

# Production Daily Health Report

## Thursday Jul. 27<sup>th</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      |
|------|----------------|-------------|
| 7/29 | Weekly Release | Not Started |

### Notices QC

| Notice                                    | Status | Transferred | QC Passed | QC Pending | Held |
|---|--------|-------------|-----------|------------|------|
| DHS1605 – Benefit Decision Notice         | Passed | Pending     | 0         | TBD        | 0    |
| CO-G0198-DLY                              | Passed | Pending     | 0         | TBD        | 0    |
| DHS3503-Additional Documentation Required | Passed | Pending     | 0         | 442        | 0    |

### Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|----------|--------|--------|-----------------------|
| 200      | 0      | 200    | 119                   |

| 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       | No file received.  |
| Santander                | N/A             | N/A       | No file received.  |
| Welligent                | Passed          | Passed    | File was received and processed  |
| Carriers & NFP           | Passed          | Passed    | 834NF- Generated–validated–Transferred, 834CR- Generated–validated–Transferred Group XML-Generated–validated–Transferred |
| HSRI Extracts            | 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.

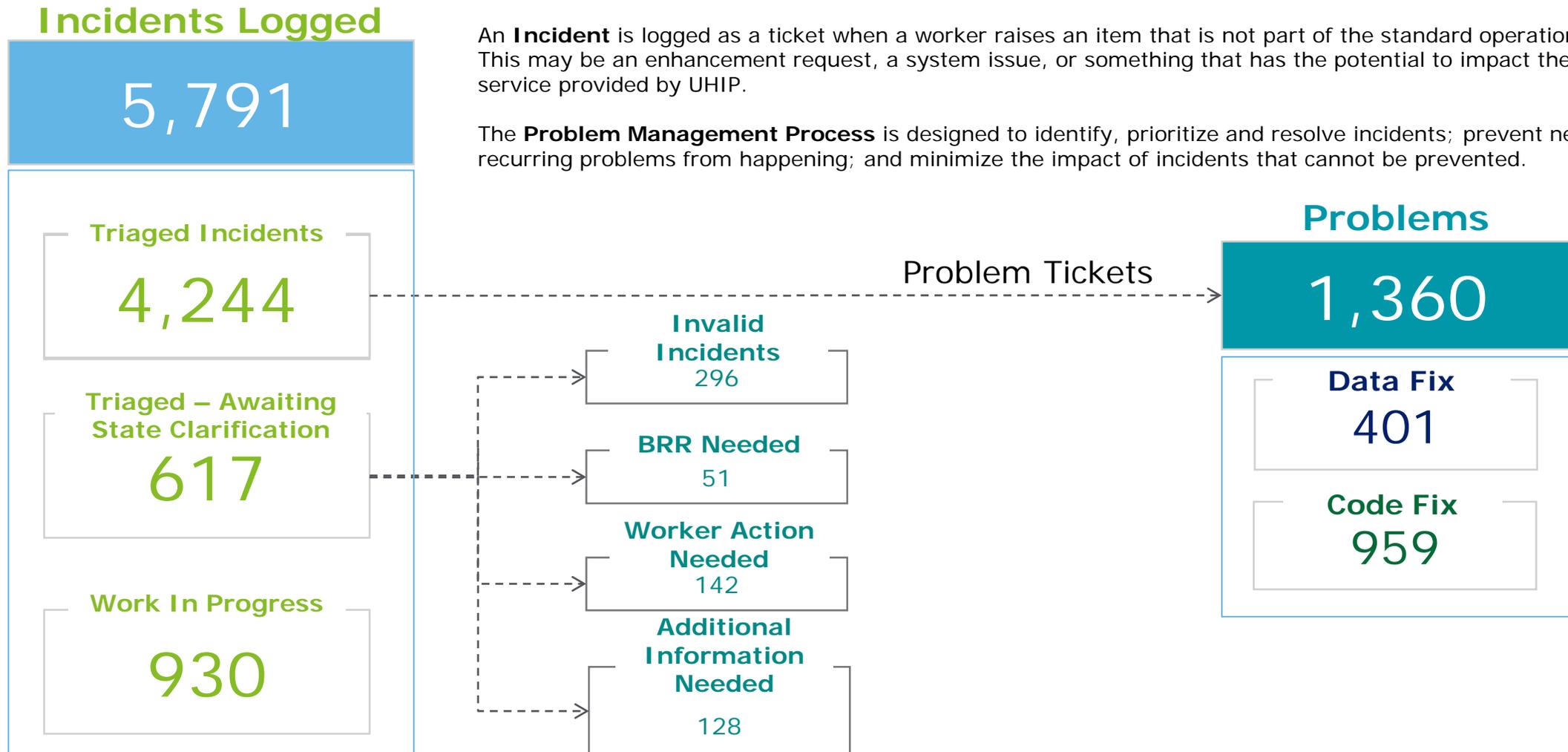
# RI Bridges Incident Management Process and Status

Thursday Jul. 27<sup>th</sup>, 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.



# RI Bridges Technical Metrics – Incident Backlog Trend (includes problems being fixed)

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Backlog Day over Day

