# Production Daily Health Report
## Wednesday March 1st, 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 |
|---|---|---|
| 3/4 | Weekly Release | Not Started |

## Notices QC

| Notice | Status | Transferred | QC Passed | QC Pending | Held |
|---|---|---|---|---|---|
| DHS1605 –Benefit Decision Notice | Passed | Pending | 0 | 1436 | 0 |
| DHS3503-Additional Documentation Required | Passed | Pending | 0 | 848 | 0 |

*Reviewing notices before releasing

## Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|---|---|---|---|
| 177 | 0 | 177 | 142 |

| 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.

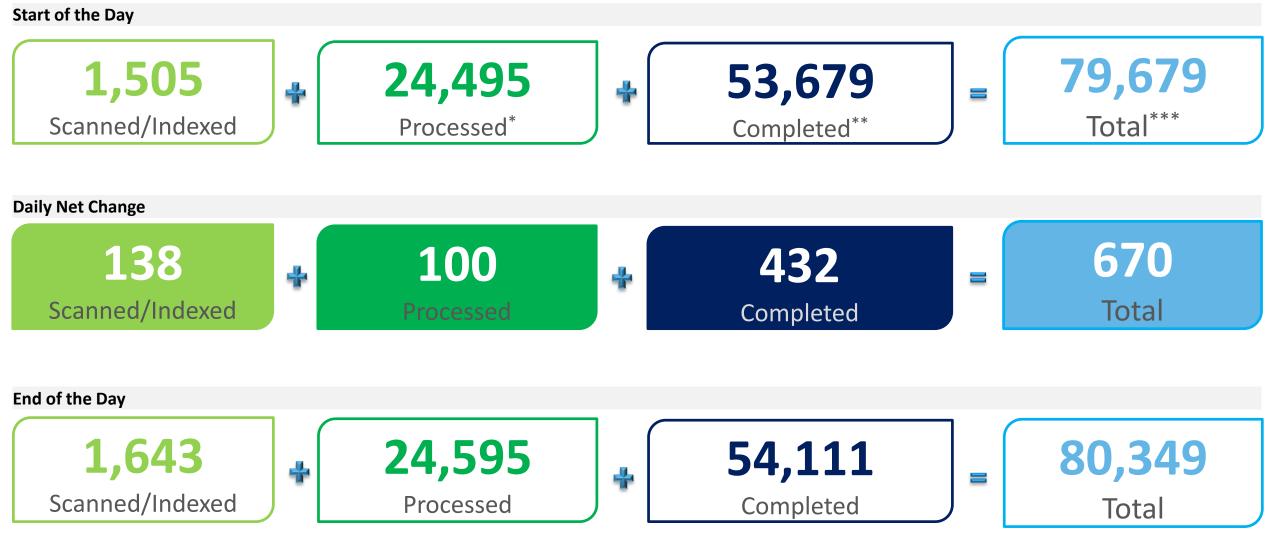# RIBridges Top Issues Impacting Cases
## Wednesday March 1st, 2017 (10:00 AM EDT)

| | Current Week | | Previous Week |
|---|---|---|---|
| | 0 | P1 Incidents | 0 |
| | 0 | P2 incidents | 1 |
| | 967 | P3 incidents | 1031 |
| | 64 | P4 incidents | 62 |

**P1 and P2 Issue Summary**

| # | Priority | Issue | Root cause | Resolution |
|---|---|---|---|---|

# System Application Statistics

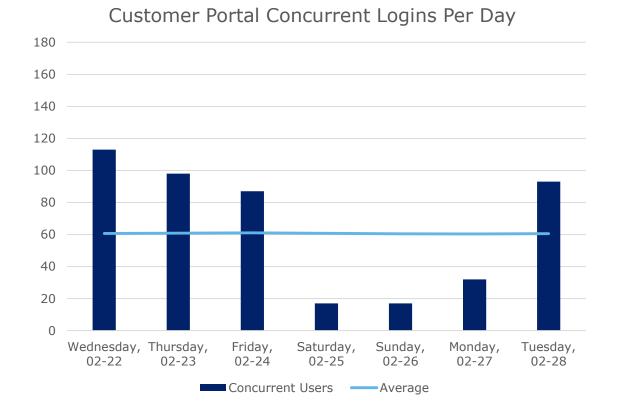Below provides the applications that have been submitted into the system from September 12th to February 28th

**Start of the Day**

| **1,505** Scanned/Indexed | + | **24,495** Processed* | + | **53,679** Completed** | = | **79,679** Total*** |

**Daily Net Change**

| **138** Scanned/Indexed | + | **100** Processed | + | **432** Completed | = | **670** Total |

**End of the Day**

| **1,643** Scanned/Indexed | + | **24,595** Processed | + | **54,111** Completed | = | **80,349** Total |

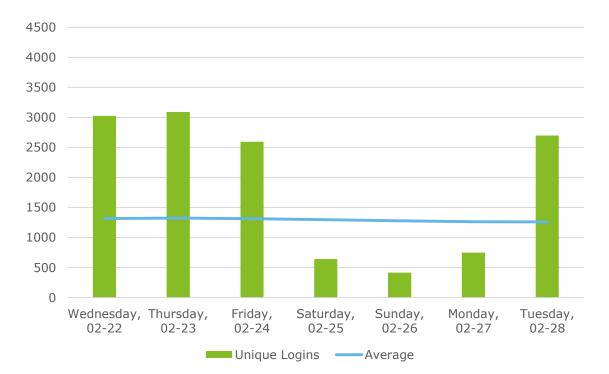* Processed applications have gone through the application registration process, but eligibility has not been run.
** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

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# RIBridges Technical Metrics – Customer Portal
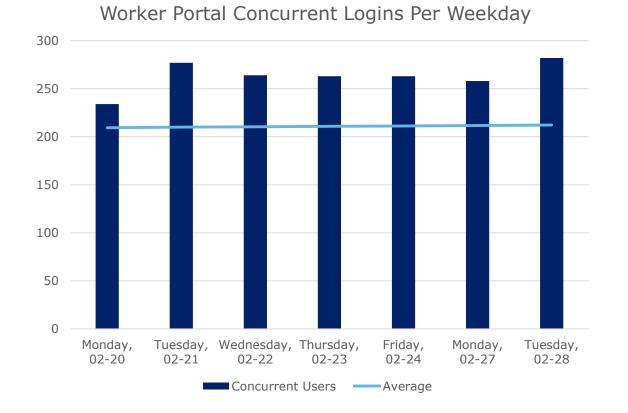Wednesday March 1st, 2017 (10:00 AM EDT)



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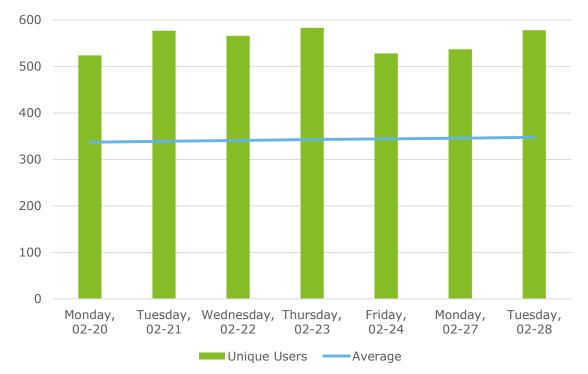
Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal
## Wednesday March 1st, 2017 (10:00 AM EDT)
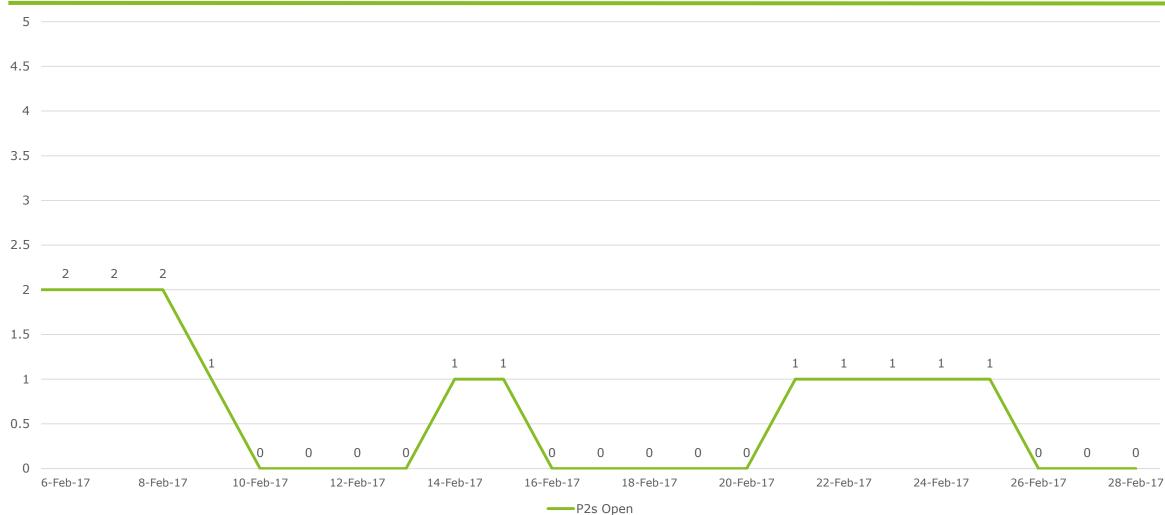


### Worker Portal Concurrent Logins Per Weekday

* 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
## Wednesday March 1st, 2017 (10:00 AM EDT)



P2 Cumulative Incidents Open by Day

# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday March 1st, 2017 (10:00 AM EDT)



Total Priority 3 Blocker* Incidents Open by Day