Production Daily Health Report
Thursday March 23rd, 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
3/25	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 –Benefit Decision Notice	Passed	Pending	0	1132	0
DHS3503-Additional Documentation Required	Passed	Pending	0	462	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
187	0	187	132

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
Thursday March 23rd, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	0
	1125	P3 incidents	1025
	49	P4 incidents	46

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 22nd

Start of the Day

| 1,718 Scanned/Indexed | + | 25,589 Processed* | + | 60,533 Completed** | = | 87,840 Total*** |

Daily Net Change

| -10 Scanned/Indexed | + | 104 Processed | + | 422 Completed | = | 516 Total |

End of the Day

| 1,708 Scanned/Indexed | + | 25,693 Processed | + | 60,955 Completed | = | 88,356 Total |

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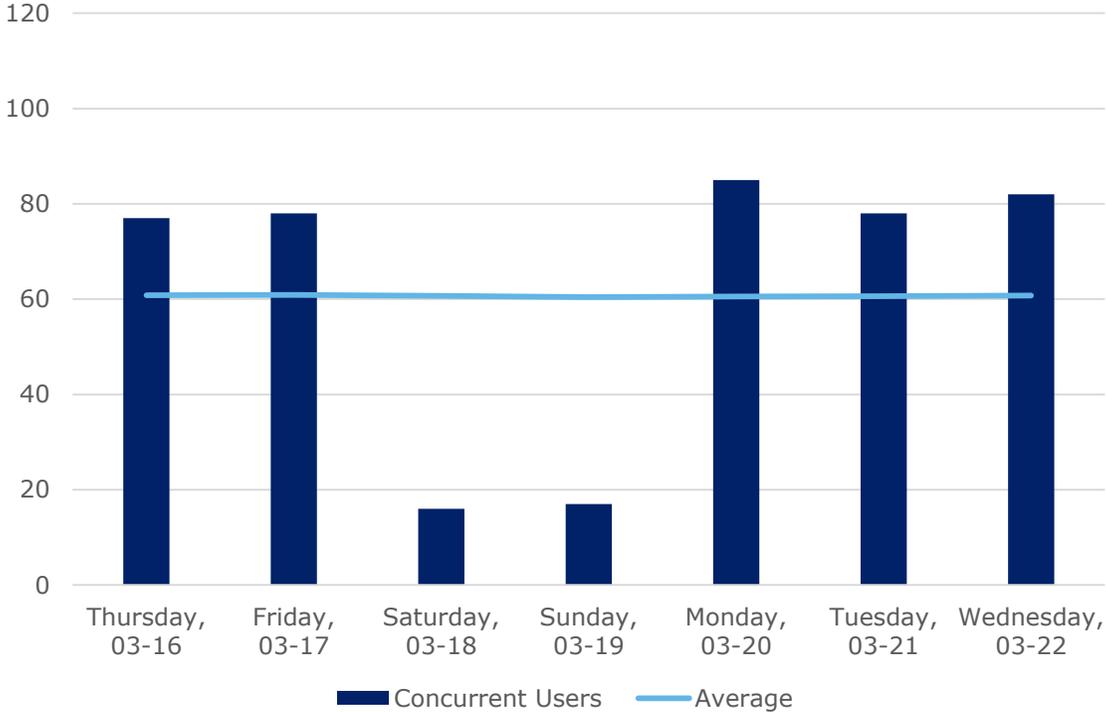** Completed applications have been processed and have had eligibility run.
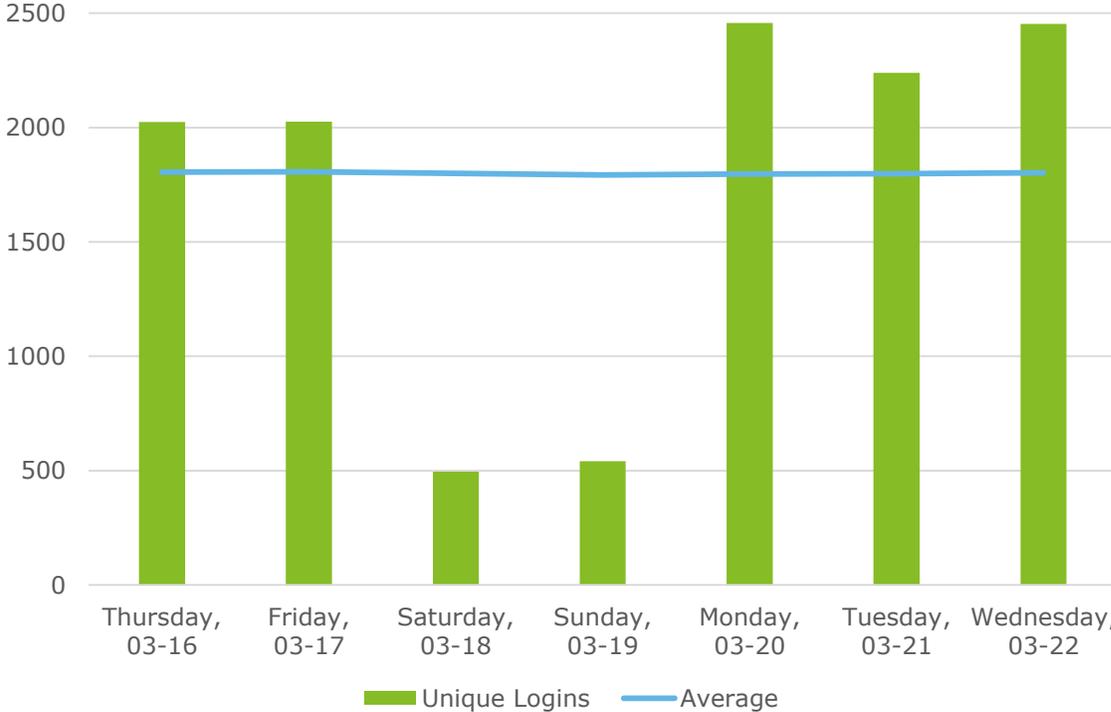*** Total is the total number of applications present in the system

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RIBridges Technical Metrics – Customer Portal
Thursday March 23rd, 2017 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: Concurrent Users, Average

Customer Portal Unique Logins Per Day
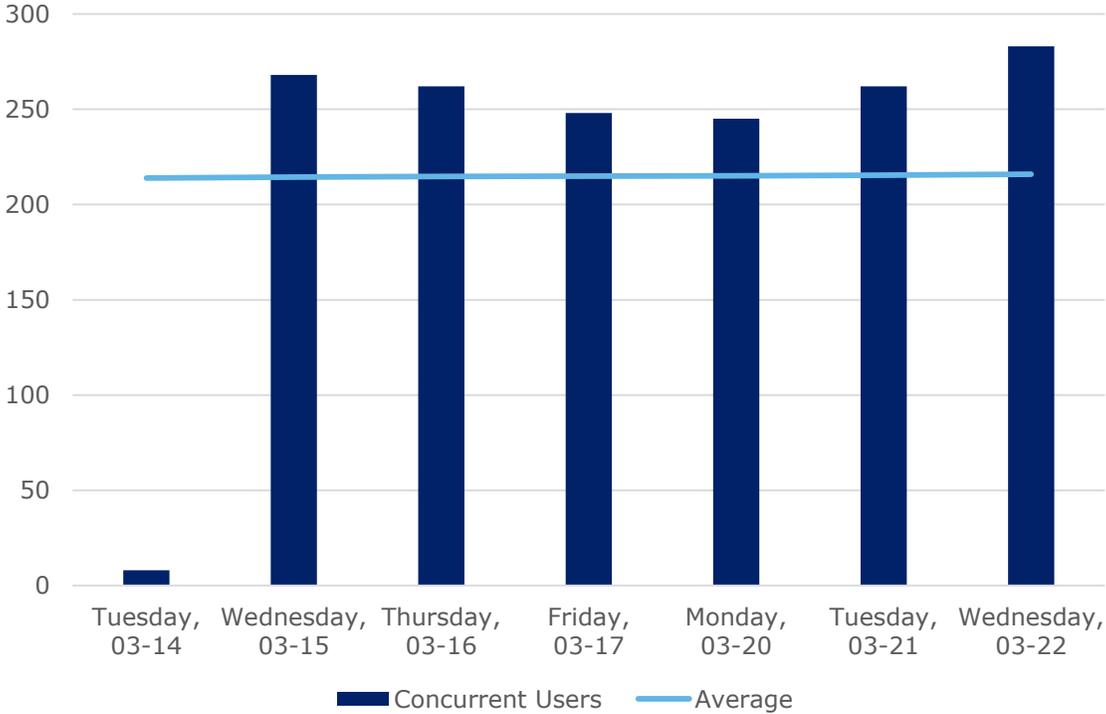

Legend: Unique Logins, Average

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Thursday March 23rd, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Worker Portal Unique Logins Per Weekday

* Concurrent is over five minutes
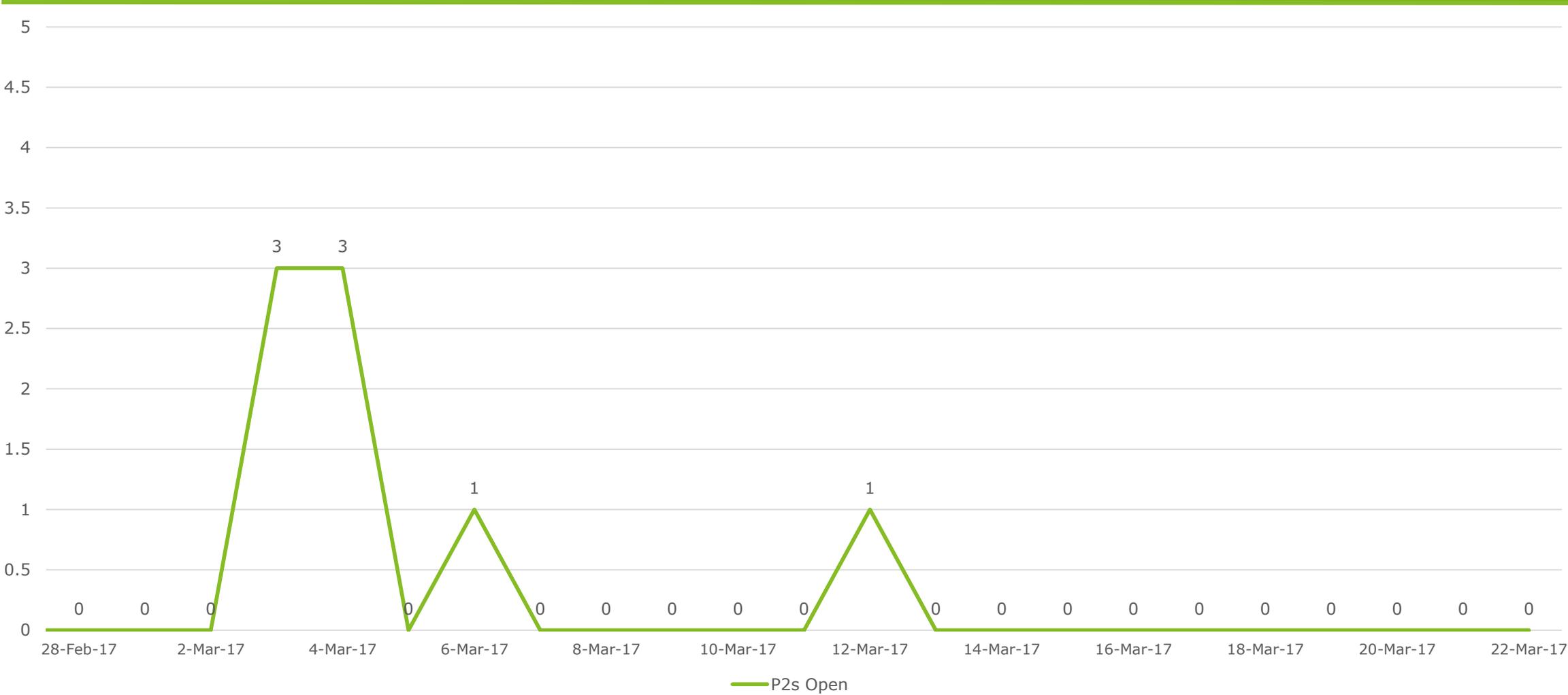** Exact number of concurrent logins with no exclusions
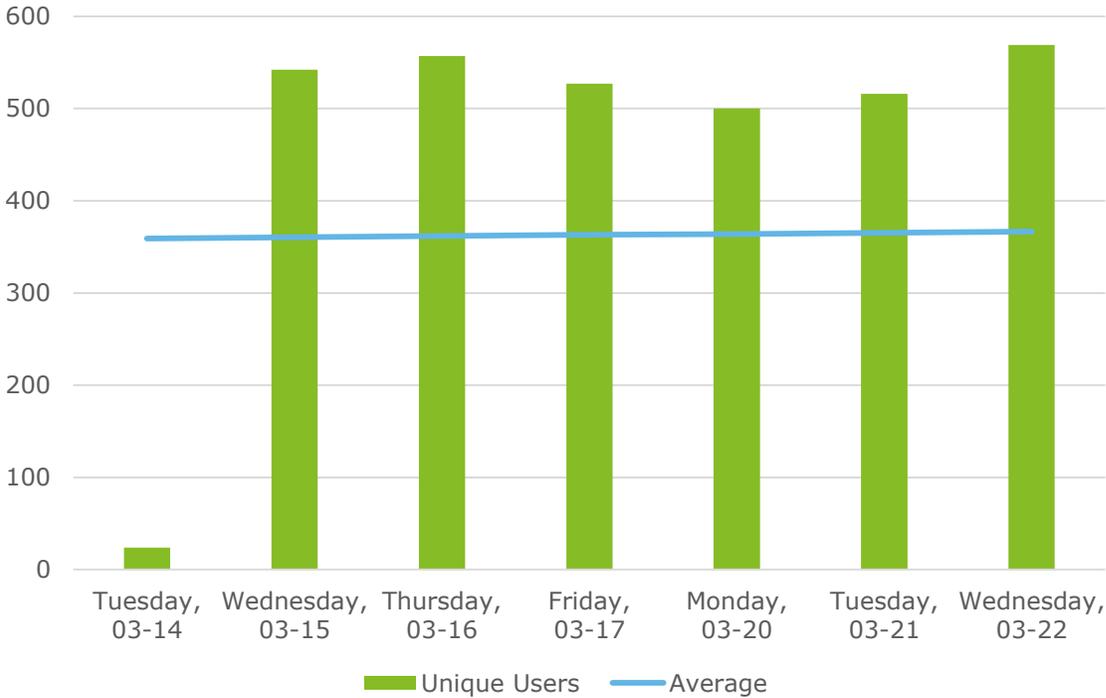
* Excludes Deloitte and contractor logins prior to 11/30.
** Deloitte and contractor logins included 11/30 and on

RIBridges Technical Metrics – P2 Incident Report
Thursday March 23rd, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Thursday March 23rd, 2017 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day