# Production Daily Health Report

**Monday March 13th, 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>3/18</td>
<td>Weekly Release</td>
<td>Not Started</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></td>
<td>Worker Portal</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>CCAP</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>EARR</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## Batches

<table>
<thead>
<tr>
<th>Executed</th>
<th>Failed</th>
<th>Passed</th>
<th>Held / Not Scheduled*</th>
</tr>
</thead>
<tbody>
<tr>
<td>172</td>
<td>0</td>
<td>172</td>
<td>46</td>
</tr>
</tbody>
</table>

### Batch Name | Status | Impact

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

## 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>DHS1046 - Six-Month Interim Report</td>
<td>Passed</td>
<td>Completed</td>
<td>2,530</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DHS2240-A - Mid-Certification Contact Notice</td>
<td>Passed</td>
<td>Completed</td>
<td>1,652</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DHS1046-A - Six-Month Interim Report Reminder Notice</td>
<td>Passed</td>
<td>Completed</td>
<td>2,683</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DHS1605 –Benefit Decision Notice</td>
<td>Passed</td>
<td>Completed</td>
<td>1,421</td>
<td>204</td>
<td>0</td>
</tr>
<tr>
<td>DHS3503-Additional Documentation Required</td>
<td>Passed</td>
<td>Completed</td>
<td>389</td>
<td>103</td>
<td>0</td>
</tr>
</tbody>
</table>

## 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>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Child Support</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>SSA</td>
<td>N/A</td>
<td>N/A</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>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>DCYF</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

*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
Monday March 13th, 2017 (10:00 AM EDT)

## Current Week

<table>
<thead>
<tr>
<th>Priority</th>
<th>Issue</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>P2</td>
<td>MCI incorrect linkage issue (RIB-15698)</td>
<td>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.</td>
<td>Development in Progress</td>
</tr>
</tbody>
</table>

## Previous Week

<table>
<thead>
<tr>
<th>Priority</th>
<th>P1 Incidents</th>
<th>P2 incidents</th>
<th>P3 incidents</th>
<th>P4 incidents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>1</td>
<td>886</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td>0</td>
<td>971</td>
<td>43</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>1</td>
<td>P2</td>
<td>MCI incorrect linkage issue (RIB-15698)</td>
<td>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.</td>
<td>Development in Progress</td>
</tr>
</tbody>
</table>
### System Application Statistics

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

#### Start of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed*</th>
<th>Completed**</th>
<th>Total***</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,846</td>
<td>25,165</td>
<td>57,591</td>
<td>84,602</td>
</tr>
</tbody>
</table>

#### Daily Net Change

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>-87</td>
<td>-25</td>
<td>574</td>
<td>462</td>
</tr>
</tbody>
</table>

#### End of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,759</td>
<td>25,140</td>
<td>58,165</td>
<td>85,064</td>
</tr>
</tbody>
</table>

* 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
Monday March 13th, 2017 (10:00 AM EDT)

*Concurrent is over five minutes
**RIBridges Technical Metrics – Worker Portal**

**Monday March 13th, 2017 (10:00 AM EDT)**

* Concurrent is over five minutes

** Exact number of concurrent logins with no exclusions

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**Worker Portal Concurrent Logins Per Weekday**

- **Concurrent Users**
- **Average**

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**Worker Portal Unique Logins Per Weekday**

- **Unique Users**
- **Average**

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

** Deloitte and contractor logins included 11/30 and on
RIBridges Technical Metrics – P2 Incident Report
Monday March 13th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

![P2 Cumulative Incidents Open by Day graph]

- 18-Feb-17: 0
- 20-Feb-17: 0
- 22-Feb-17: 1
- 24-Feb-17: 1
- 26-Feb-17: 1
- 28-Feb-17: 0
- 2-Mar-17: 3
- 4-Mar-17: 3
- 6-Mar-17: 1
- 8-Mar-17: 0
- 10-Mar-17: 0
- 12-Mar-17: 1
RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Monday March 13th, 2017 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

<table>
<thead>
<tr>
<th>Week 5</th>
<th>Week 6</th>
<th>Week 7</th>
<th>Week 8</th>
<th>Week 9</th>
<th>Week 10</th>
<th>Week 11</th>
<th>Week 12</th>
<th>Week 13</th>
<th>Week 14</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

EOHHS: 22
HSRI: 2
DHS: 13

EOHHS Top Priorities | HSRI Top Priorities | DHS Top Priorities