





# Production Daily Health Report

## Monday Aug. 14<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
8/26	Weekly Release	Not Started

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	565	0
DHS3503-Additional Documentation Required	Passed	Pending	0	222	0

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
132	0	132	187

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.

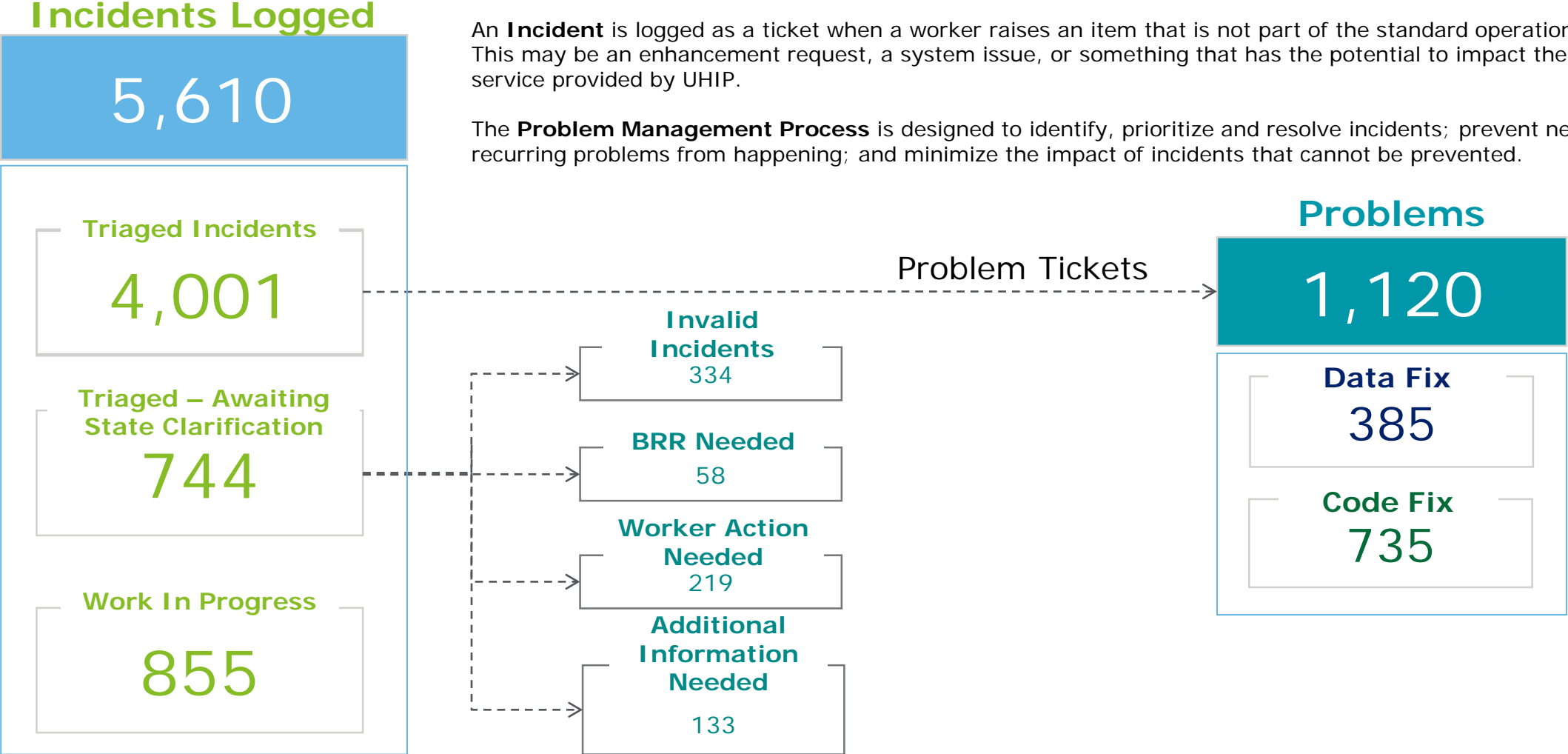
# RI Bridges Incident Management Process and Status

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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)

Monday Aug. 14<sup>th</sup>, 2017 (10:00 AM EDT)

Backlog Day over Day

