

# Production Daily Health Report

## Monday Aug. 28<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
9/09	Weekly Release	Not Started

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	281	0
DHS3503-Additional Documentation Required	Passed	Pending	0	203	0

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
133	0	133	176

Batch Name	Status	Impact
Benefit Issuance	N/A	
Mass Update	Passed	Eligibility - Special Mass Update Batch was executed with as of date - 09/01/2017.
Self Service Portal	Passed	
Reports	Passed	Daily & Weekly Report Batches were executed.
Support Functions	Passed	
Notices	Passed	All Notices generation jobs were completed and Clean Up job was executed successfully.
EDM	Passed	

### Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	N/A	N/A	
Child Support	N/A	N/A	
SSA	N/A	N/A	
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
HSRI Extracts	Passed	Passed	
DCYF	N/A	N/A	

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

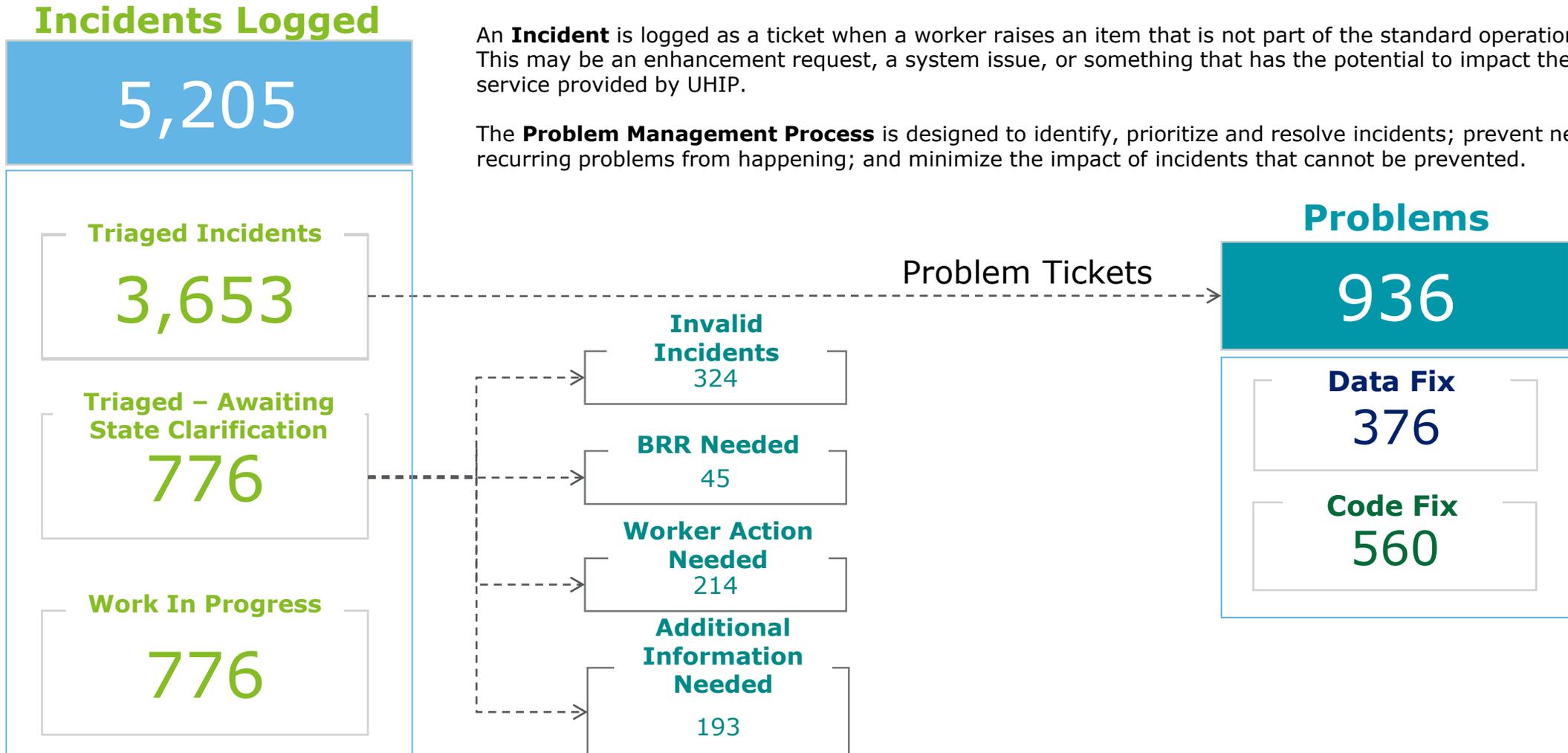
# RIBridges Incident Management Process and Status

Monday Aug. 28<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.



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

Monday Aug. 28<sup>th</sup>, 2017 (10:00 AM EDT)

Backlog Day over Day

