

Production Daily Health Report

Monday Oct. 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
10/21	Bi-Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	TBD	0
DHS3503-Additional Documentation Required	Passed	Pending	0	1,887	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
133	0	133	186

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	SNAP FPL Eligibility Batch was run
Self Service Portal	Passed	
Reports	Passed	Daily Report & Weekly Special Report Batches were executed.
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. Shop XML-Generated-validated-Transferred.
HSRI Extracts	Passed	Passed	FMS, BCBS, DD and NHPRI files were processed
DCYF	Passed	Passed	

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

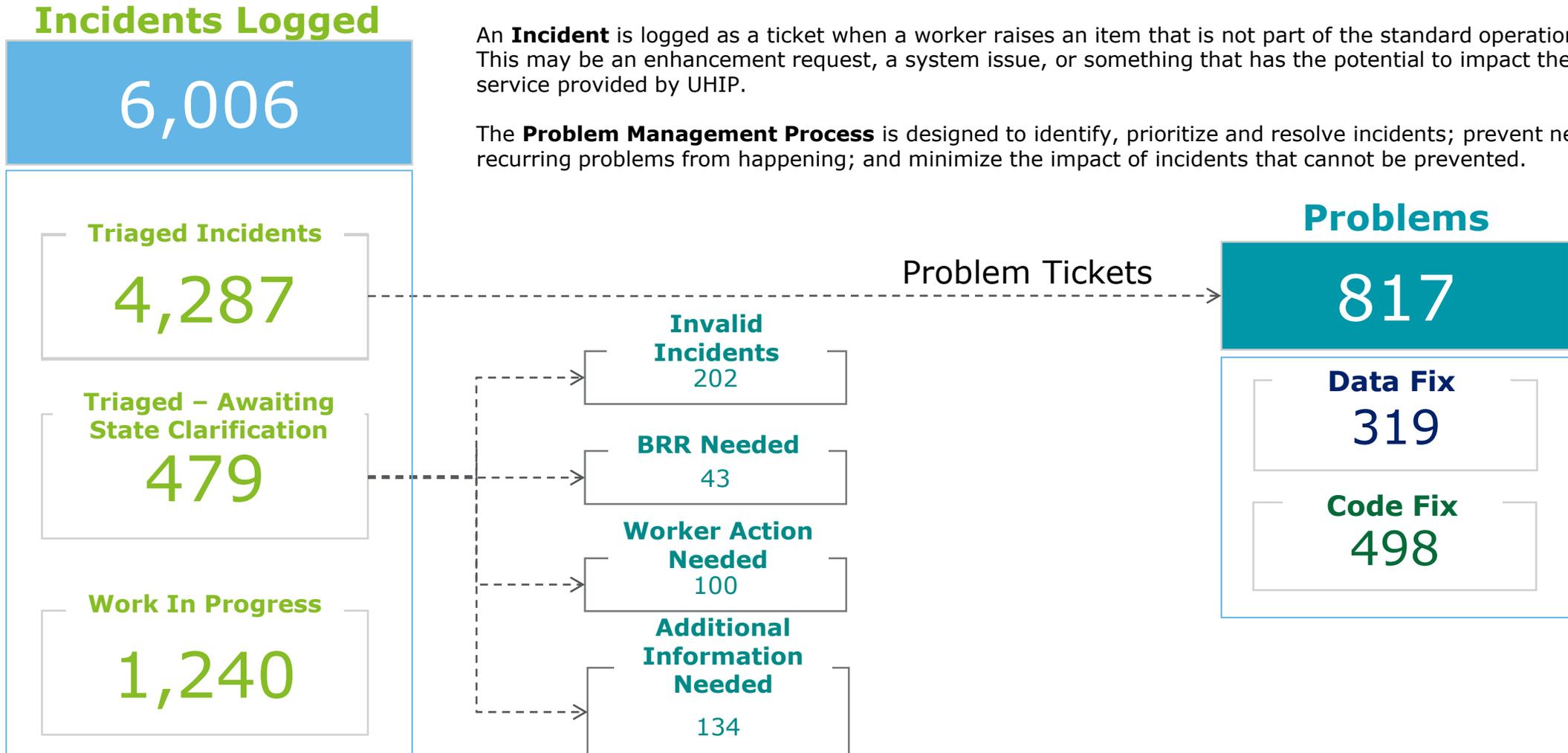
RIBridges Incident Management Process and Status

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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

