Production Daily Health Report
Monday February 20th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/25</td>
<td>Weekly Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

Daily Smoke Test Status: Pass

Key Events

Notices QC

<table>
<thead>
<tr>
<th>Notice</th>
<th>Status</th>
<th>Transferred</th>
<th>QC Passed</th>
<th>QC Pending</th>
<th>Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS1605 - Benefit Decision Notice</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>503</td>
<td>0</td>
</tr>
<tr>
<td>DHS3503-Additional Documentation Required</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>155</td>
<td>0</td>
</tr>
</tbody>
</table>

*Reviewing notices before releasing

Batches

<table>
<thead>
<tr>
<th>Executed</th>
<th>Failed</th>
<th>Passed</th>
<th>Held / Not Scheduled*</th>
</tr>
</thead>
<tbody>
<tr>
<td>77</td>
<td>0</td>
<td>77</td>
<td>242</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Batch Name</th>
<th>Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit Issuance</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Mass Update</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Self Service Portal</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Reports</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Support Functions</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Notices</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>EDM</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

Interfaces

<table>
<thead>
<tr>
<th>Critical Trading Partner</th>
<th>Transfer Status</th>
<th>QC Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMIS</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>FIS (EBT)</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Child Support</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>SSA</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Bank of America</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Santander</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Welligent</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Carriers &amp; NFP</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>DCYF</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

*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

**Monday February 20\(^{th}\), 2017 (10:00 AM EDT)**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>P1 Incidents</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>P2 incidents</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>918</td>
<td>P3 incidents</td>
<td>960</td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>P4 incidents</td>
<td>59</td>
<td></td>
</tr>
</tbody>
</table>

### P1 and P2 Issue Summary

<table>
<thead>
<tr>
<th>Priority</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>P1 Incidents</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>P2 incidents</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>918</td>
<td>P3 incidents</td>
<td>960</td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>P4 incidents</td>
<td>59</td>
<td></td>
</tr>
</tbody>
</table>
## System Application Statistics

Below provides the applications that have been submitted into the system from September 12\textsuperscript{th} to February 19\textsuperscript{th}

### Start of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed(^*)</th>
<th>Completed(^{**})</th>
<th>Total(^{***})</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,058</td>
<td>22,681</td>
<td>50,773</td>
<td>74,512</td>
</tr>
</tbody>
</table>

### Daily Net Change

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>63</td>
<td>132</td>
<td>417</td>
<td>613</td>
</tr>
</tbody>
</table>

### End of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,122</td>
<td>22,813</td>
<td>51,190</td>
<td>75,125</td>
</tr>
</tbody>
</table>

\(^*\) 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)

*Concurrent is over five minutes*
**RIBridges Technical Metrics – Worker Portal**
Monday February 20\(^{th}\), 2017 (10:00 AM EDT)

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**Worker Portal Concurrent Logins Per Weekday**

<table>
<thead>
<tr>
<th>Day</th>
<th>Concurrent Users</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 02-09</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Friday, 02-10</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>Monday, 02-13</td>
<td>275</td>
<td>275</td>
</tr>
<tr>
<td>Tuesday, 02-14</td>
<td>250</td>
<td>250</td>
</tr>
<tr>
<td>Wednesday, 02-15</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>Thursday, 02-16</td>
<td>200</td>
<td>200</td>
</tr>
<tr>
<td>Friday, 02-17</td>
<td>250</td>
<td>250</td>
</tr>
</tbody>
</table>

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

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**Worker Portal Unique Logins Per Weekday**

<table>
<thead>
<tr>
<th>Day</th>
<th>Unique Users</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, 02-09</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Friday, 02-10</td>
<td>400</td>
<td>400</td>
</tr>
<tr>
<td>Monday, 02-13</td>
<td>500</td>
<td>500</td>
</tr>
<tr>
<td>Tuesday, 02-14</td>
<td>550</td>
<td>550</td>
</tr>
<tr>
<td>Wednesday, 02-15</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Thursday, 02-16</td>
<td>600</td>
<td>600</td>
</tr>
<tr>
<td>Friday, 02-17</td>
<td>600</td>
<td>600</td>
</tr>
</tbody>
</table>

* 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

<table>
<thead>
<tr>
<th>Date</th>
<th>P2 Incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td>28-Jan-17</td>
<td>0</td>
</tr>
<tr>
<td>30-Jan-17</td>
<td>0</td>
</tr>
<tr>
<td>1-Feb-17</td>
<td>1</td>
</tr>
<tr>
<td>3-Feb-17</td>
<td>1</td>
</tr>
<tr>
<td>5-Feb-17</td>
<td>2</td>
</tr>
<tr>
<td>7-Feb-17</td>
<td>2</td>
</tr>
<tr>
<td>9-Feb-17</td>
<td>2</td>
</tr>
<tr>
<td>11-Feb-17</td>
<td>2</td>
</tr>
<tr>
<td>13-Feb-17</td>
<td>0</td>
</tr>
<tr>
<td>15-Feb-17</td>
<td>1</td>
</tr>
<tr>
<td>17-Feb-17</td>
<td>1</td>
</tr>
<tr>
<td>19-Feb-17</td>
<td>0</td>
</tr>
</tbody>
</table>

P2s Open
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

<table>
<thead>
<tr>
<th>Week 5</th>
<th>Week 6</th>
<th>Week 7</th>
<th>Week 8</th>
<th>Week 9</th>
<th>Week 10</th>
<th>Week 11</th>
<th>Week 12</th>
<th>Week 13</th>
<th>Week 14</th>
</tr>
</thead>
</table>

- EOHHS Top Priorities
- HSRI Top Priorities
- DHS Top Priorities

**Agency Priority 3 Incidents (P3 Blockers)**

EOHHS: 13
HSRI: 13
DHS: 26