

# Production Daily Health Report

## Tuesday February 28<sup>th</sup>, 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	958	0
DHS3503-Additional Documentation Required	Passed	Pending	0	350	0

\*Reviewing notices before releasing

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
181	0	181	138

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

Tuesday February 28<sup>th</sup>, 2017 (10:00 AM EDT)

	Current Week	Previous Week
P1 Incidents	0	0
P2 incidents	0	1
P3 incidents	944	1031
P4 incidents	63	62

## P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
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# System Application Statistics

Below provides the applications that have been submitted into the system from September 12<sup>th</sup> to February 27<sup>th</sup>

## Start of the Day

**1,491**

Scanned/Indexed



**24,234**

Processed\*



**53,379**

Completed\*\*



**79,104**

Total\*\*\*

## Daily Net Change

**14**

Scanned/Indexed



**261**

Processed



**300**

Completed



**575**

Total

## End of the Day

**1,505**

Scanned/Indexed



**24,495**

Processed



**53,679**

Completed



**79,679**

Total

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

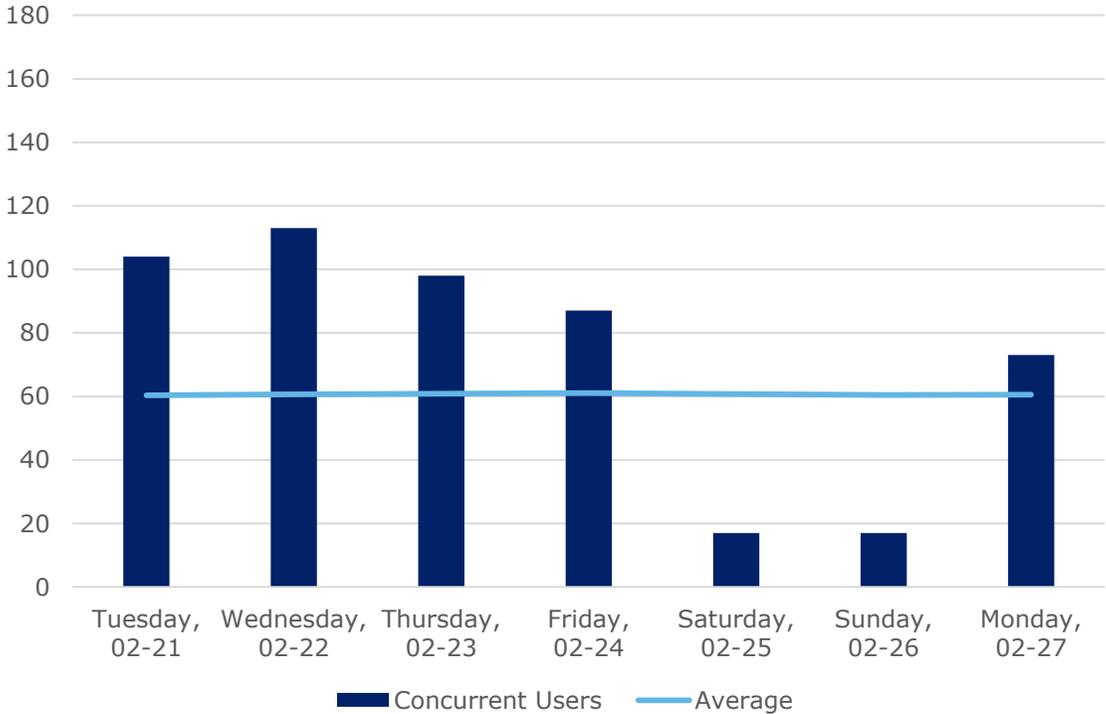
\*\* Completed applications have been processed and have had eligibility run.

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

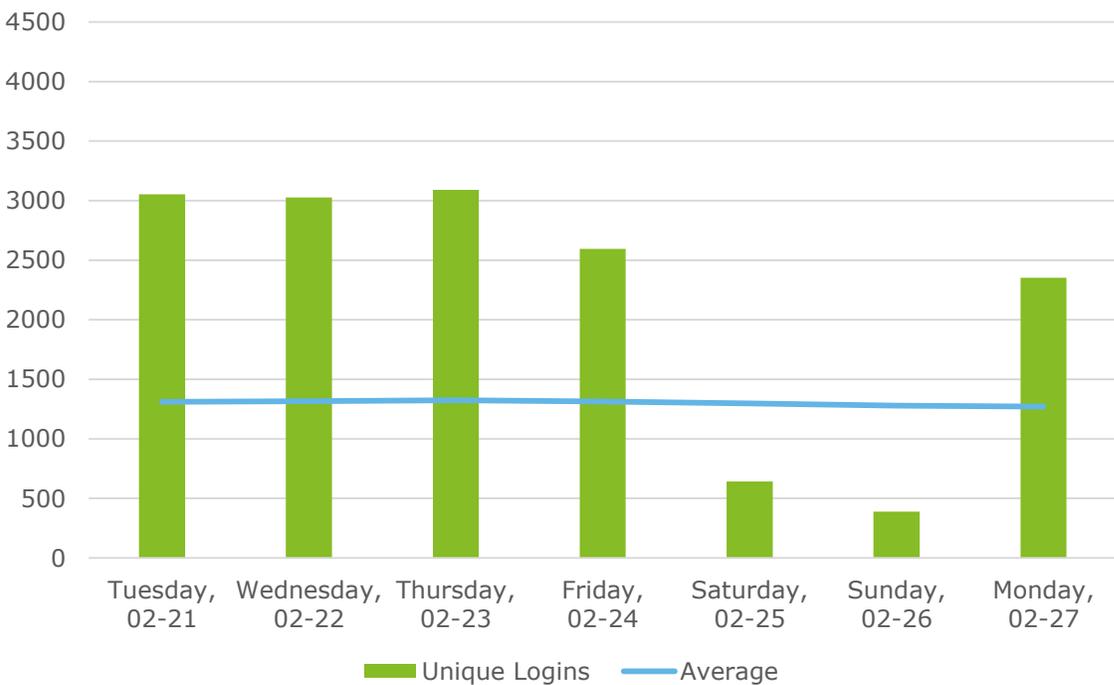
# RIBridges Technical Metrics – Customer Portal

Tuesday February 28<sup>th</sup>, 2017 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

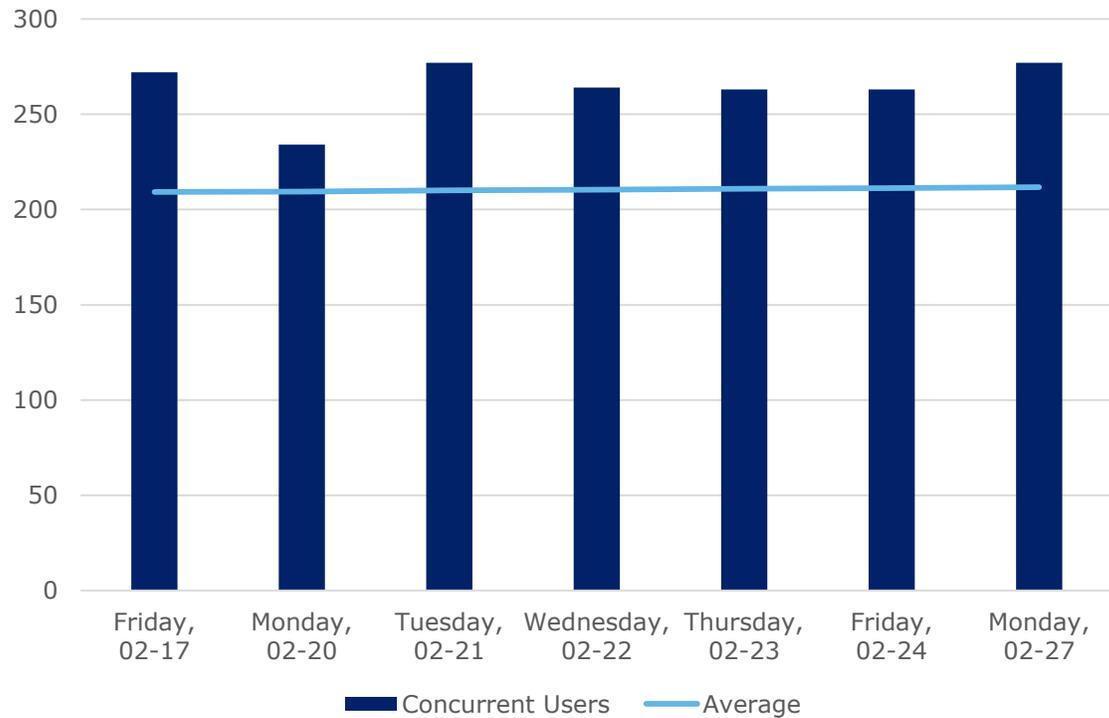


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

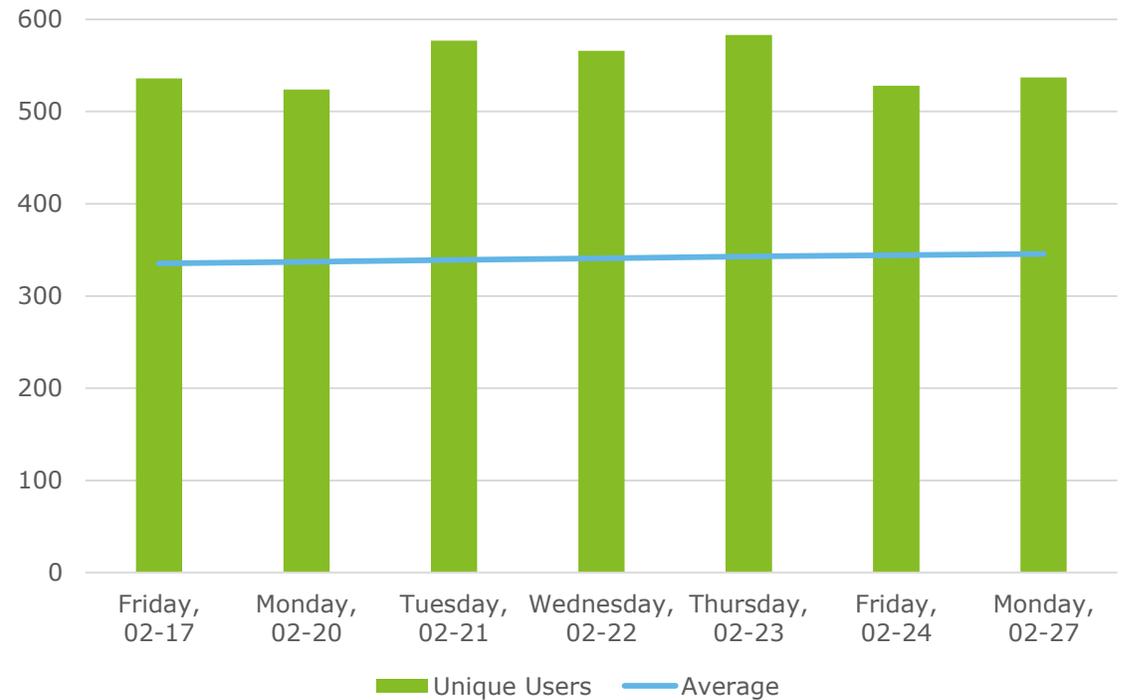
Tuesday February 28<sup>th</sup>, 2017 (10:00 AM EDT)

### 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

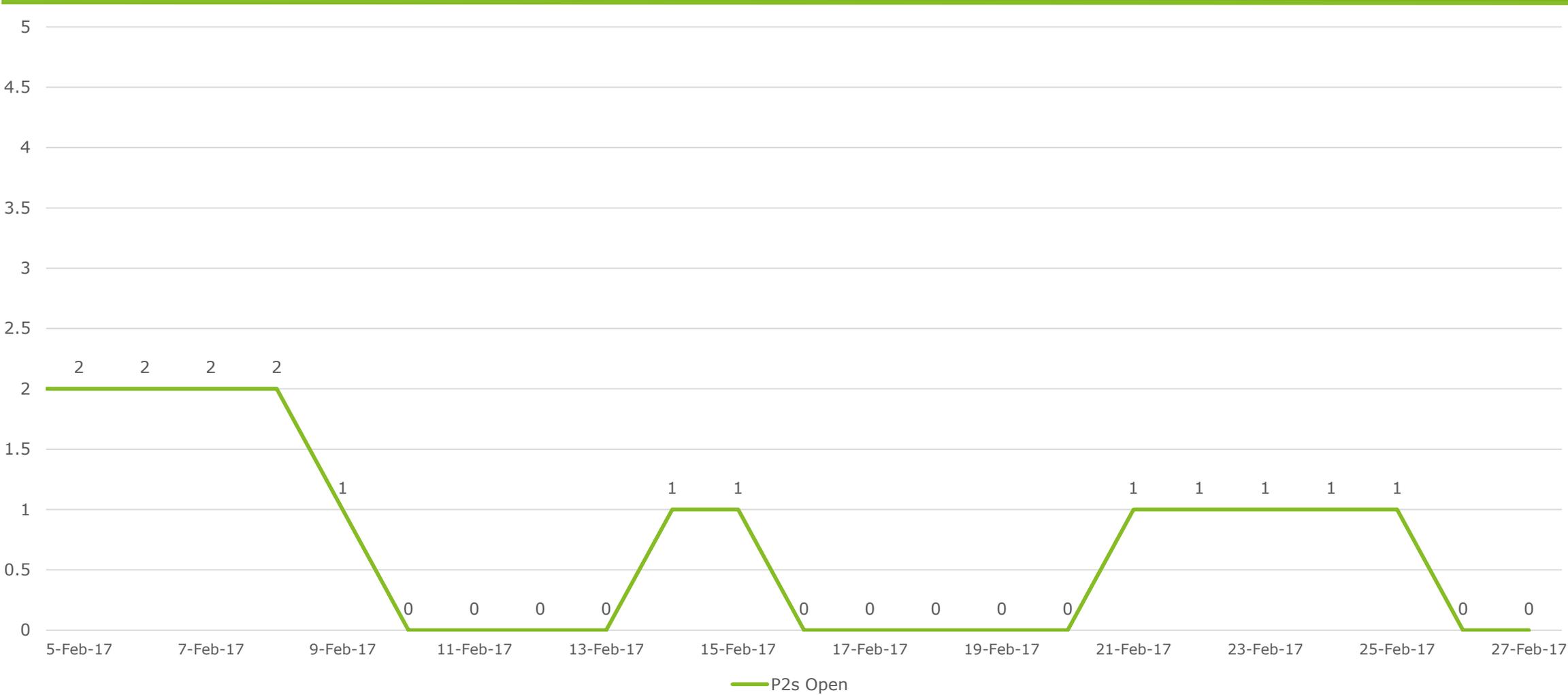


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIbridges Technical Metrics – P2 Incident Report

Tuesday February 28<sup>th</sup>, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Tuesday February 28<sup>th</sup>, 2017 (10:00 AM EDT)

Total Priority 3 Blocker\* Incidents Open by Day

