Production Daily Health Report
Tuesday February 14th, 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
2/18	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	1144	0
DHS3503 - Additional Documentation Required	Passed	Pending	0	538	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
193	0	193	126

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Interfaces

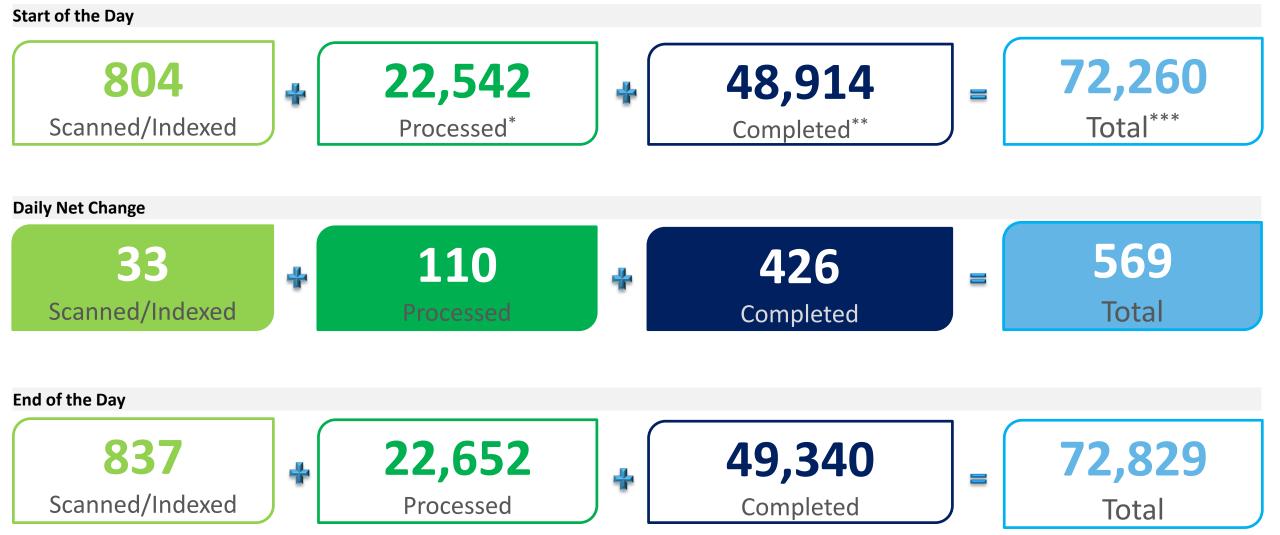| Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*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 February 14th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	1
	858	P3 incidents	969
	58	P4 incidents	56

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution

System Application Statistics

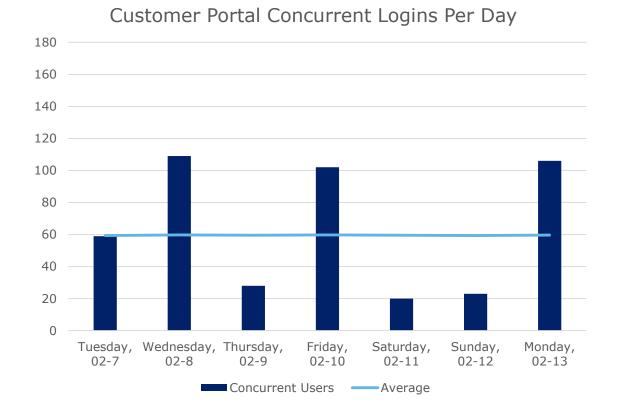Below provides the applications that have been submitted into the system from September 12th to February 13th

Start of the Day

804 Scanned/Indexed + **22,542** Processed* + **48,914** Completed** = **72,260** Total***

Daily Net Change

33 Scanned/Indexed + **110** Processed + **426** Completed = **569** Total

End of the Day

837 Scanned/Indexed + **22,652** Processed + **49,340** Completed = **72,829** Total

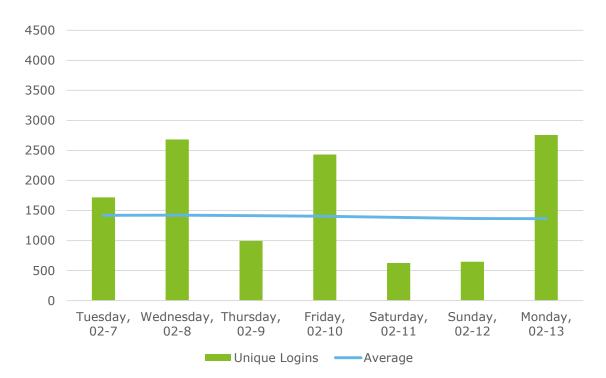* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
Tuesday February 14th, 2017 (10:00 AM EDT)

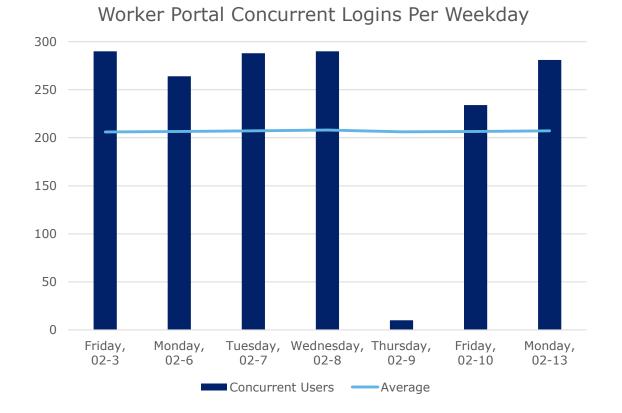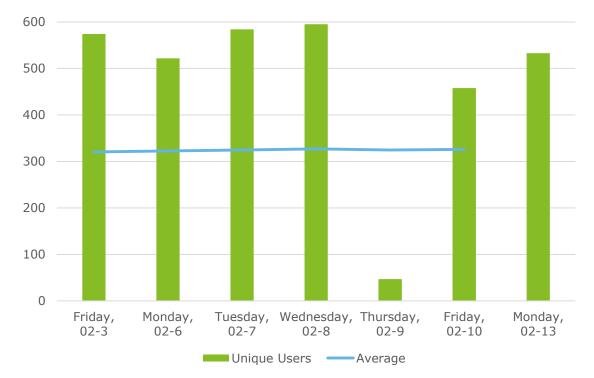Customer Portal Concurrent Logins Per Day

Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Tuesday February 14th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

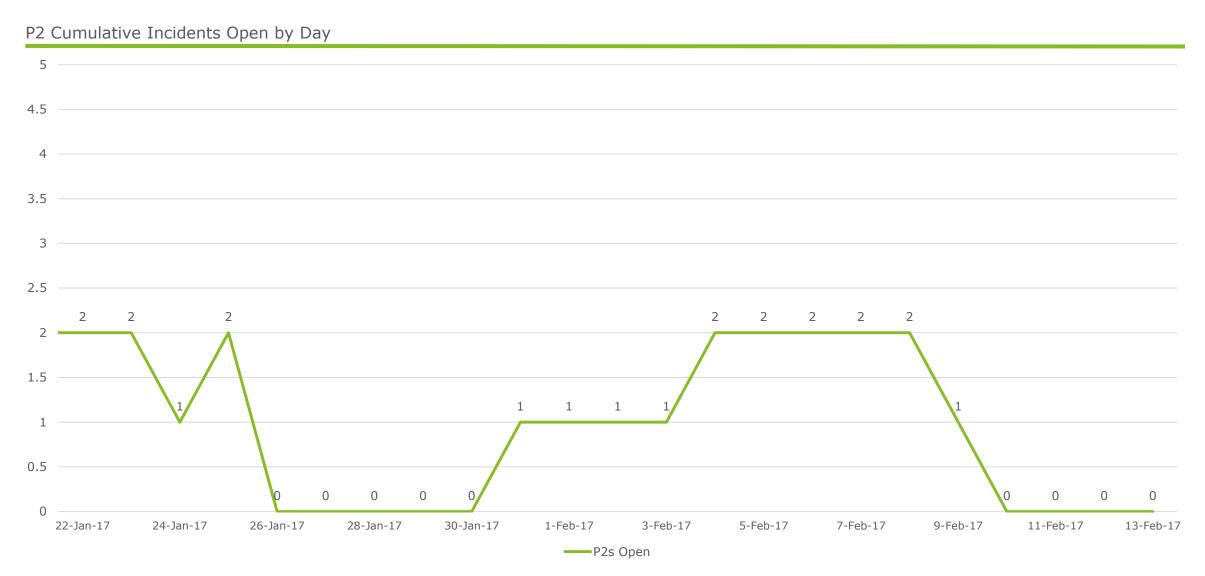Worker Portal Unique Logins Per Weekday

* 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
Tuesday February 14th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Tuesday February 14th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:18
HSRI: 9
EOHHS: 17

Legend: ■ EOHHS Top Priorities   ■ HSRI Top Priorities   ■ DHS Top Priorities