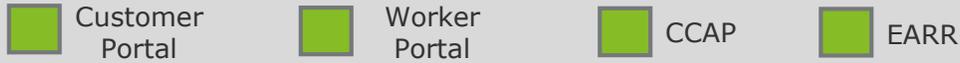


Production Daily Health Report

Friday Jun. 30th, 2017 (10:00 AM EDT)

Infrastructure and Upcoming Events



Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
7/1	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS3503 – Additional Documentation Required	Passed	Pending	0	465	0
DHS1605 – Benefit Decision Notice	Passed	Pending	0	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
181	0	181	138

Batch Name	Status	Impact
Benefit Issuance	Partial	16 Records out of 200016 were unprocessed for snap daily batch.
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	No file received.
Santander	N/A	N/A	No file received.
Welligent	N/A	N/A	No file received.
Carriers & NFP	Passed	Passed	834NF- Generated –validated – Transferred, 834CR- Generated-validated-transferred Group XML-Generated-validated-transferred
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

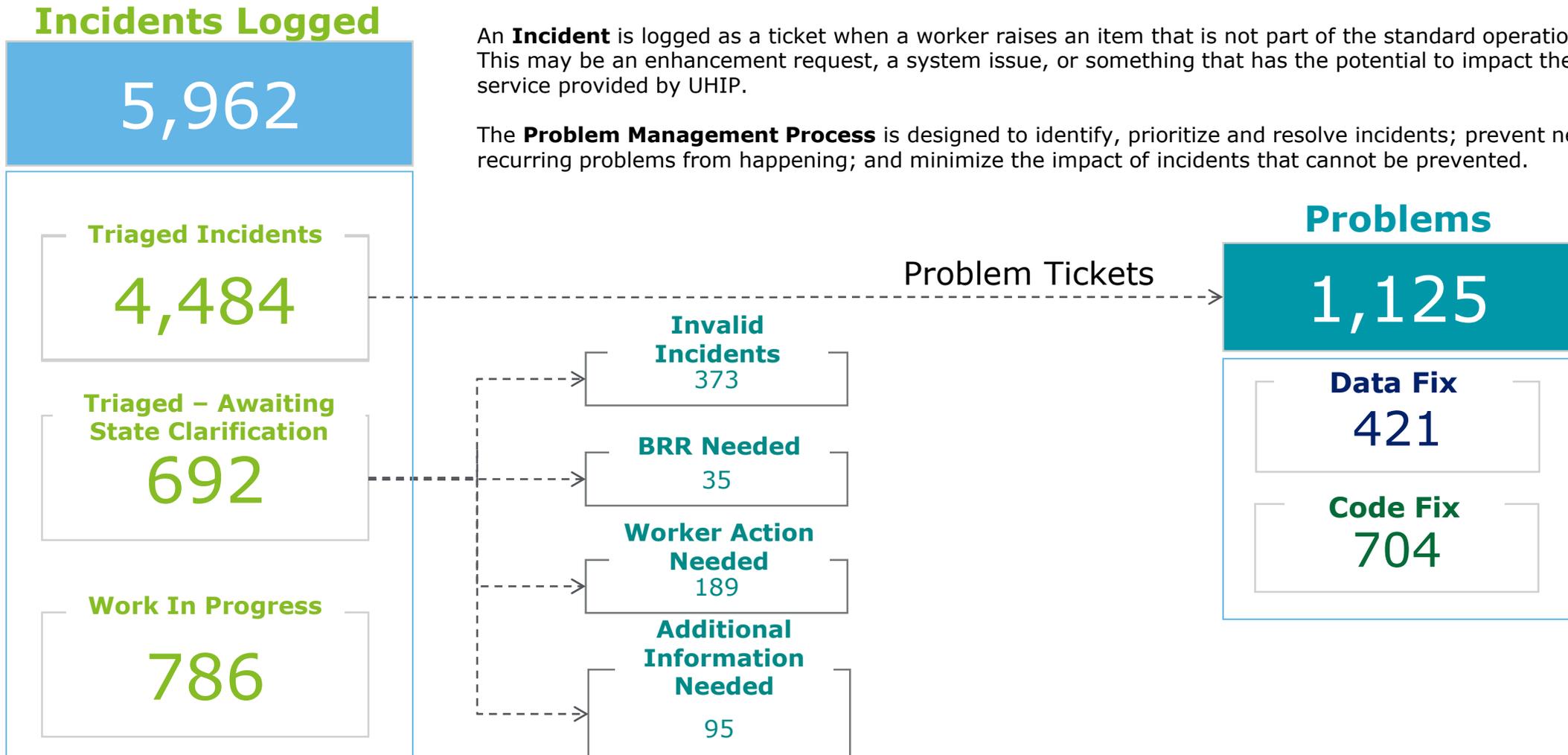
RIBridges Incident Management Process and Status

Friday Jun. 30th, 2017 (10:00 AM EDT)

Definitions

An **Incident** is logged as a ticket when a worker raises an item that is not part of the standard operation of UHIP. This may be an enhancement request, a system issue, or something that has the potential to impact the quality of service provided by UHIP.

The **Problem Management Process** is designed to identify, prioritize and resolve incidents; prevent new or recurring problems from happening; and minimize the impact of incidents that cannot be prevented.



RIBridges Technical Metrics – Incident Backlog Trend (includes problems being fixed)

Friday Jun. 30th, 2017 (10:00 AM EDT)

Backlog Day over Day

