

# Production Daily Health Report

## Tuesday March 21<sup>st</sup>, 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	1134	0
DHS3503-Additional Documentation Required	Passed	Pending	0	335	0

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
188	0	188	131

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

Tuesday March 21<sup>st</sup>, 2017 (10:00 AM EDT)

	Current Week	Previous Week
0	P1 Incidents	0
0	P2 incidents	0
1033	P3 incidents	1025
47	P4 incidents	46

## P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	Application errors through data collections for multiple cases and users (RIB-16451)	During Proactive cleanup of users and privileges in the production database, an Oracle DBA inadvertently revoked database administration privileges for 4 RIBridges Application Users. These User IDs are used for database access for the application.	<p><b>Resolved</b> as of 3/20</p> <p>Deloitte DBAs restored permission to the 4 users in question and the issue was resolved.</p> <p>Deloitte team has logged a ticket with Oracle to determine why the DBA privileges did not provide the intended access and had to be changed to Full quota privileges.</p>

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12<sup>th</sup> to March 20<sup>th</sup>

## Start of the Day

**1,780**

Scanned/Indexed



**25,374**

Processed\*



**59,389**

Completed\*\*



**86,543**

Total\*\*\*

## Daily Net Change

**-116**

Scanned/Indexed



**102**

Processed



**851**

Completed



**837**

Total

## End of the Day

**1,664**

Scanned/Indexed



**25,476**

Processed



**60,240**

Completed



**87,380**

Total

\* Processed applications have gone through the application registration process, but eligibility has not been run.

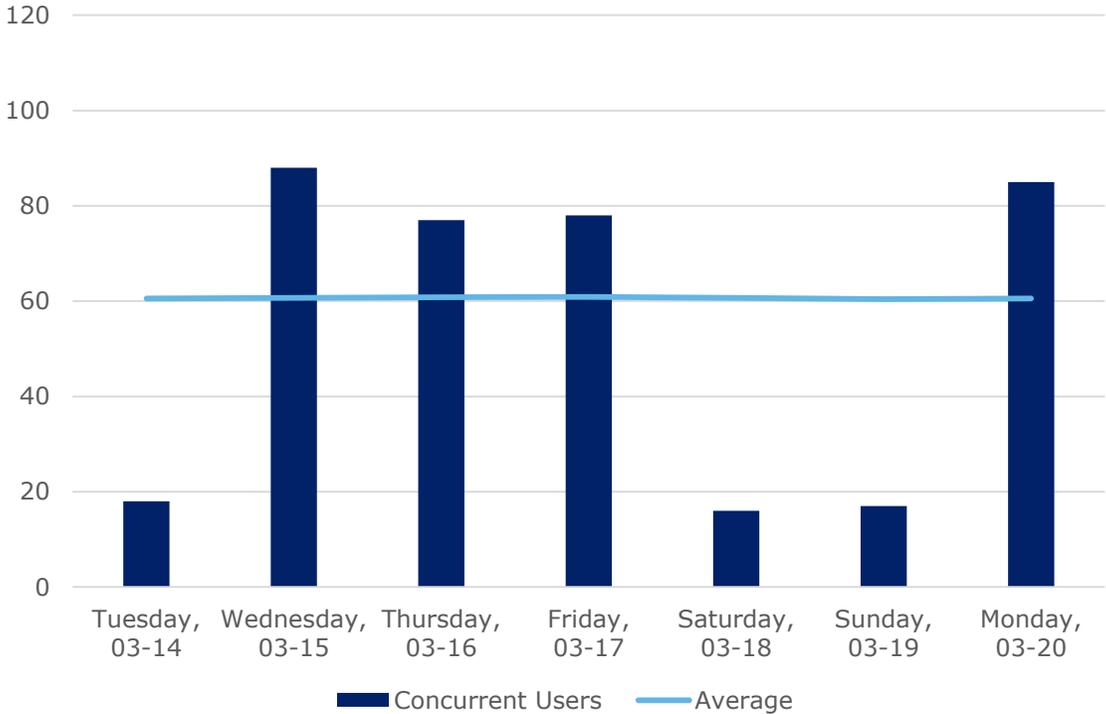
\*\* Completed applications have been processed and have had eligibility run.

\*\*\* Total is the total number of applications present in the system

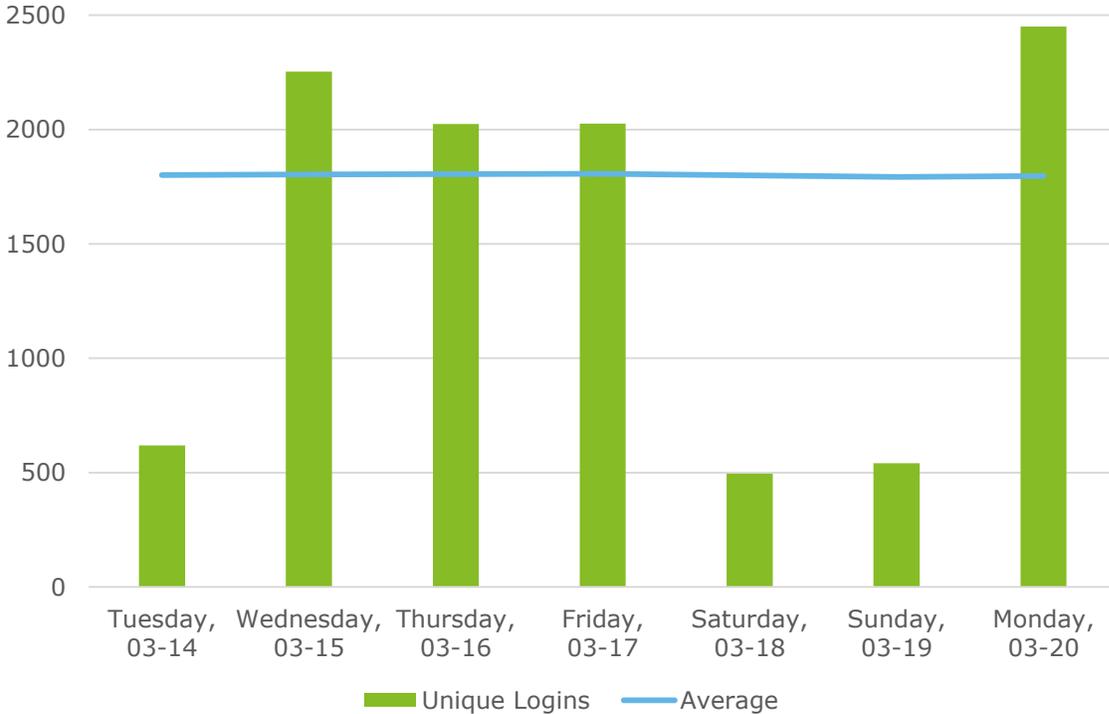
# RIBridges Technical Metrics – Customer Portal

Tuesday March 21<sup>st</sup>, 2017 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

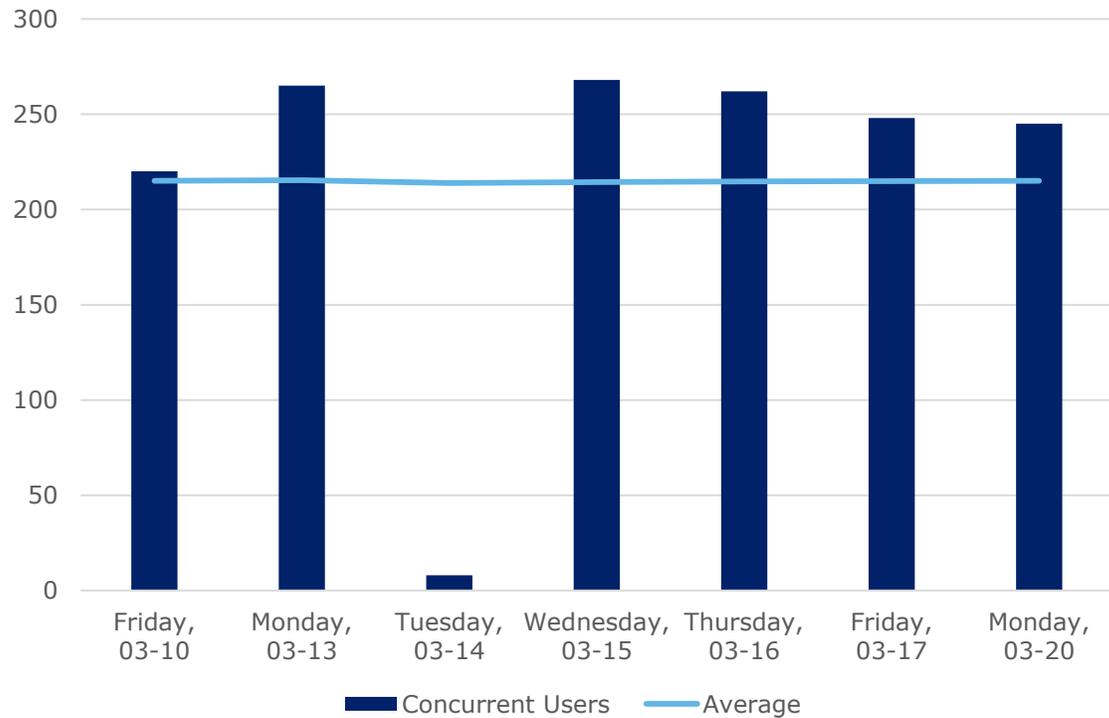


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

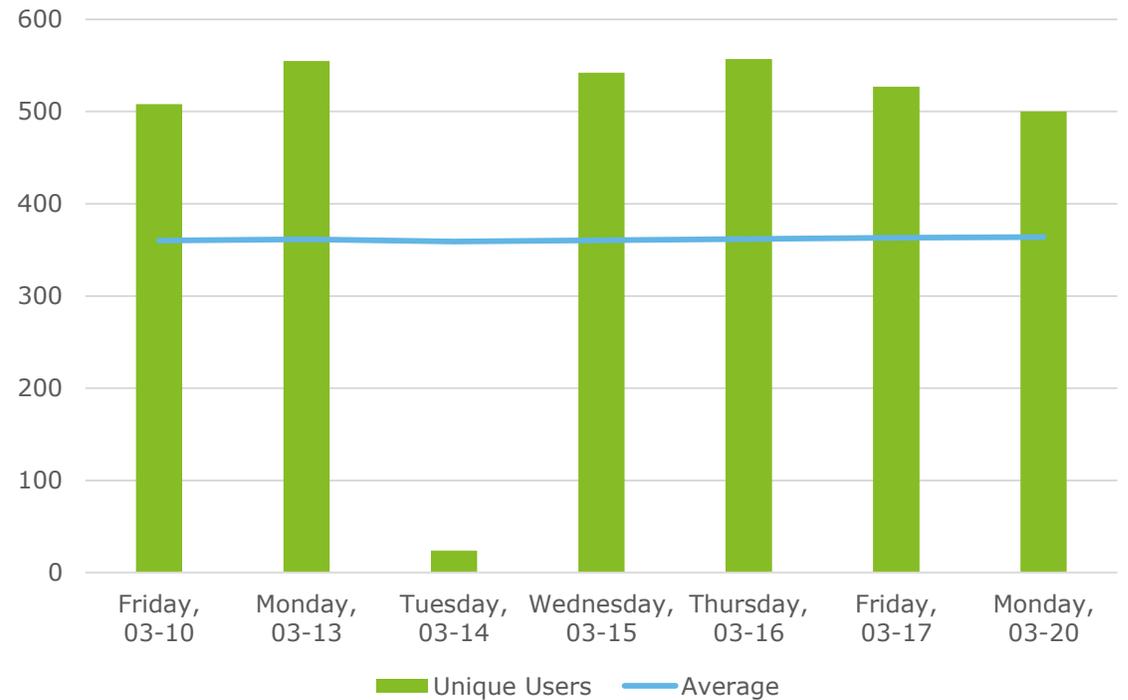
## Tuesday March 21<sup>st</sup>, 2017 (10:00 AM EDT)

### 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

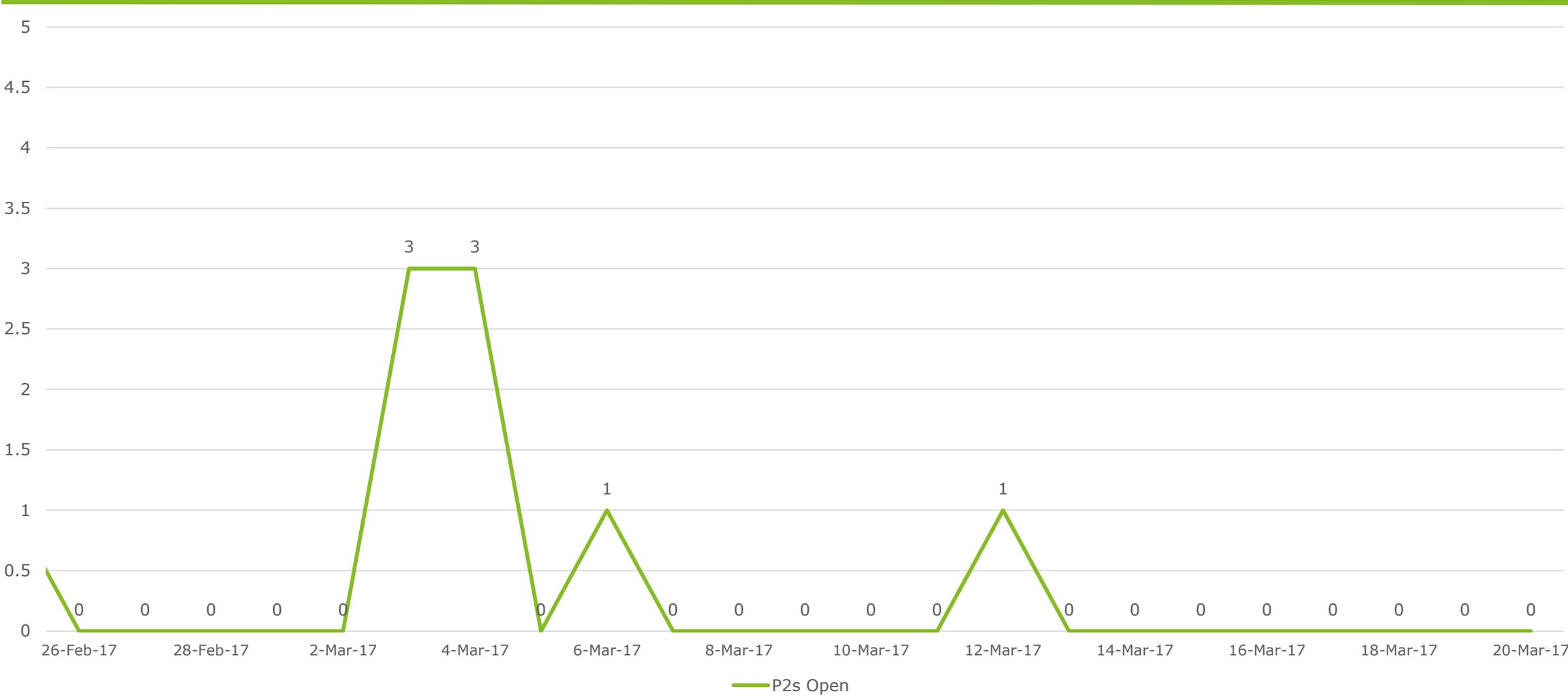


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIBridges Technical Metrics – P2 Incident Report

Tuesday March 21<sup>st</sup>, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Tuesday March 21<sup>st</sup>, 2017 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

