

Production Daily Health Report

Monday March 20th, 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	264	0
DHS3503-Additional Documentation Required	Passed	Pending	0	85	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
80	0	80	239

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

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	N/A	N/A	
Child Support	N/A	N/A	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	N/A	N/A	

*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)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	0
	973	P3 incidents	1025
	44	P4 incidents	46

P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
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System Application Statistics

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

Start of the Day

1,788

Scanned/Indexed



25,347

Processed*



59,333

Completed**



86,468

Total***

Daily Net Change

-8

Scanned/Indexed



27

Processed



56

Completed



75

Total

End of the Day

1,780

Scanned/Indexed



25,374

Processed



59,389

Completed



86,543

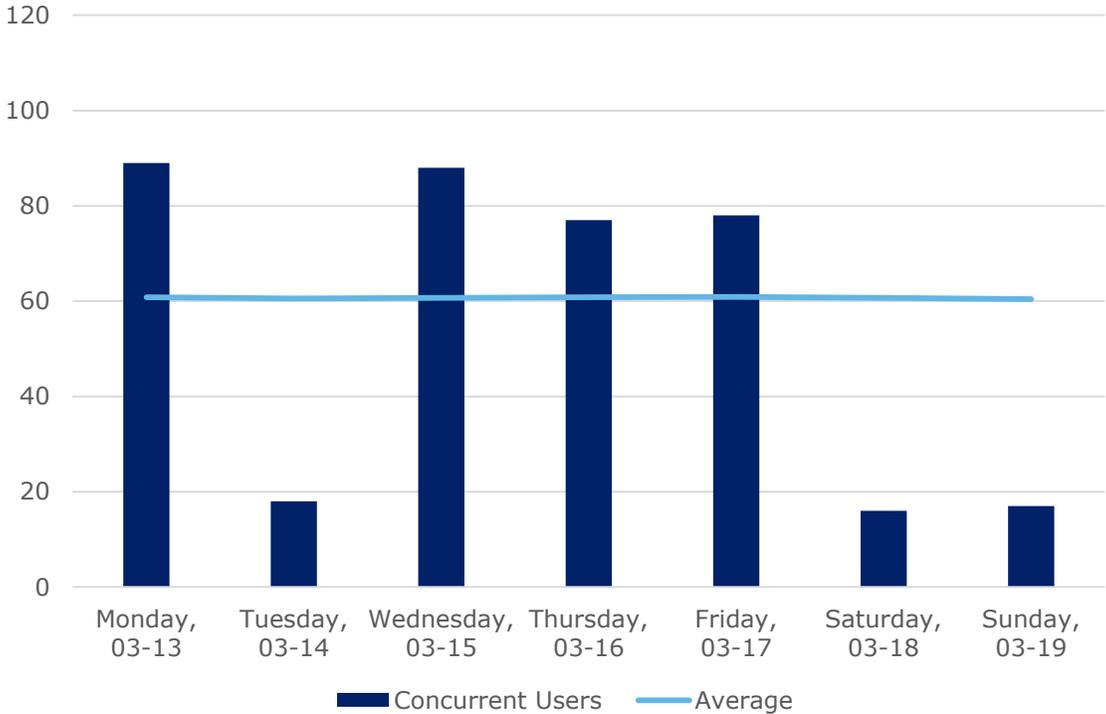
Total

* 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

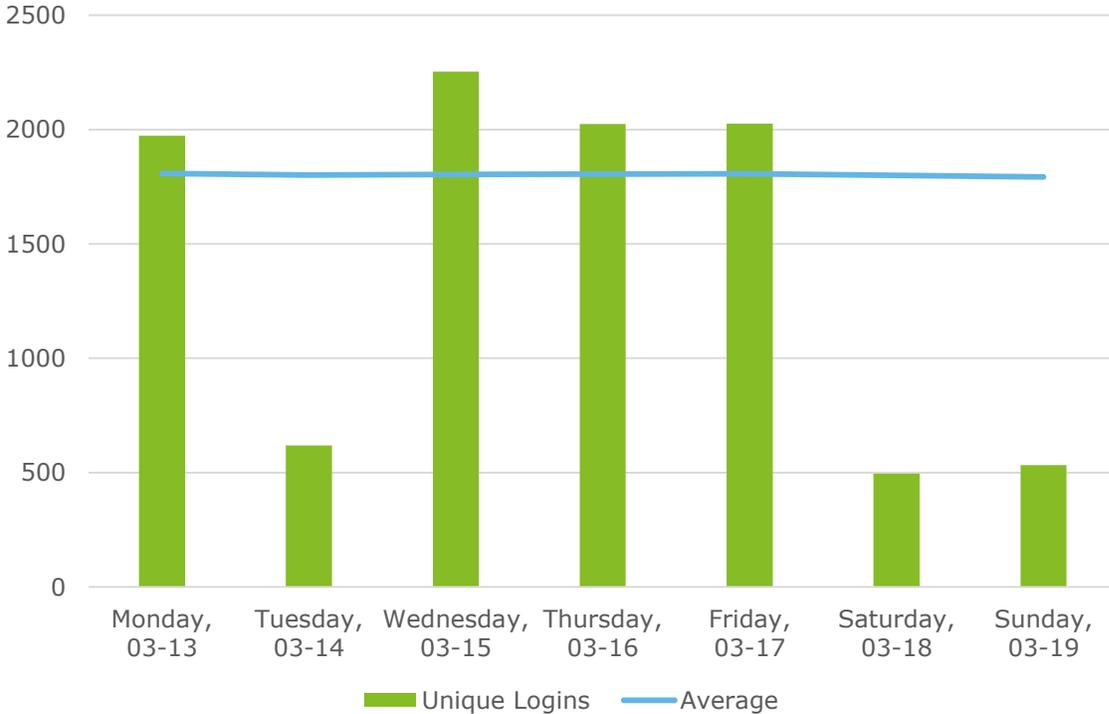
RIBridges Technical Metrics – Customer Portal

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

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

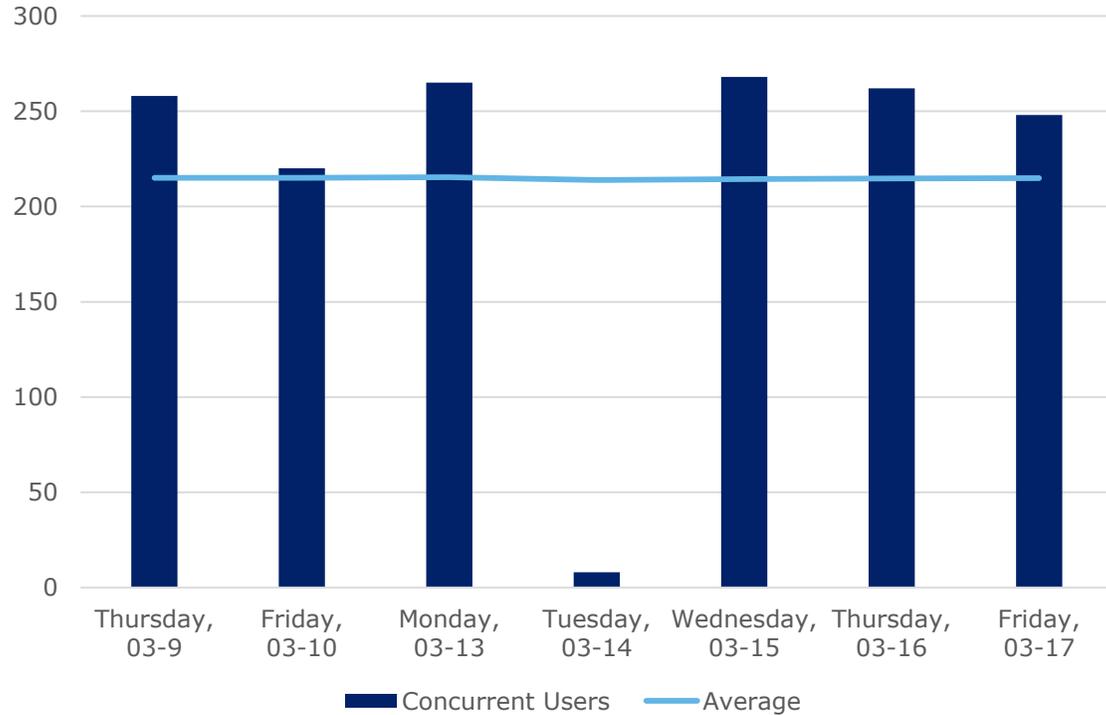


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

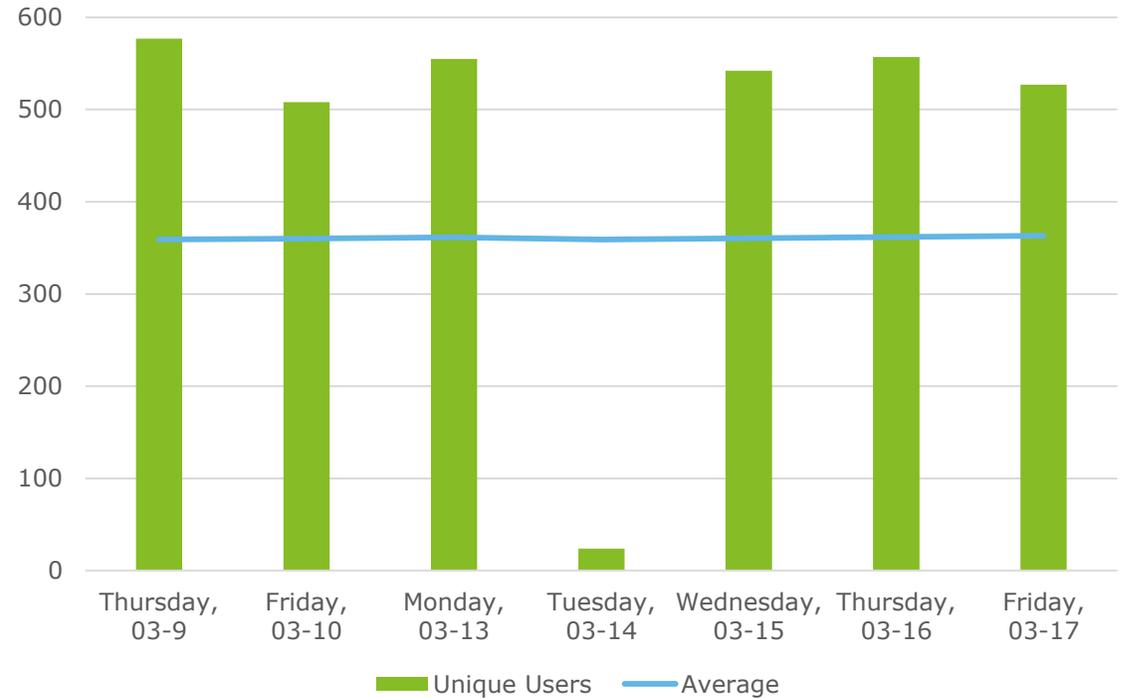
Monday March 20th, 2017 (10:00 AM EDT)

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

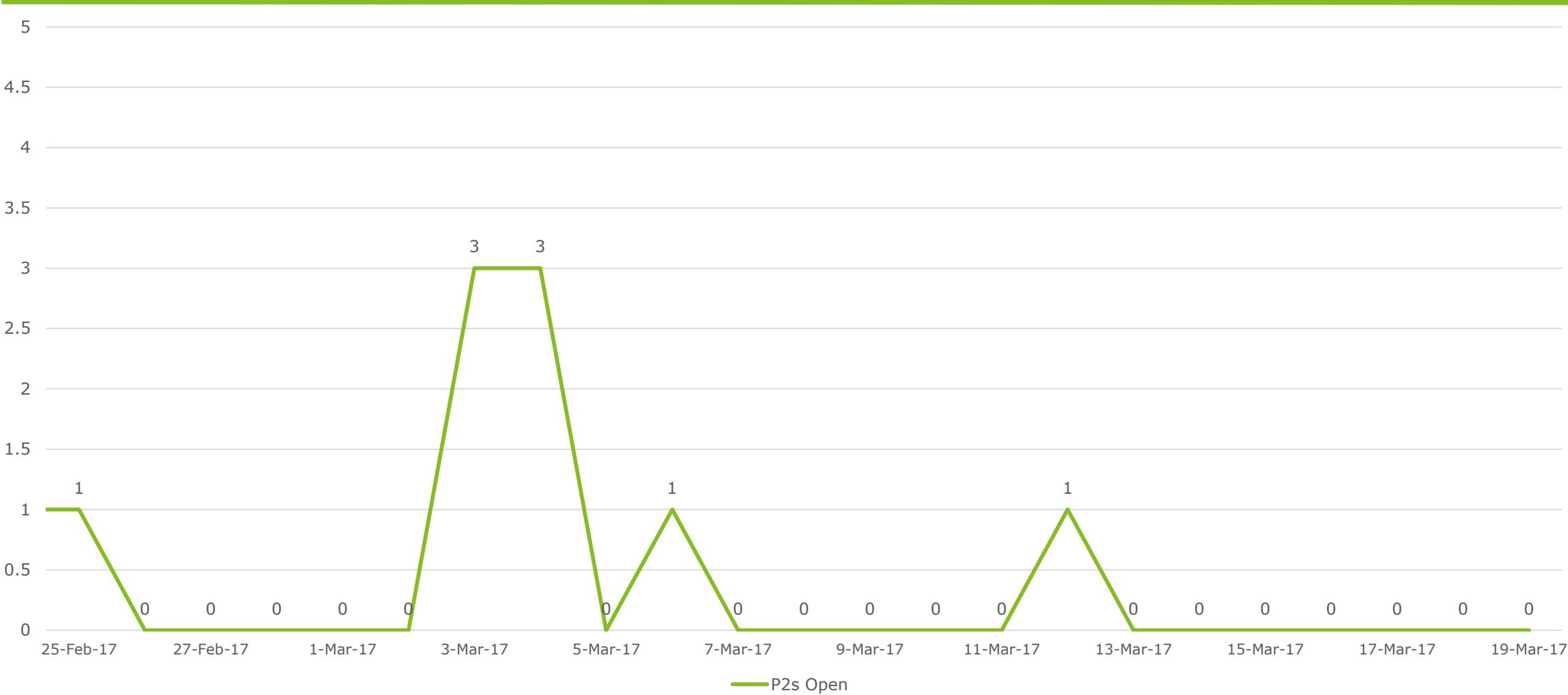


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

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

P2 Cumulative Incidents Open by Day



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

