# Production Daily Health Report

**Thursday March 9th, 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>3/11</td>
<td>Weekly Release</td>
<td>Not Started</td>
</tr>
<tr>
<td></td>
<td>Provide Directory</td>
<td>Batch failed while processing DD provider file. The issue is being tracked by RIB-15979</td>
</tr>
</tbody>
</table>

## Daily Smoke Test Status: Pass

### Key Events

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/11</td>
<td>Weekly Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

## 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>2464</td>
<td>0</td>
</tr>
<tr>
<td>DHS3503-Additional Documentation Required</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>719</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>187</td>
<td>1</td>
<td>186</td>
<td>133</td>
</tr>
</tbody>
</table>

### Batch Name

- Benefit Issuance: Passed
- Mass Update: Passed
- Self Service Portal: Passed
- Reports: Passed
- Support Functions: Passed
- Notices: Passed
- EDM: Passed

### Impact

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

## Interfaces

<table>
<thead>
<tr>
<th>Critical Trading Partner</th>
<th>Transfer Status</th>
<th>QC Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMIS</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>FIS (EBT)</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Child Support</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>SSA</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Bank of America</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Santander</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Welligent</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Carriers &amp; NFP</td>
<td>Partial</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>DCYF</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>
## RIBridges Top Issues Impacting Cases

Thursday March 9<sup>th</sup>, 2017 (10:00 AM EDT)

<table>
<thead>
<tr>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>P1 Incidents</td>
</tr>
<tr>
<td>0</td>
<td>P2 incidents</td>
</tr>
<tr>
<td>964</td>
<td>P3 incidents</td>
</tr>
<tr>
<td>44</td>
<td>P4 incidents</td>
</tr>
</tbody>
</table>

### P1 and P2 Issue Summary

<table>
<thead>
<tr>
<th>#</th>
<th>Priority</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**System Application Statistics**

Below provides the applications that have been submitted into the system from September 12th to March 9th

### Start of the Day

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

### Daily Net Change

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

### End of the Day

- **Scanned/Indexed**: 1,830
- **Processed**: 25,138
- **Completed**: 57,144
- **Total**: 84,112

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

*Concurrent is over five minutes*
RIBridges Technical Metrics – Worker Portal
Thursday March 9th, 2017 (10:00 AM EDT)

**Worker Portal Concurrent Logins Per Weekday**

- 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

**Worker Portal Unique Logins Per Weekday**

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

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

** Exact number of concurrent logins with no exclusions

** Deloitte and contractor logins included 11/30 and on
RIBridges Technical Metrics – P2 Incident Report
Thursday March 9th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

0 1 1
0 0 0 0 0 0 0 0 0 0 0 0 3 3
0 1 1 1 1 1
0 0 0 0 0 0 0 0 0 0 0 0 0 1
0 0 0 0 0 0 0 0 0 0 0 0

13-Feb-17 15-Feb-17 17-Feb-17 19-Feb-17 21-Feb-17 23-Feb-17 25-Feb-17 27-Feb-17 1-Mar-17 3-Mar-17 5-Mar-17 7-Mar-17

P2s Open
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

Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14
---|---|---|---|---|---|---|---|---|---
EOHHS Top Priorities | HSRI Top Priorities | DHS Top Priorities

DHS: 32
HSRI: 3
EOHHS: 18