

Production Daily Health Report

Wednesday February 22nd, 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	1334	0
DHS3503-Additional Documentation Required	Passed	Pending	0	452	0

*Reviewing notices before releasing

Batches

Executed	Failed	Passed	Held / Not Scheduled*
179	1	178	140

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	Partial - Passed	Passed	SVES Merge Batch failed and was manually completed. Logged JIRA RIB-14961 to track.
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

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

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	SUA no longer being included in the calculation of SNAP benefits for certain cases (RIB-14886)	For a number of customers converted from InRhodes and approaching their annual renewal for LIHEAP (as well as for new SNAP cases that were not picked up in the mass update batch), RIBridges is not including Standard Utility Allowance as part of net income during the SNAP benefit calculation. For customers who have not yet reached their annual LIHEAP renewal, no impact to their benefits is expected.	A software and data fix will be made in the 2/25 weekly release to correct impacted cases, as well as the issue going forward.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to February 21st

Start of the Day

1,155

Scanned/Indexed



22,853

Processed*



51,543

Completed**



75,551

Total***

Daily Net Change

127

Scanned/Indexed



43

Processed



482

Completed



652

Total

End of the Day

1,282

Scanned/Indexed



22,896

Processed



52,025

Completed



76,203

Total

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

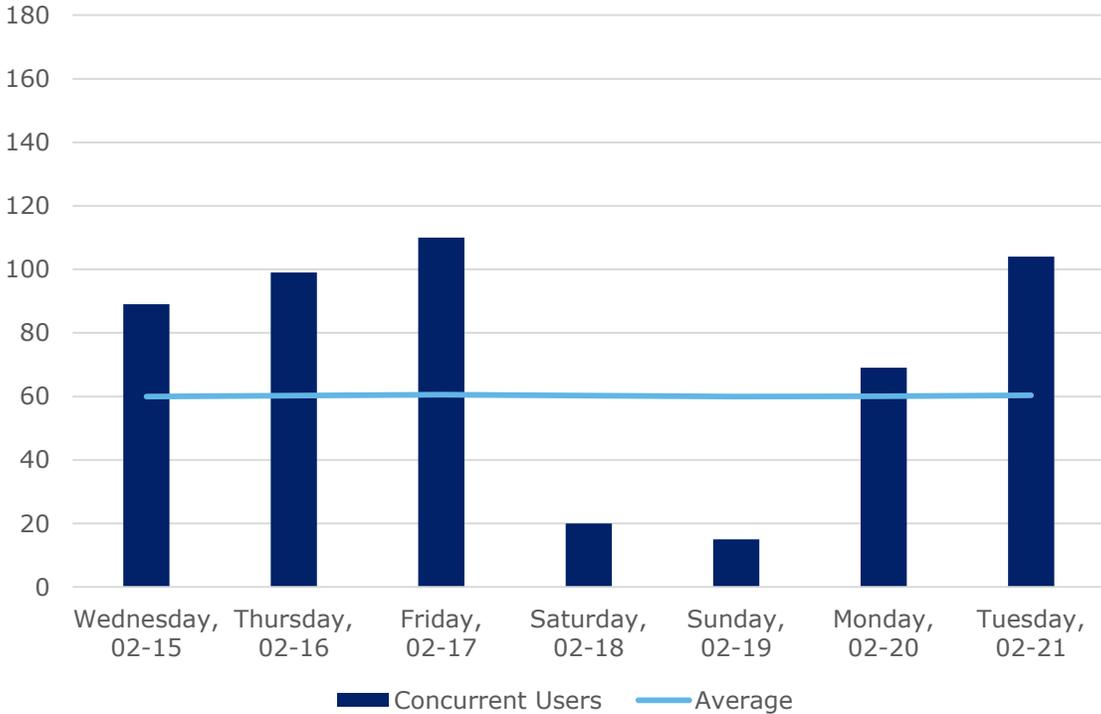
** Completed applications have been processed and have had eligibility run.

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

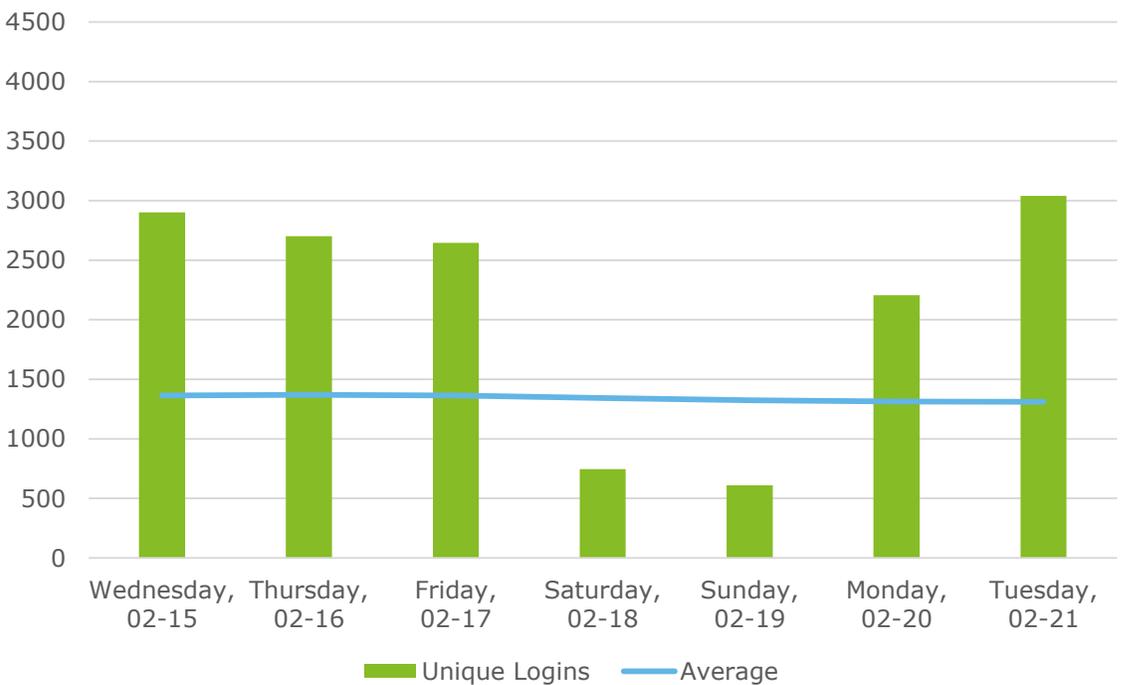
RIBridges Technical Metrics – Customer Portal

Wednesday February 22nd, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

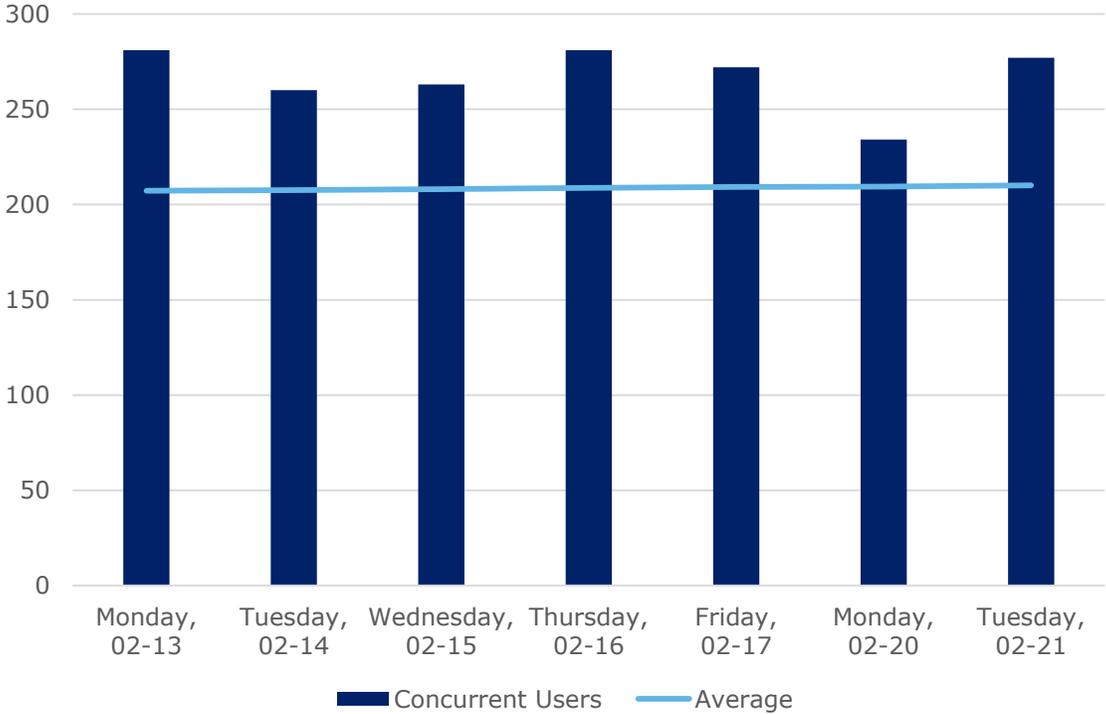


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

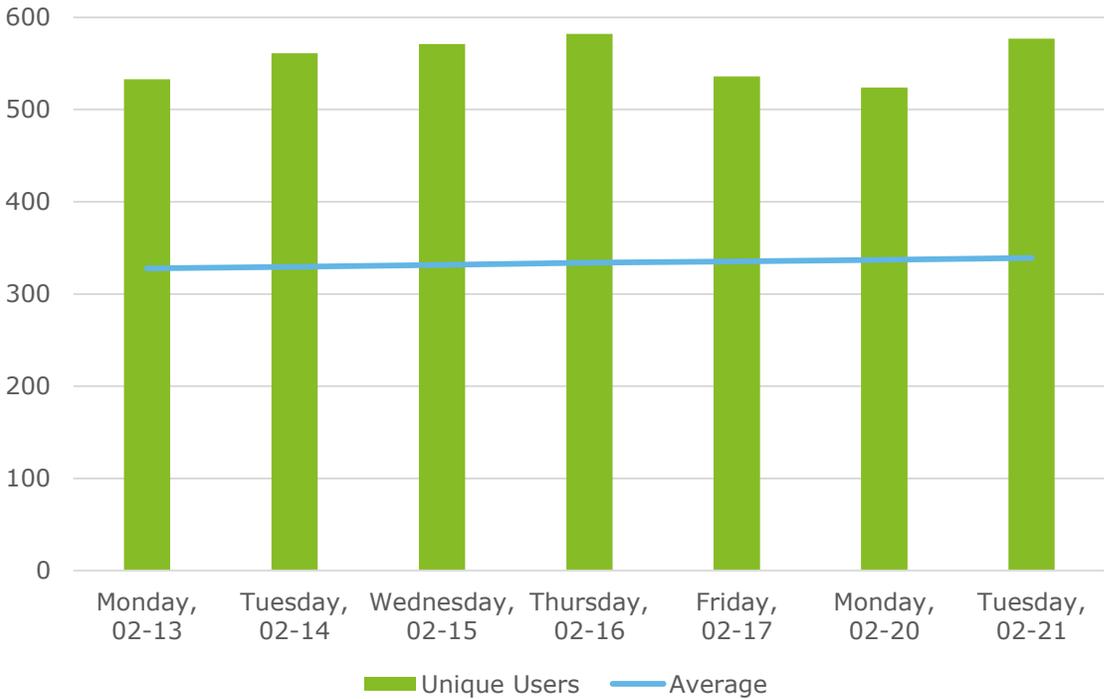
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Worker Portal Concurrent Logins Per Weekday



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

Worker Portal Unique Logins Per Weekday

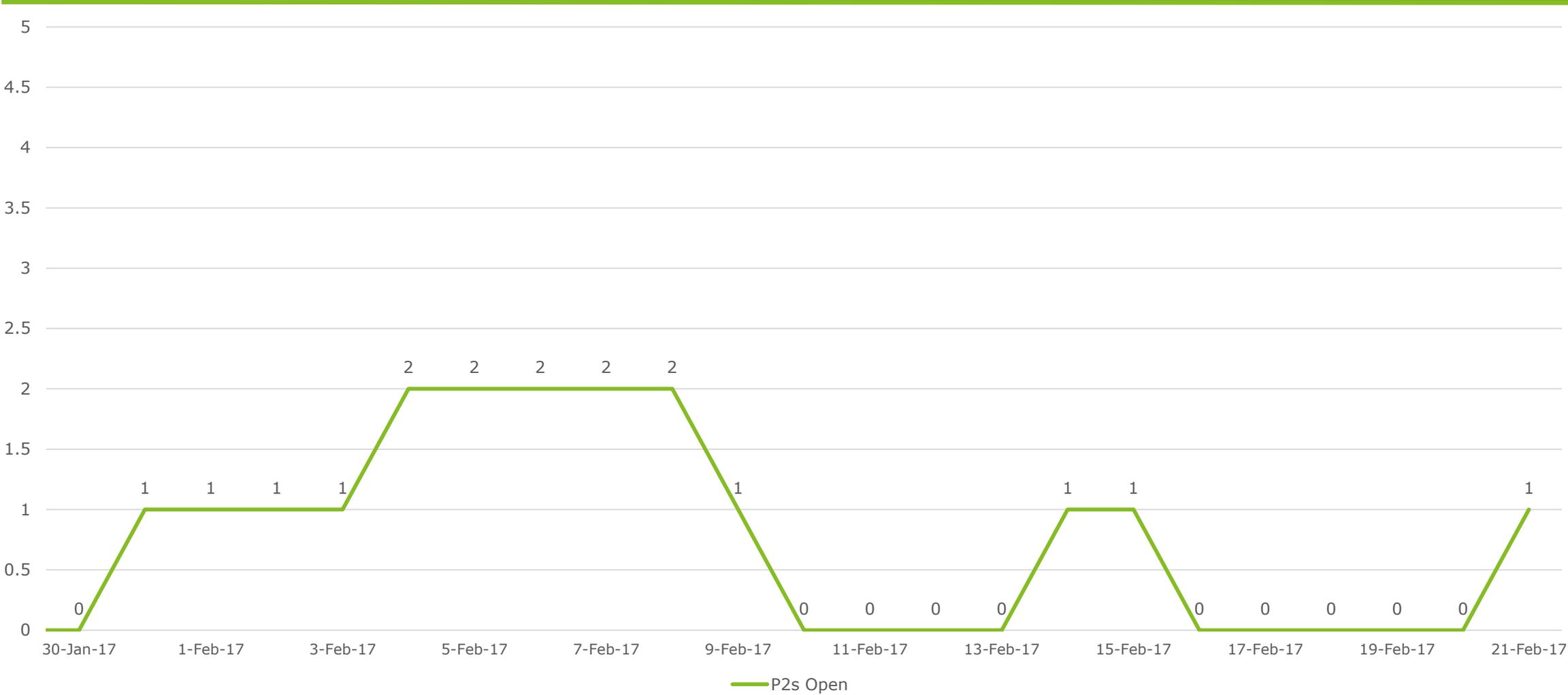


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Wednesday February 22nd, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday February 22nd, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

