Production Daily Health Report
Monday March 20th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<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>3/25</td>
<td>Weekly Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

Notices QC

<table>
<thead>
<tr>
<th>Notice</th>
<th>Status</th>
<th>Transfered</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>264</td>
<td>0</td>
</tr>
<tr>
<td>DHS3503 - Additional Documentation Required</td>
<td>Passed</td>
<td>Pending</td>
<td>0</td>
<td>85</td>
<td>0</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 |        |

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 |        |

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 20th, 2017 (10:00 AM EDT)

<table>
<thead>
<tr>
<th>#</th>
<th>Priority</th>
<th>Issue</th>
<th>Current Week</th>
<th>Previous Week</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td>P1 Incidents</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>0</td>
<td></td>
<td>P2 incidents</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>973</td>
<td></td>
<td>P3 incidents</td>
<td>1025</td>
<td></td>
</tr>
<tr>
<td>44</td>
<td></td>
<td>P4 incidents</td>
<td>46</td>
<td></td>
</tr>
</tbody>
</table>

P1 and P2 Issue Summary
## System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to March 19th.

### 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>1,788</td>
<td>25,347</td>
<td>59,333</td>
<td>86,468</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>-8</td>
<td>27</td>
<td>56</td>
<td>75</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>1,780</td>
<td>25,374</td>
<td>59,389</td>
<td>86,543</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 20th, 2017 (10:00 AM EDT)

*Concurrent is over five minutes

**Customer Portal Concurrent Logins Per Day**

- Monday, 03-13: 80 Concurrent Users
- Tuesday, 03-14: 15
- Wednesday, 03-15: 70
- Thursday, 03-16: 50
- Friday, 03-17: 80
- Saturday, 03-18: 5
- Sunday, 03-19: 15

**Average**

- Monday, 03-13: 60
- Tuesday, 03-14: 15
- Wednesday, 03-15: 70
- Thursday, 03-16: 50
- Friday, 03-17: 80
- Saturday, 03-18: 5
- Sunday, 03-19: 15

**Customer Portal Unique Logins Per Day**

- Monday, 03-13: 2000 Unique Logins
- Tuesday, 03-14: 500
- Wednesday, 03-15: 2500
- Thursday, 03-16: 2000
- Friday, 03-17: 2500
- Saturday, 03-18: 500
- Sunday, 03-19: 500

**Average**

- Monday, 03-13: 2000
- Tuesday, 03-14: 500
- Wednesday, 03-15: 2500
- Thursday, 03-16: 2000
- Friday, 03-17: 2500
- Saturday, 03-18: 500
- Sunday, 03-19: 500
RIBridges Technical Metrics – Worker Portal
Monday March 20th, 2017 (10:00 AM EDT)

* 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
Monday March 20th, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

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


P2s Open
RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Monday March 20th, 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>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

EOHHS Top Priorities
HSRI Top Priorities
DHS Top Priorities

DHS: 27
HSRI: 6
EOHHS: 15