Production Daily Health Report
Tuesday March 14th, 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
3/18	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	1103	0
DHS3503-Additional Documentation Required	Passed	Pending	0	323	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
191	0	191	128

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.

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RIBridges Top Issues Impacting Cases
Tuesday March 14th, 2017 (10:00 AM EDT)

	Current Week		Previous Week
P1 Incidents	0		0
P2 incidents	0		0
P3 incidents	912		971
P4 incidents	42		43

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	MCI incorrect linkage issue (RIB-15698)	The issue has been resolved, but usability improvements are being made to the MCI screen to avoid similar future worker issues of incorrect MCI linkage.	Resolved as of 3/14

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to March 13th

Start of the Day

1,759 Scanned/Indexed	+	**25,140** Processed*	+	**58,165** Completed**	=	**85,064** Total***

Daily Net Change

51 Scanned/Indexed	+	**3** Processed	+	**408** Completed	=	**462** Total

End of the Day

1,810 Scanned/Indexed	+	**25,143** Processed	+	**58,573** Completed	=	**85,526** Total

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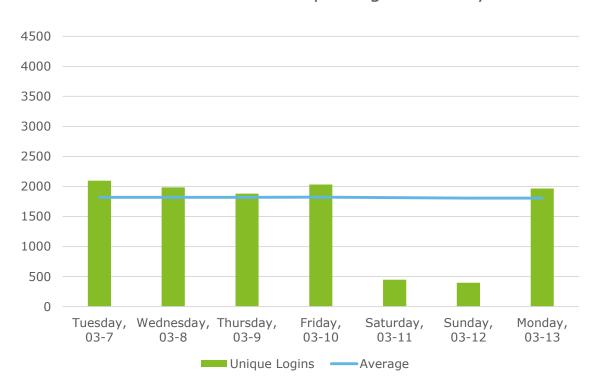** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
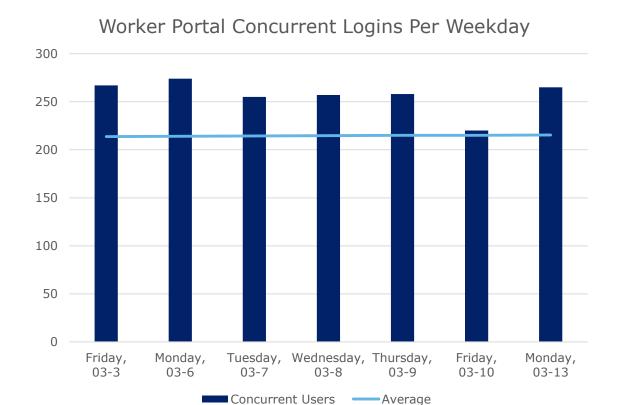Tuesday March 14th, 2017 (10:00 AM EDT)
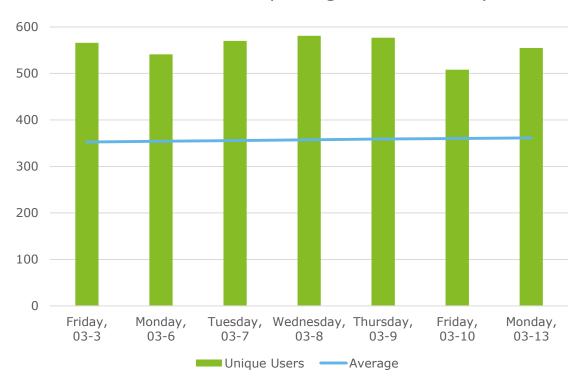

Customer Portal Concurrent Logins Per Day

Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Tuesday March 14th, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

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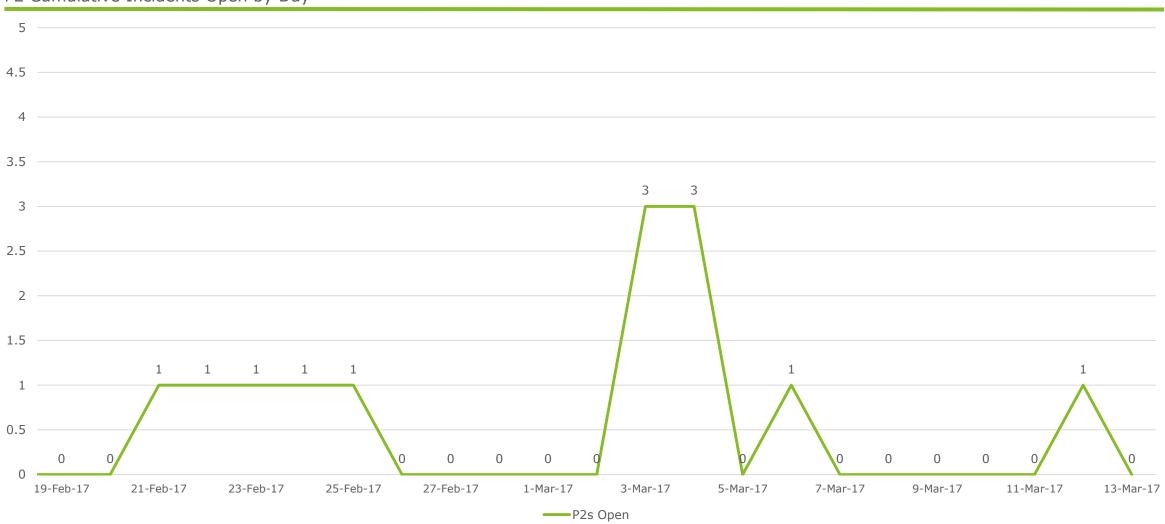

Worker Portal Unique Logins Per Weekday

* 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 March 14th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

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RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Tuesday March 14th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day