Production Daily Health Report
Monday February 20th, 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
2/25	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	503	0
DHS3503-Additional Documentation Required	Passed	Pending	0	155	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
77	0	77	242

Batch Name	Status	Impact
Benefit Issuance	N/A	
Mass Update	N/A	
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.

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RIBridges Top Issues Impacting Cases
Monday February 20th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	0
	918	P3 incidents	960
	61	P4 incidents	59

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 19th

Start of the Day

| **1,058** | + | **22,681** | + | **50,773** | = | **74,512** |
| Scanned/Indexed | | Processed* | | Completed** | | Total*** |

Daily Net Change

| **63** | + | **132** | + | **417** | = | **613** |
| Scanned/Indexed | | Processed | | Completed | | Total |

End of the Day

| **1,122** | + | **22,813** | + | **51,190** | = | **75,125** |
| Scanned/Indexed | | Processed | | Completed | | Total |

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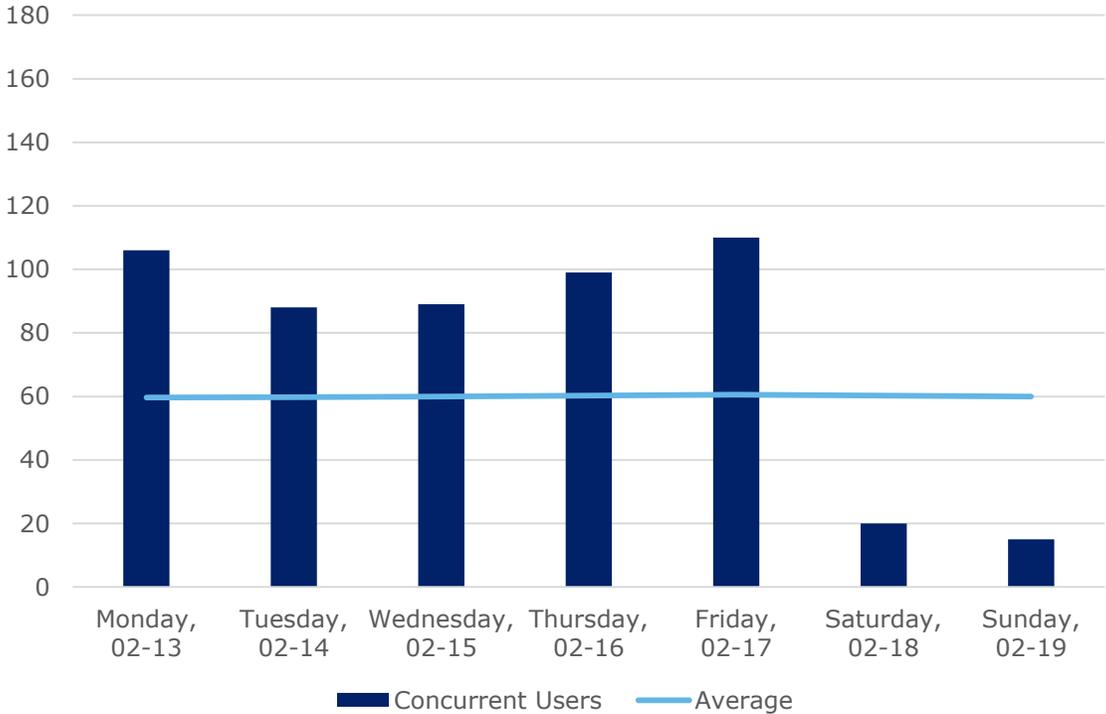** Completed applications have been processed and have had eligibility run.
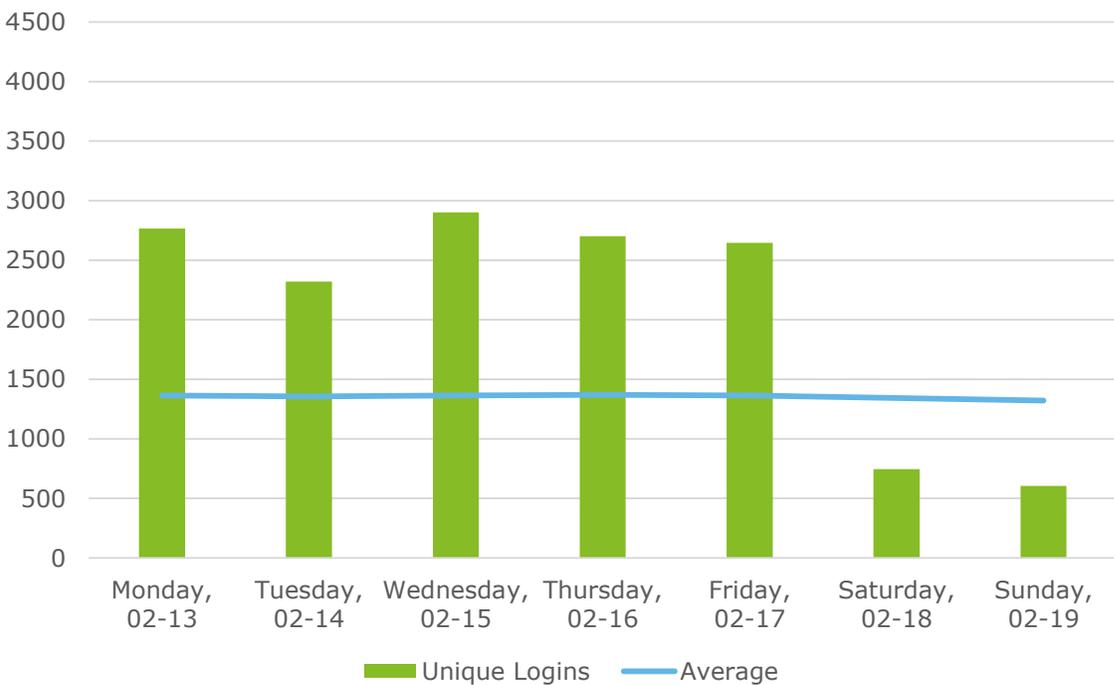*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
Monday February 20th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: ■ Concurrent Users — Average

Customer Portal Unique Logins Per Day

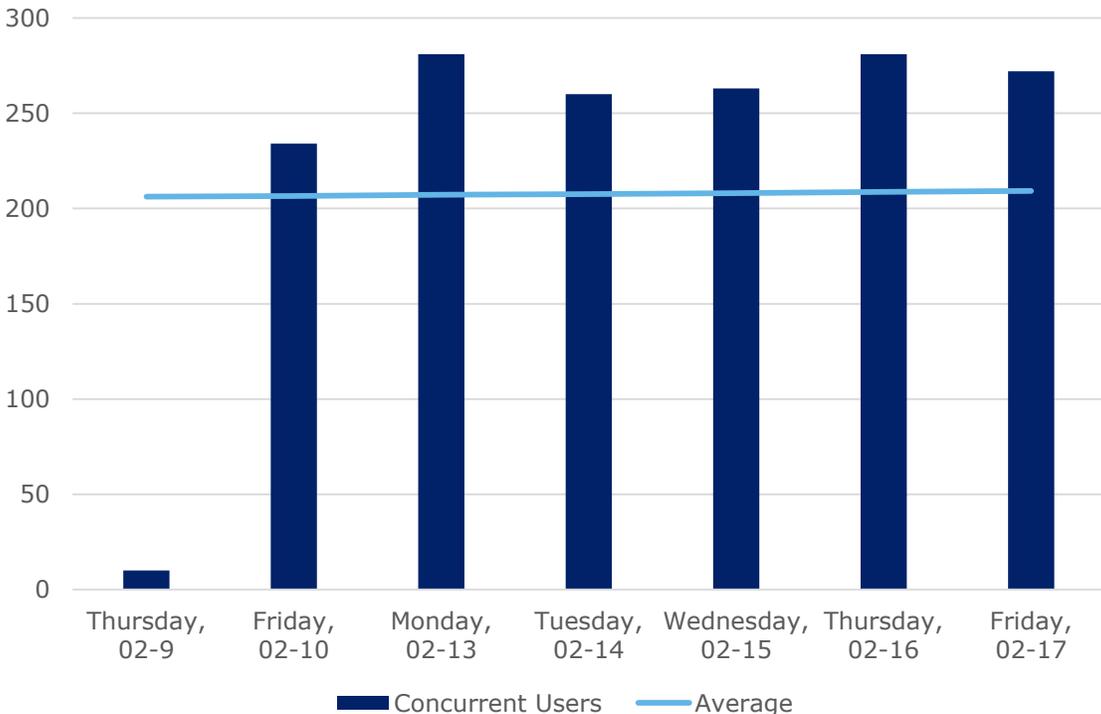Legend: ■ Unique Logins — Average

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Monday February 20th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Concurrent Users — Average

Worker Portal Unique Logins Per Weekday

Unique Users — Average

* Concurrent is over five minutes
** Exact number of concurrent logins with no exclusions
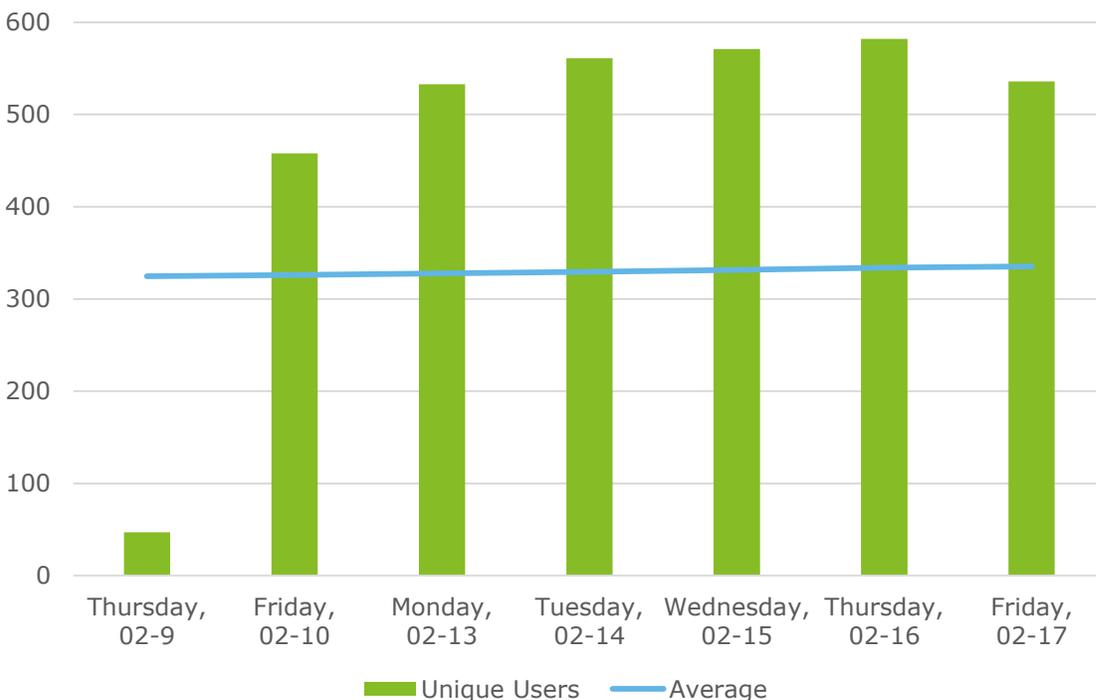
* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report
Monday February 20th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Monday February 20th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS:26
HSRI: 13
EOHHS: 13

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