

Production Daily Health Report

Wednesday February 15th, 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	1133	0
DHS3503 - Additional Documentation Required	Passed	Pending	0	435	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
182	0	182	137

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.

RI Bridges Top Issues Impacting Cases

Wednesday February 15th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	1	P2 incidents	1
	902	P3 incidents	969
	61	P4 incidents	56

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	RIW 2-1-17 Approved/ Authorized not on EBT Card (RIB-13824)	<p>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.</p> <p>Update (2/10/17): All RIW clients who returned their February interim renewal packets by January 31 have been paid. No additional cases were discovered during the monitoring period, and the issue is now resolved.</p> <p>Update (2/14/17): Issue reopened by State to determine measures to prevent this from occurring in the future.</p>	Reopened as of 2/14/2017

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to February 14th

Start of the Day

837

Scanned/Indexed



22,652

Processed*



49,340

Completed**



72,829

Total***

Daily Net Change

33

Scanned/Indexed



110

Processed



426

Completed



569

Total

End of the Day

926

Scanned/Indexed



22,680

Processed



49,769

Completed



73,375

Total

* Processed applications have gone through the application registration process, but eligibility has not been run.

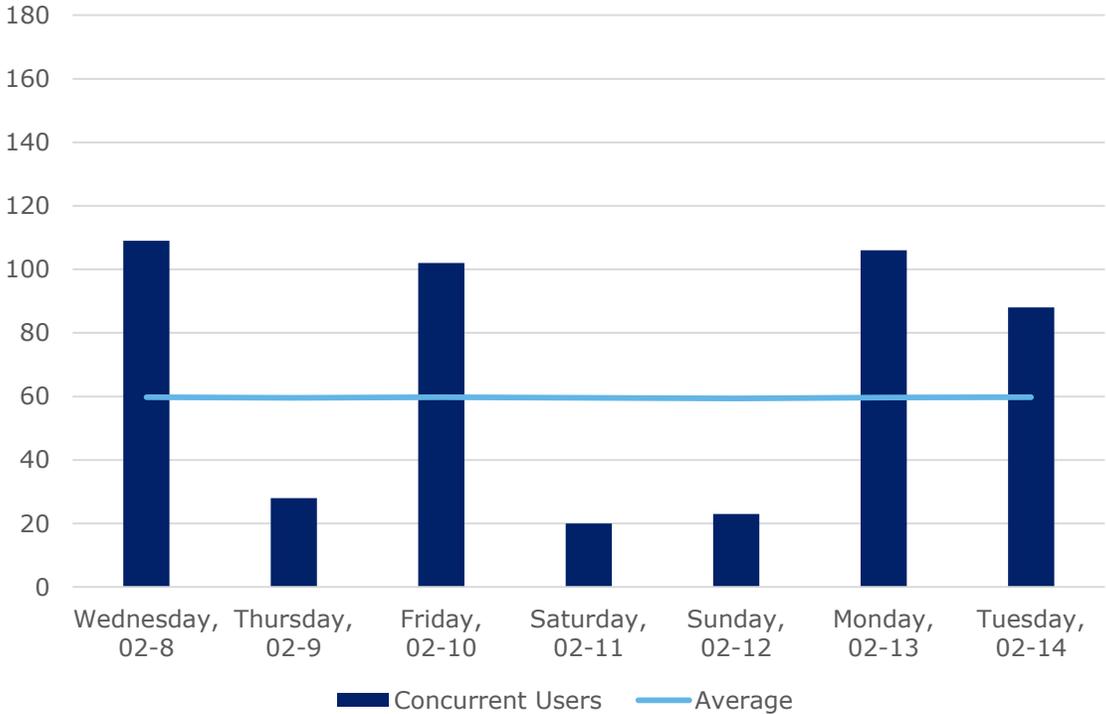
** Completed applications have been processed and have had eligibility run.

*** Total is the total number of applications present in the system

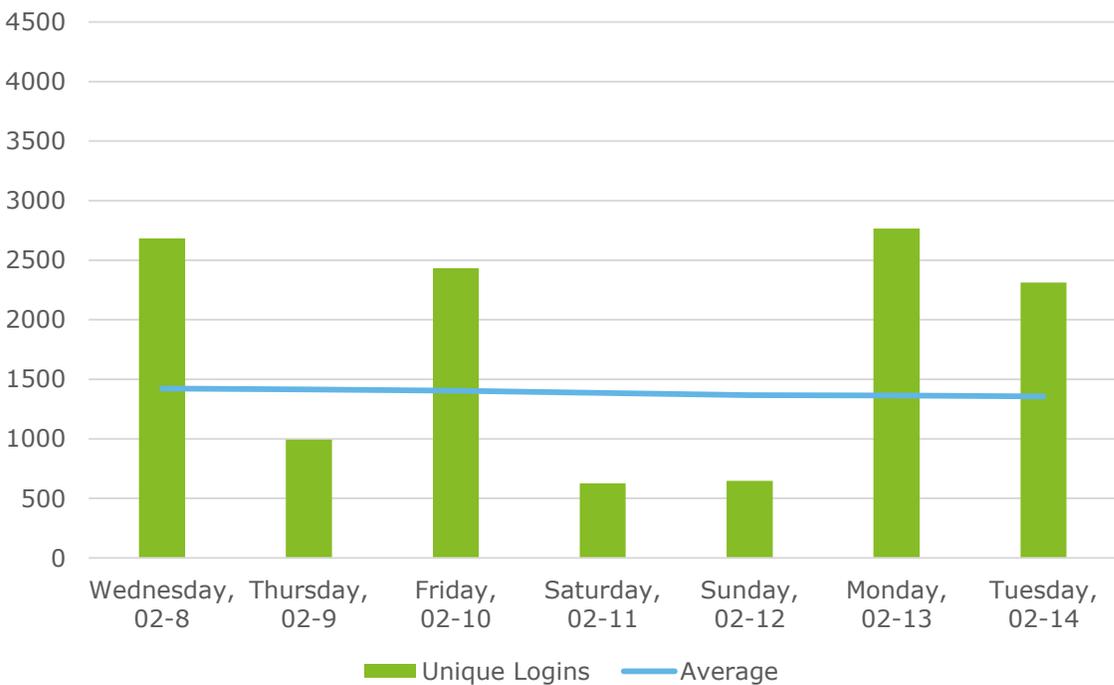
RIBridges Technical Metrics – Customer Portal

Wednesday February 15th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

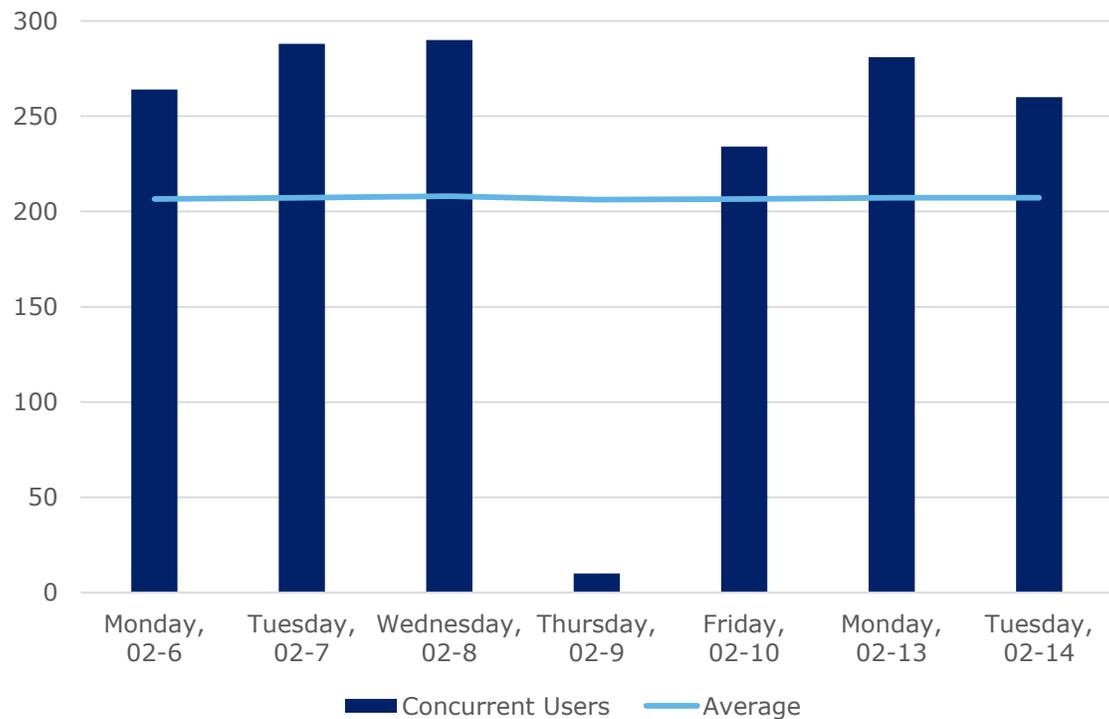


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

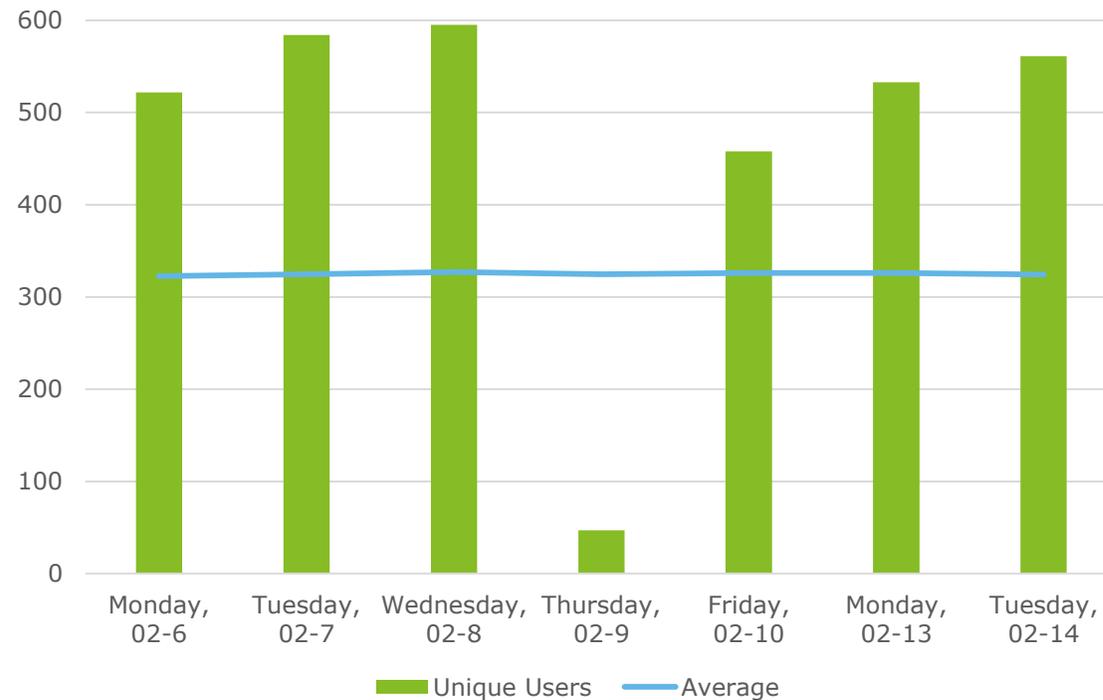
Wednesday February 15th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



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

Worker Portal Unique Logins Per Weekday

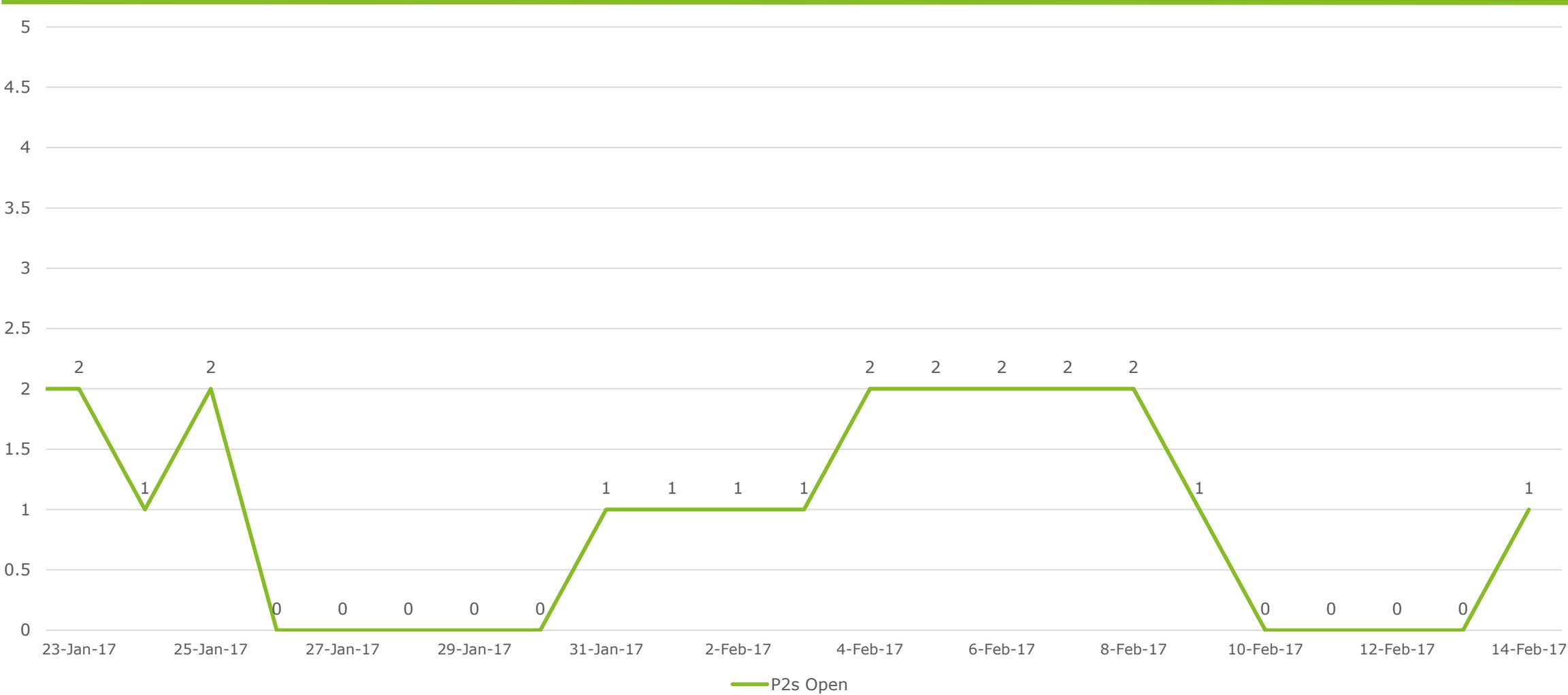


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday February 15th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Wednesday February 15th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

