Production Daily Health Report
Friday February 24th, 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	340	0
DHS3503-Additional Documentation Required	Passed	Pending	0	TBD	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
180	0	180	139

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

Interfaces

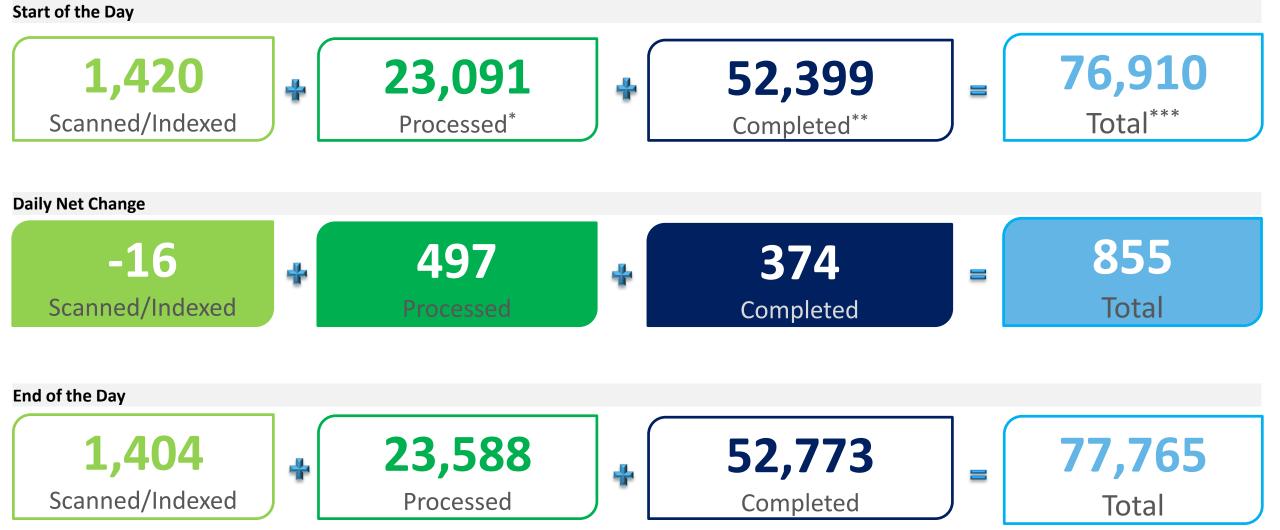| Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*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
Friday February 24th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	**0**
	1	P2 incidents	0
	1031	P3 incidents	960
	62	P4 incidents	59

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	For certain customers, RIBridges is not including Standard Utility Allowance (SUA) in the SNAP benefit calculation (RIB-14886)	For cases where the household received LIHEAP benefits during the past 12 months, or indicated they are responsible for heating and cooling costs, the SNAP benefit calculation may be impacted upon running eligibility. The additional benefit issued on their EBT cards for the SUA (typically $0-$30) is not currently issued, although they are receiving their standard SNAP benefit without the SUA calculated.	A software fix will be made in the 2/25 weekly release to correct the issue going forward. A data fix will be created and validated with DHS to fix customers retroactively who are missing their SUA adjustment and to automatically add adjusted benefits to customer's EBT cards.

System Application Statistics

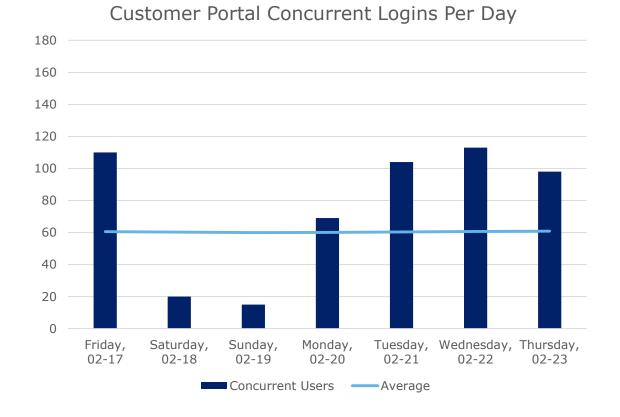Below provides the applications that have been submitted into the system from September 12th to February 23rd

Start of the Day

1,420 Scanned/Indexed ➕ **23,091** Processed* ➕ **52,399** Completed** ﹦ **76,910** Total***

Daily Net Change

-16 Scanned/Indexed ➕ **497** Processed ➕ **374** Completed ﹦ **855** Total

End of the Day

1,404 Scanned/Indexed ➕ **23,588** Processed ➕ **52,773** Completed ﹦ **77,765** Total

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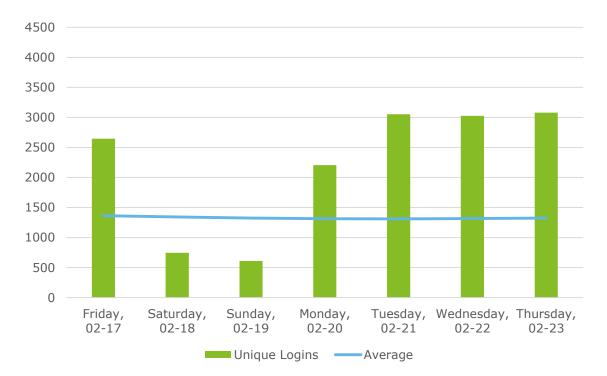** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

3

RIBridges Technical Metrics – Customer Portal
Friday February 24th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day
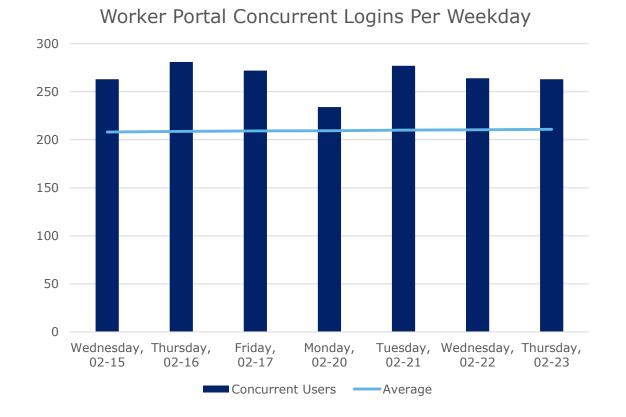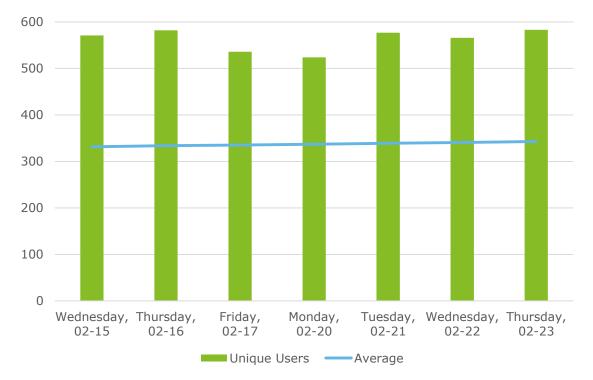
Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Friday February 24th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Legend: ■ Concurrent Users — Average

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

Worker Portal Unique Logins Per Weekday

Legend: ■ Unique Users — Average

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

RIBridges Technical Metrics – P2 Incident Report
Friday February 24th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

— P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Friday February 24th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day