

Production Daily Health Report

Wednesday Aug. 9th, 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 |
|------|----------------|-------------|
| 8/12 | Weekly Release | Not Started |

Notices QC

| Notice | Status | Transferred | QC Passed | QC Pending | Held |
|---|--------|-------------|-----------|------------|------|
| DHS1605 – Benefit Decision Notice | Passed | Pending | 0 | 1,985 | 0 |
| DHS3503-Additional Documentation Required | Passed | Pending | 0 | 437 | 0 |
| DHS1046 - Six-Month Interim Report. | Passed | Pending | 0 | 3,585 | 0 |
| DHS1046-A - Six-Month Interim Report Reminder Notice. | Passed | Pending | 0 | 2,181 | 0 |

Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|----------|--------|--------|-----------------------|
| 217 | 0 | 217 | 102 |

| 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.

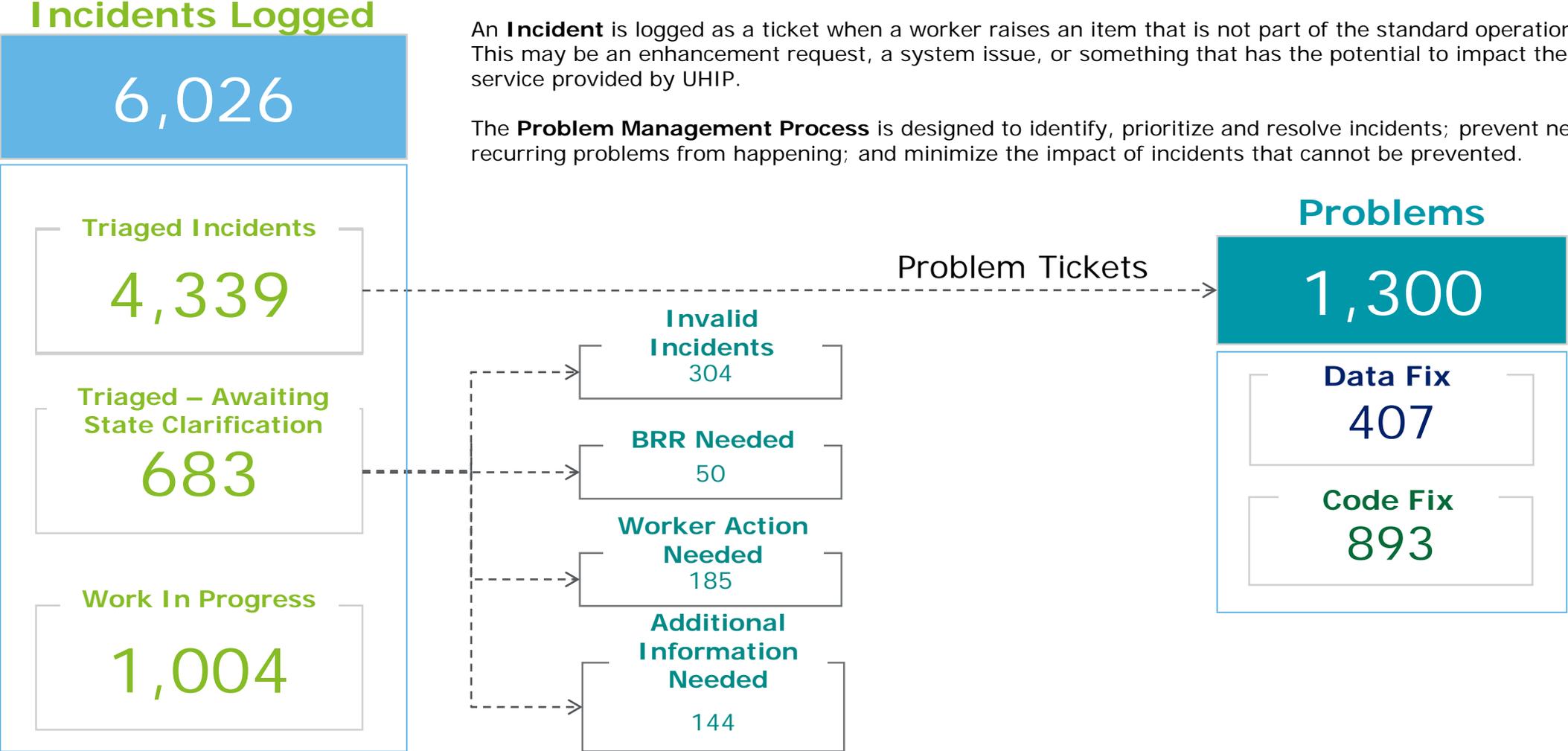
RI Bridges Incident Management Process and Status

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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)

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Backlog Day over Day

