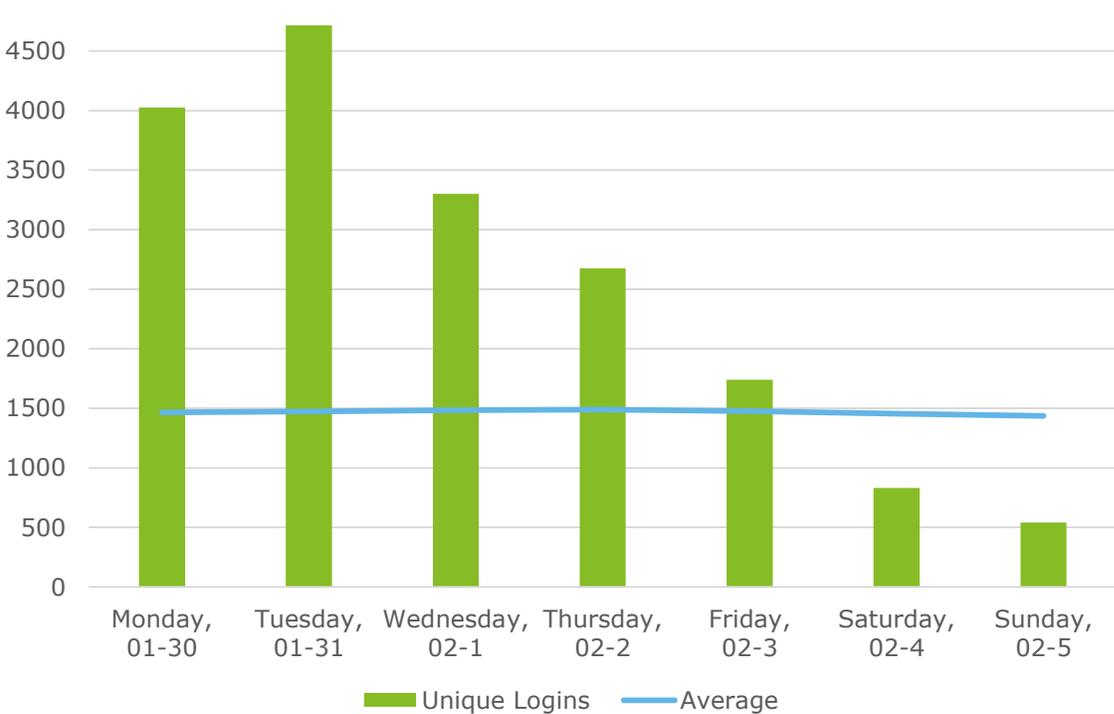*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
Monday February 6th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users — Average

Customer Portal Unique Logins Per Day

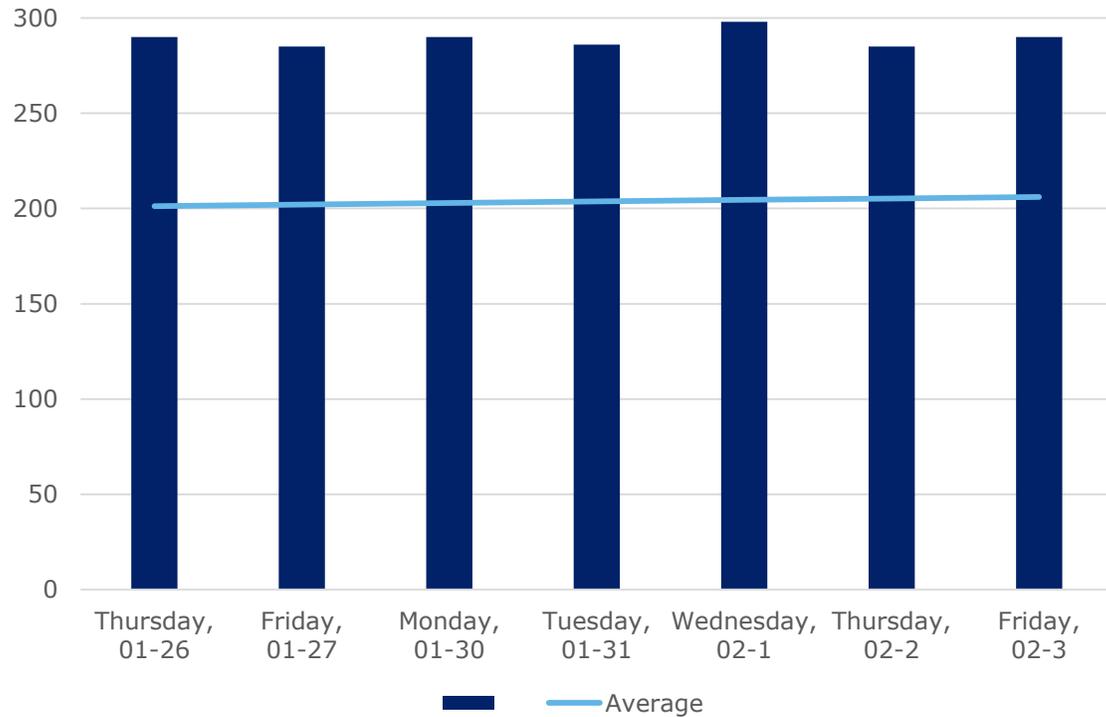Legend: Unique Logins — Average

*Concurrent is over five minutes
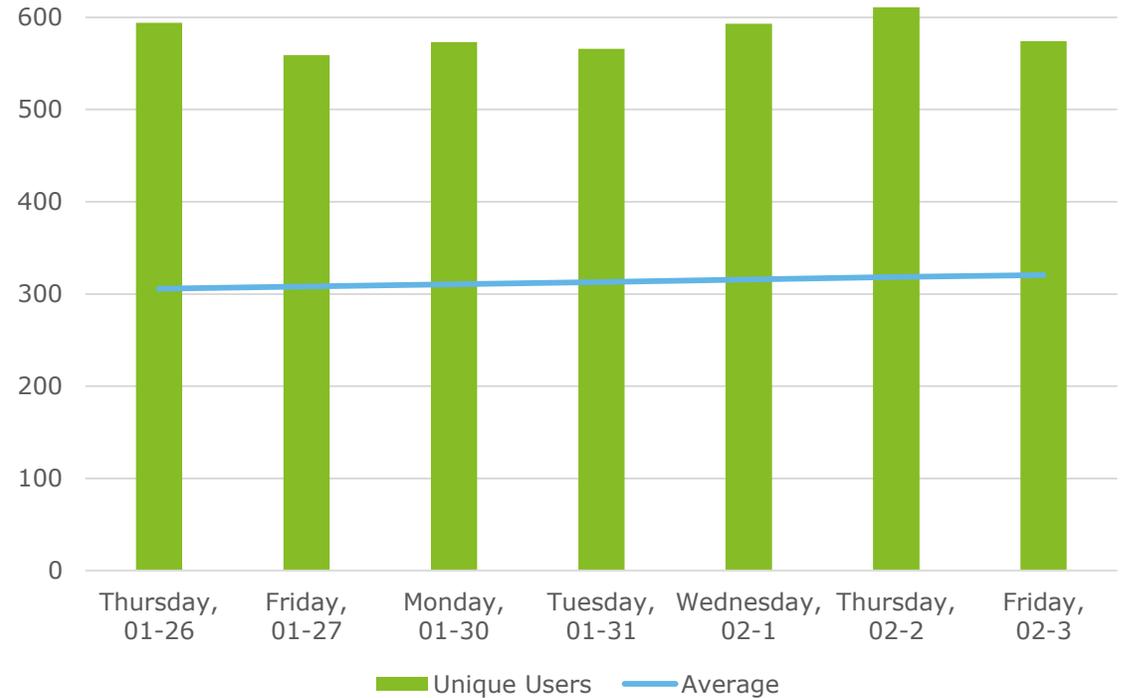
RIBridges Technical Metrics – Worker Portal
Monday February 6th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

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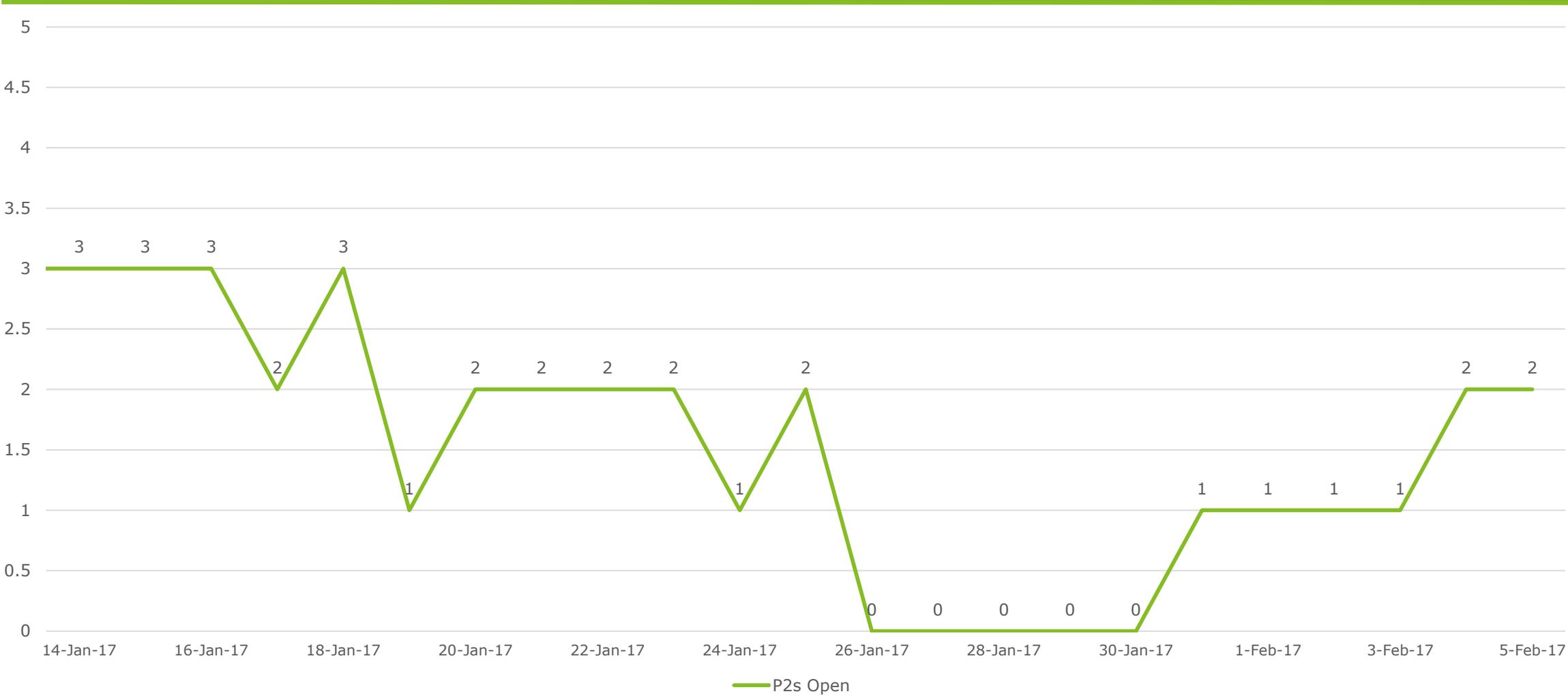** Exact number of concurrent logins with no exclusions

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

RIBridges Technical Metrics – P2 Incident Report
Monday February 6th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

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

Monday February 6th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:11
HSRI: 4
EOHHS: 16

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