Production Daily Health Report  
Tuesday February 21st, 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

**Customer Portal** | **Worker Portal** | **CCAP** | **EARR**

### Key Events

- **Date**: 2/25
- **Event**: Weekly Release
- **Status**: Not Started

### 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>1265</td>
<td>0</td>
</tr>
<tr>
<td>DHS3503-Additional Documentation Required</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>298</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>186</td>
<td>1</td>
<td>185</td>
<td>133</td>
</tr>
</tbody>
</table>

### Batch Name

- **Benefit Issuance**: N/A
- **Mass Update**: N/A
- **Self Service Portal**: Passed
- **Reports**: Passed
- **Support Functions**: Passed
- **Notice**: Passed
- **EDM**: Passed

### Executed

<table>
<thead>
<tr>
<th>Batch Name</th>
<th>Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMIS</td>
<td>Passed</td>
<td>N/A</td>
</tr>
<tr>
<td>FIS (EBT)</td>
<td>Passed</td>
<td>N/A</td>
</tr>
<tr>
<td>Child Support</td>
<td>Passed</td>
<td>N/A</td>
</tr>
<tr>
<td>Notices</td>
<td>Passed</td>
<td>N/A</td>
</tr>
<tr>
<td>Notices QC</td>
<td></td>
<td>N/A (interfaces)</td>
</tr>
<tr>
<td>EDM</td>
<td>Passed</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Interfaces

- **Critical Trading Partner**: N/A
- **Partner**: N/A
- **Transfer Status**: Passed
- **QC Status**: Passed
- **Impact**: SVES Merge Batch failed and was manually completed. Logged JIRA RIB-4550 to track

- **Bank of America**: N/A
- **Santander**: N/A
- **Welligent**: N/A
- **Carriers & NFP**: Passed
- **DCYF**: 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

**Tuesday February 21st, 2017 (10:00 AM EDT)**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Issue</th>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>P1 Incidents</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td>P2 incidents</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>942</td>
<td>P3 incidents</td>
<td>960</td>
<td>59</td>
</tr>
<tr>
<td>61</td>
<td>P4 incidents</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 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 20th.

## 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>1,122</td>
<td>22,813</td>
<td>51,190</td>
<td>75,125</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>33</td>
<td>40</td>
<td>353</td>
<td>426</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>1,155</td>
<td>22,853</td>
<td>51,543</td>
<td>75,551</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
Tuesday February 21st, 2017 (10:00 AM EDT)

*Concurrent is over five minutes*
RIBridges Technical Metrics – Worker Portal
Tuesday February 21st, 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
Tuesday February 21st, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

0 0 0 1 1 1 1 0 0 0 0 2 2 2 2 2 1 1 1 1 0 0 0 0 0 0

29-Jan-17 31-Jan-17 2-Feb-17 4-Feb-17 6-Feb-17 8-Feb-17 10-Feb-17 12-Feb-17 14-Feb-17 16-Feb-17 18-Feb-17 20-Feb-17
## RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

### Tuesday February 21st, 2017 (10:00 AM EDT)

### Total Priority 3 Blocker* Incidents Open by Day

<table>
<thead>
<tr>
<th></th>
<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>
<tbody>
<tr>
<td>EOHHS Top Priorities</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSRI Top Priorities</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DHS Top Priorities</td>
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</tr>
</tbody>
</table>

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

- **EOHHS:** 18
- **HSRI:** 13
- **DHS:** 29

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[DHS:29  HSRI: 13  EOHHS: 18]