

# Production Daily Health Report

## Thursday February 16<sup>th</sup>, 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	1247	0
DHS3503 - Additional Documentation Required	Passed	Pending	0	441	0

\*Reviewing notices before releasing

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
186	0	186	133

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

Thursday February 16<sup>th</sup>, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	1	P2 incidents	1
	937	P3 incidents	969
	59	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> <p>Update (2/15/17): Feedback given. Awaiting response from State.</p>	<b>In Clarification</b> awaiting response from State

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12<sup>th</sup> to February 15<sup>th</sup>

## Start of the Day

**926**

Scanned/Indexed



**22,680**

Processed\*



**49,769**

Completed\*\*



**73,375**

Total\*\*\*

## Daily Net Change

**-54**

Scanned/Indexed



**35**

Processed



**490**

Completed



**471**

Total

## End of the Day

**872**

Scanned/Indexed



**22,715**

Processed



**50,259**

Completed



**73,846**

Total

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

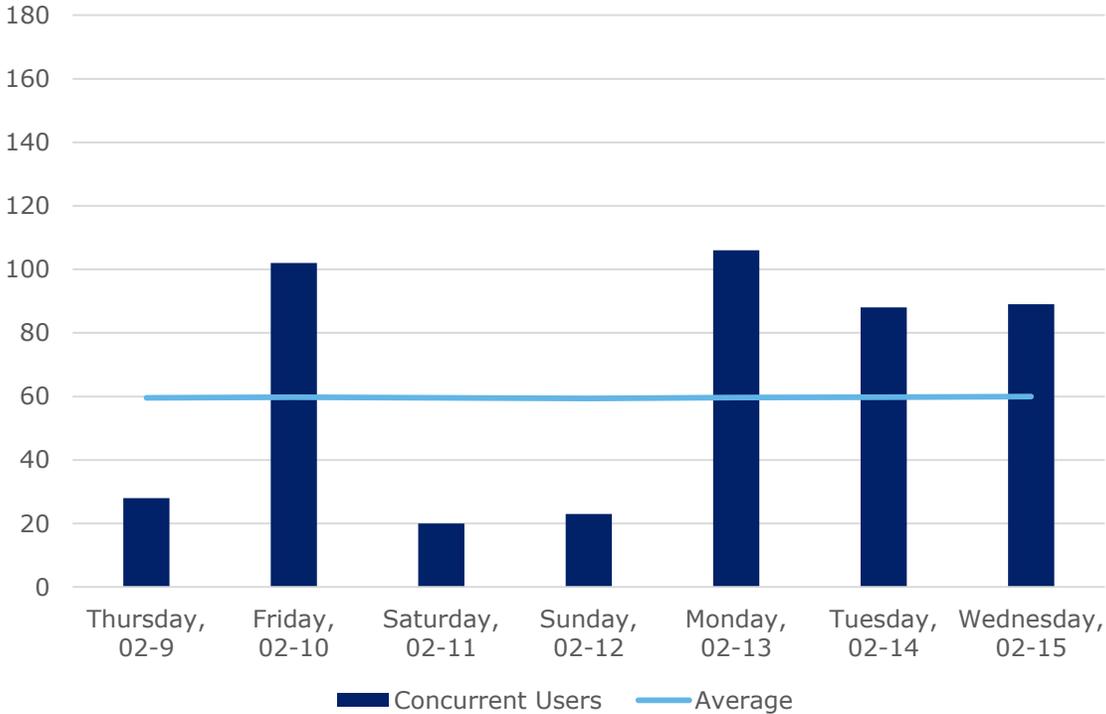
\*\* Completed applications have been processed and have had eligibility run.

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

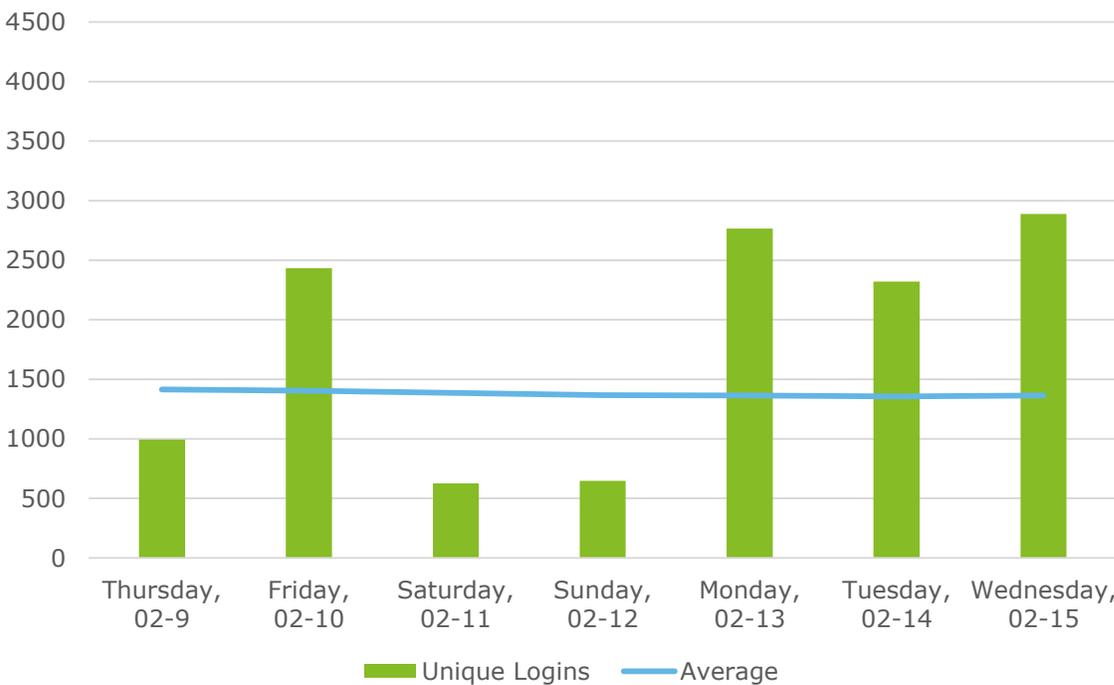
# RIBridges Technical Metrics – Customer Portal

Thursday February 16<sup>th</sup>, 2017 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

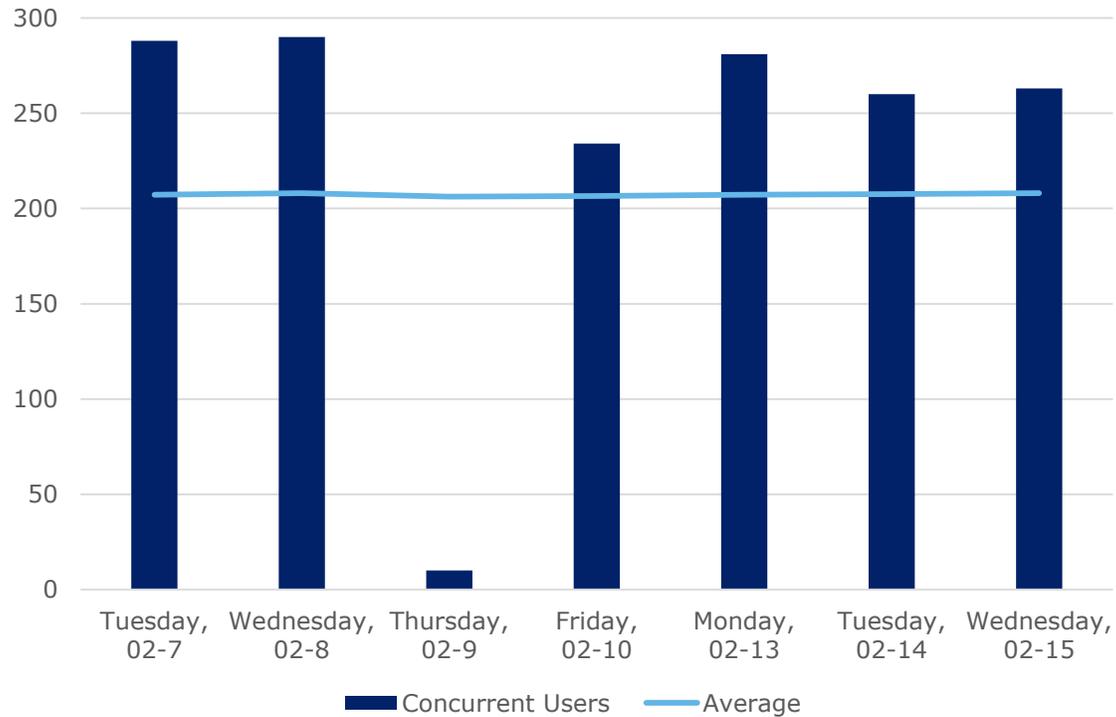


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

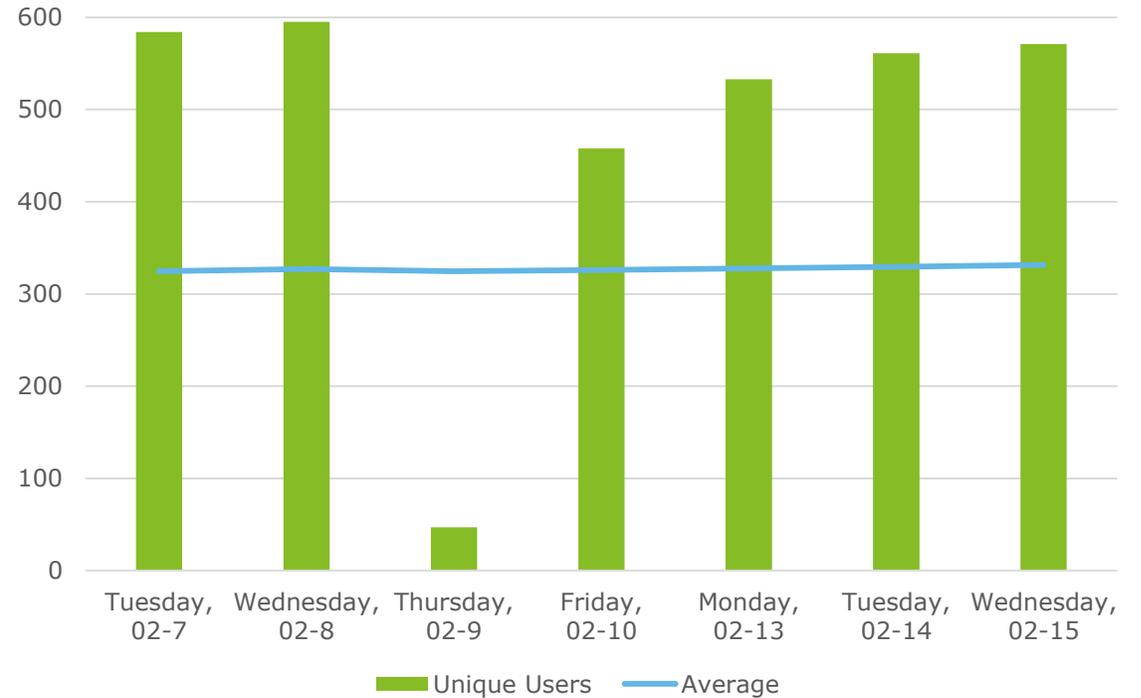
## Thursday February 16<sup>th</sup>, 2017 (10:00 AM EDT)

### 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

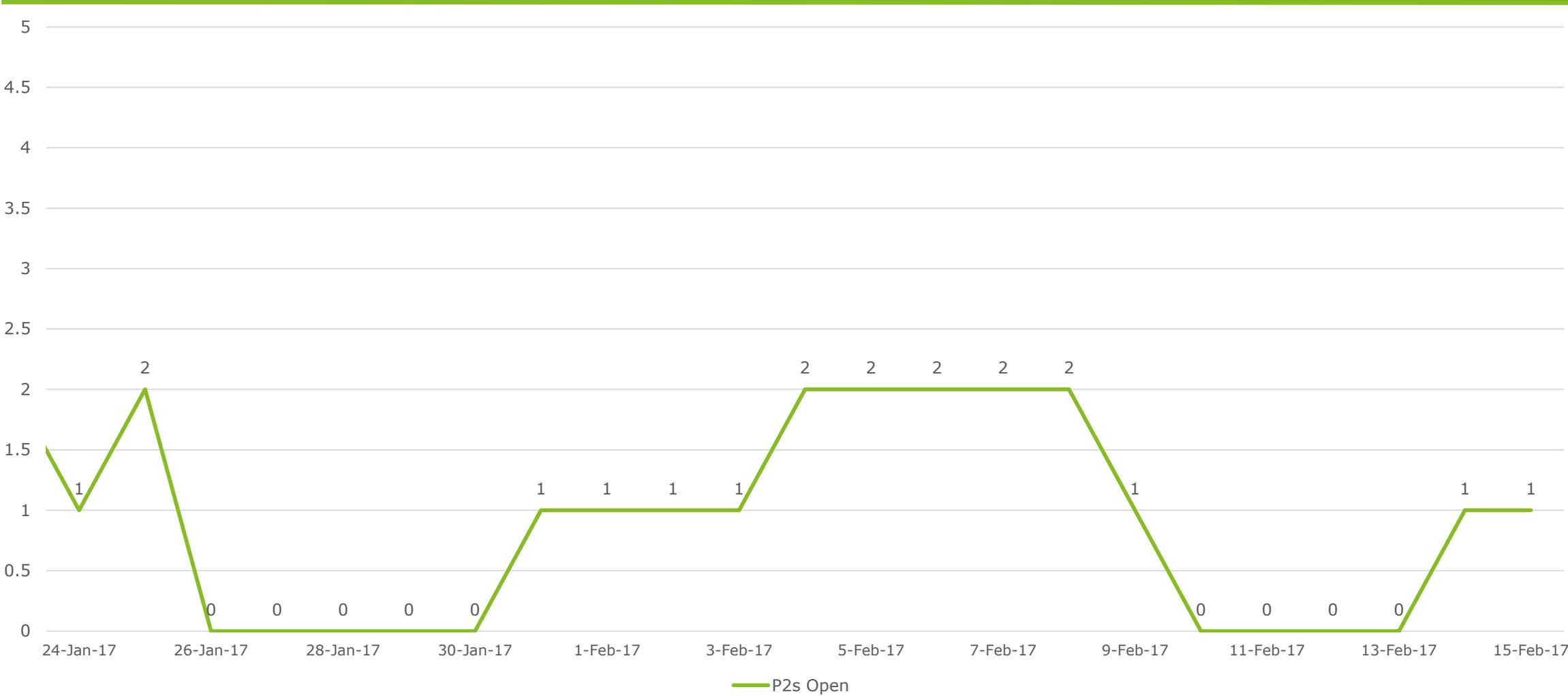


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIbridges Technical Metrics – P2 Incident Report

Thursday February 16<sup>th</sup>, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Thursday February 16<sup>th</sup>, 2017 (10:00 AM EDT)

Total Priority 3 Blocker\* Incidents Open by Day

