Production Daily Health Report
Thursday March 9th, 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
3/11	Weekly Release	Not Started
Provide Directory	Failed	Batch failed while processing DD provider file. The issue is being tracked by RIB-15979

Batches

Executed	Failed	Passed	Held / Not Scheduled*
187	1	186	133

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	2464	0
DHS3503-Additional Documentation Required	Passed	Pending	0	719	0

*Reviewing notices before releasing

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	Partial	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
Thursday March 9th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	**P1 Incidents**	**0**
	0	P2 incidents	0
	964	P3 incidents	971
	44	P4 incidents	63

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 March 9th

Start of the Day

1,842	+	**25,032**	+	**56,702**	=	**83,576**
Scanned/Indexed		Processed*		Completed**		Total***

Daily Net Change

-12	+	**106**	+	**442**	=	**536**
Scanned/Indexed		Processed		Completed		Total

End of the Day

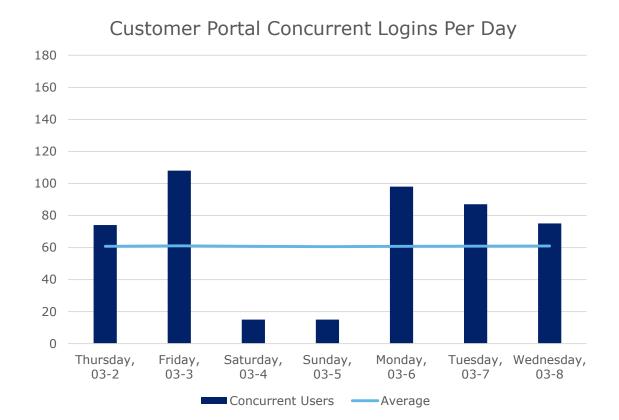| **1,830**	+	**25,138**	+	**57,144**	=	**84,112**
Scanned/Indexed		Processed		Completed		Total

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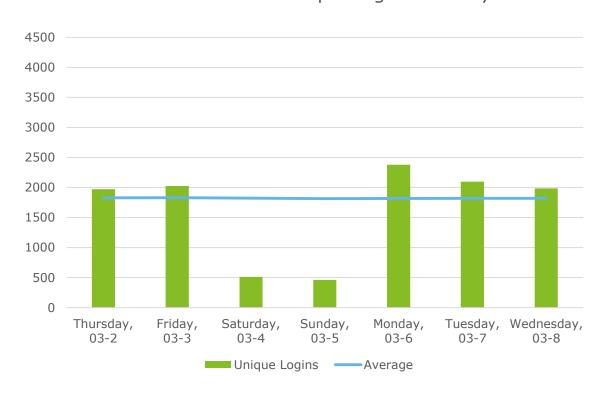*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
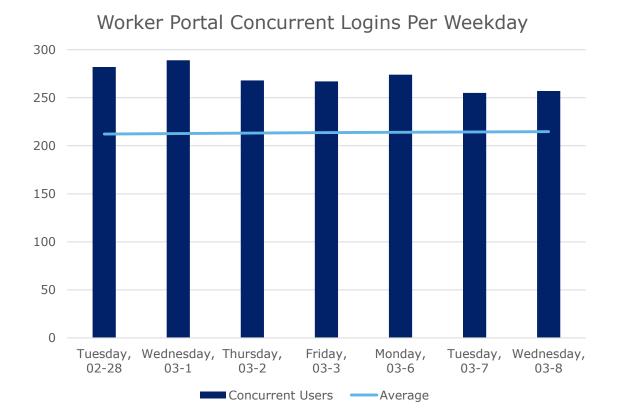## Thursday March 9th, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users — Average

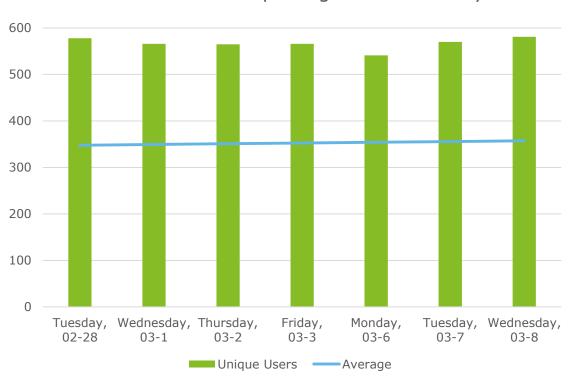### Customer Portal Unique Logins Per Day

Legend: Unique Logins — Average

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Thursday March 9th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Legend: Concurrent Users, Average

X-axis: Tuesday, 02-28; Wednesday, 03-1; Thursday, 03-2; Friday, 03-3; Monday, 03-6; Tuesday, 03-7; Wednesday, 03-8

Worker Portal Unique Logins Per Weekday

Legend: Unique Users, Average

X-axis: Tuesday, 02-28; Wednesday, 03-1; Thursday, 03-2; Friday, 03-3; Monday, 03-6; Tuesday, 03-7; Wednesday, 03-8

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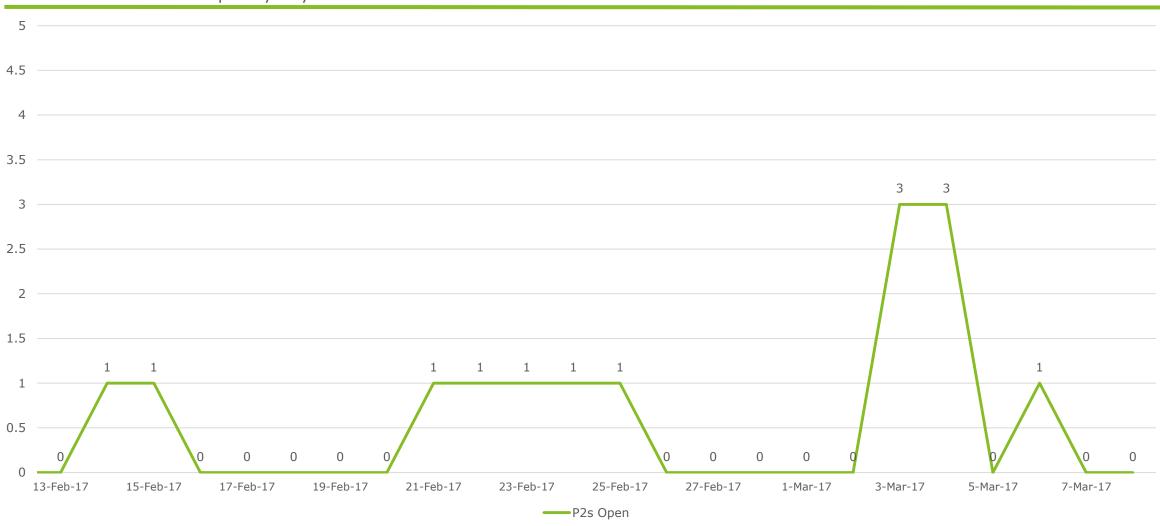** Exact number of concurrent logins with no exclusions

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

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RIBridges Technical Metrics – P2 Incident Report
Thursday March 9th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Thursday March 9th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS: 32
HSRI: 3
EOHHS: 18

■ EOHHS Top Priorities   ■ HSRI Top Priorities   ■ DHS Top Priorities