Production Daily Health Report
Tuesday November 8th, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events

🟩 Customer Portal	🟩 Worker Portal	🟩 CCAP	🟩 EARR
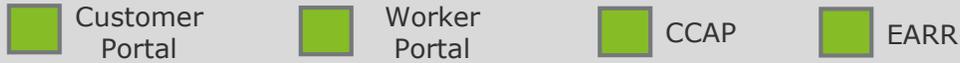
Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/3	Supportive Services Issuance	On Hold
11/8	GPA Semi-Monthly	Not Started
11/10	SSP Recon	In Progress
11/8	CCAP Payroll – Batch 11	Completed

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Pending	N/A	0	TBD	0
DHS 3503 – Additional Documentation Required Notice	Pending	N/A	0	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
174	0	174	145

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	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	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.

RIBridges Top Issues Impacting Cases
Tuesday November 8th, 2016 (10:00 AM EDT)

1002

Cases without Coverage
due to Top Issues

0	**P1** Incidents
10	P2 incidents
1584	P3 incidents
43	P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Data Sync issue between customer portal and worker portal (RIB-4416)	~	Analysis in Progress	Currently analyzing solution for a long term fix.
2	Over 2,000 accounts skipped by auto renewal because of change from QHP to MAGI	~	3,000 accounts were processed through auto renewal that were excluded from the initial run. In conjunction another 3,000 were manually enrolled.	Both populations will be sent notices on 11/7 informing them of their 2017 coverage eligibility.
3	Conflicting verifications for the same data points and issues with external sources	2	231 accounts need manual lookup before a data fix could be done because of the need to check external sources. 2 accounts reported for reasonable explanation are not resulting in income passing.	*Partially Resolved:* The data fixes for the 231 accounts have been completed however more analysis is needed to determine the root cause of the 2 accounts reported for reasonable explanation not resulting in income passing.
4	Notice text and data discrepancies found during Quality Review	~	Multiple root causes; Total number of QC passed notices is 22 SNAP and RIW quarterly statements, 6 month Interim and Mid-certification reports are in-review	7000 Redetermination notices are mailed to the customer 28000 RIDE notices are mailed to the customer
5	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed.	1000	One new issue was identified two weeks ago impacting 12 accounts where a customer has both a SHOP and an Individual QHP account. This new issue will be fixed by 11/5 - The SHOP MCI issue has 1,000 still need to be fixed and validated. One task issue (app error on working a task) planned to be fixed on 11/09	*Partially Resolved:* Data fixes have been deployed. Code fix is still in the process of being written Related ticket: 5512

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 4th

Start of the Day

5,419 Scanned/Indexed	**+** **5,304** Processed	**+** **10,857** Completed	**=** **21,580** Total

Day's Activities

-390 Scanned/Indexed	**+** **473** Processed	**+** **323** Completed	**=** **406** Total

End of the Day

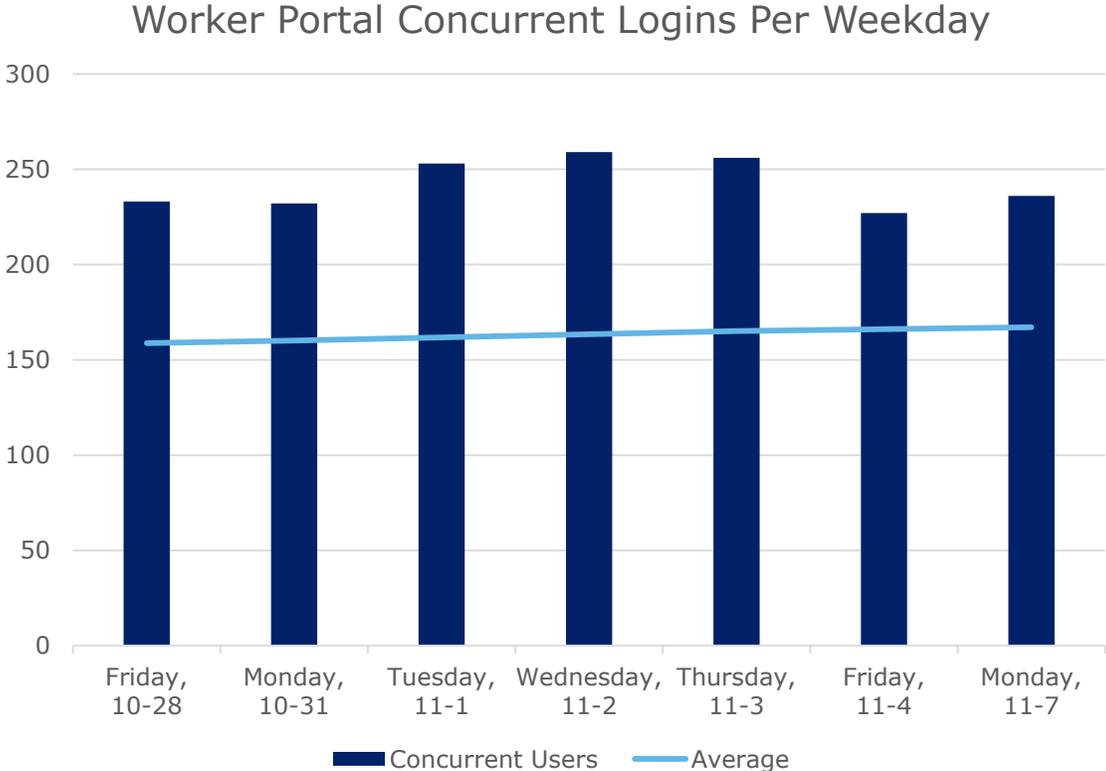|			
5,029 Scanned/Indexed	**+** **5,777** Processed	**+** **11,180** Completed	**=** **21,986** Total

RIBridges Technical Metrics – Worker Portal
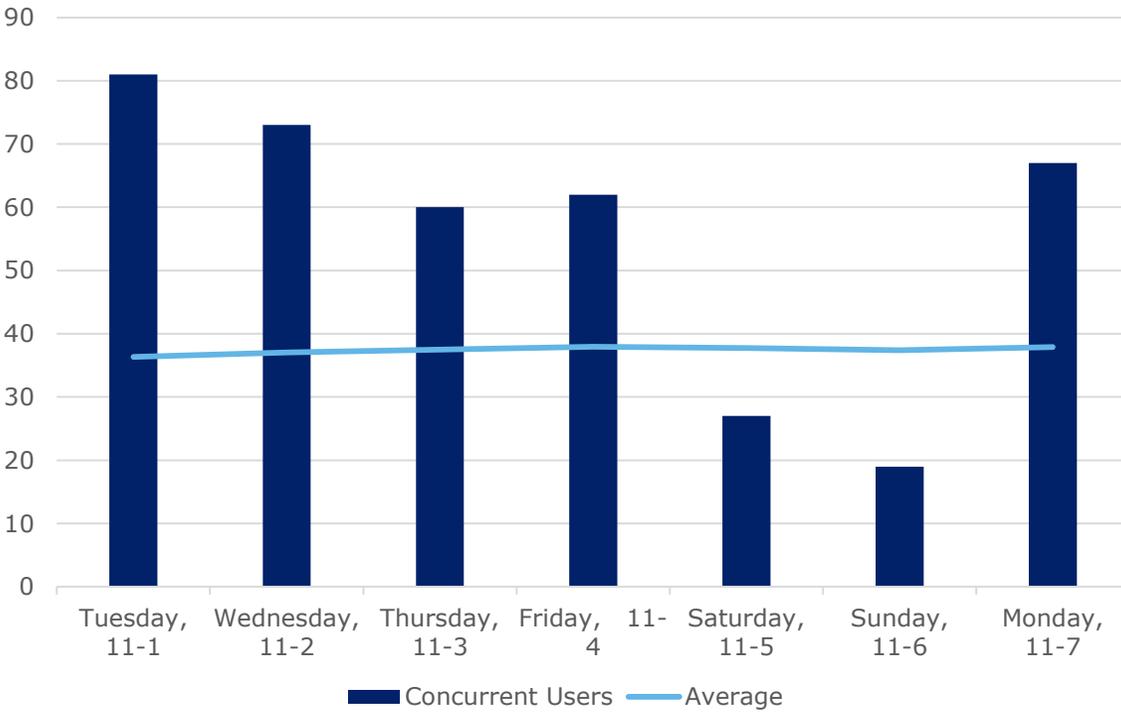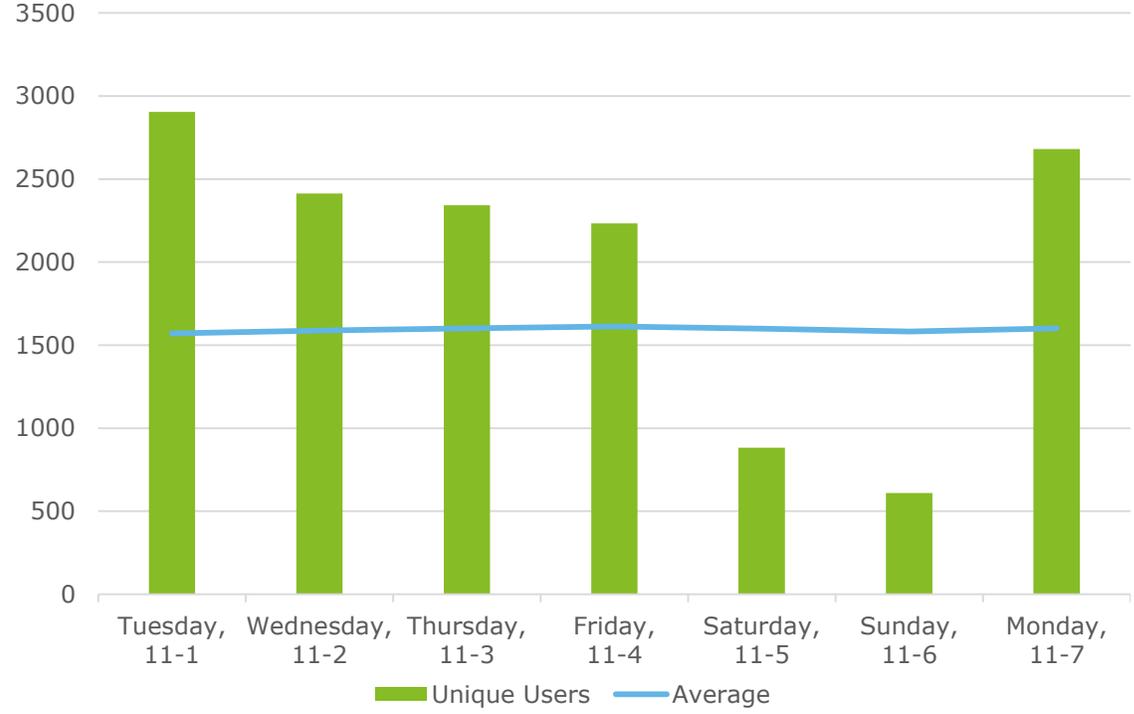Tuesday November 8th, 2016 (10:00 AM EDT)
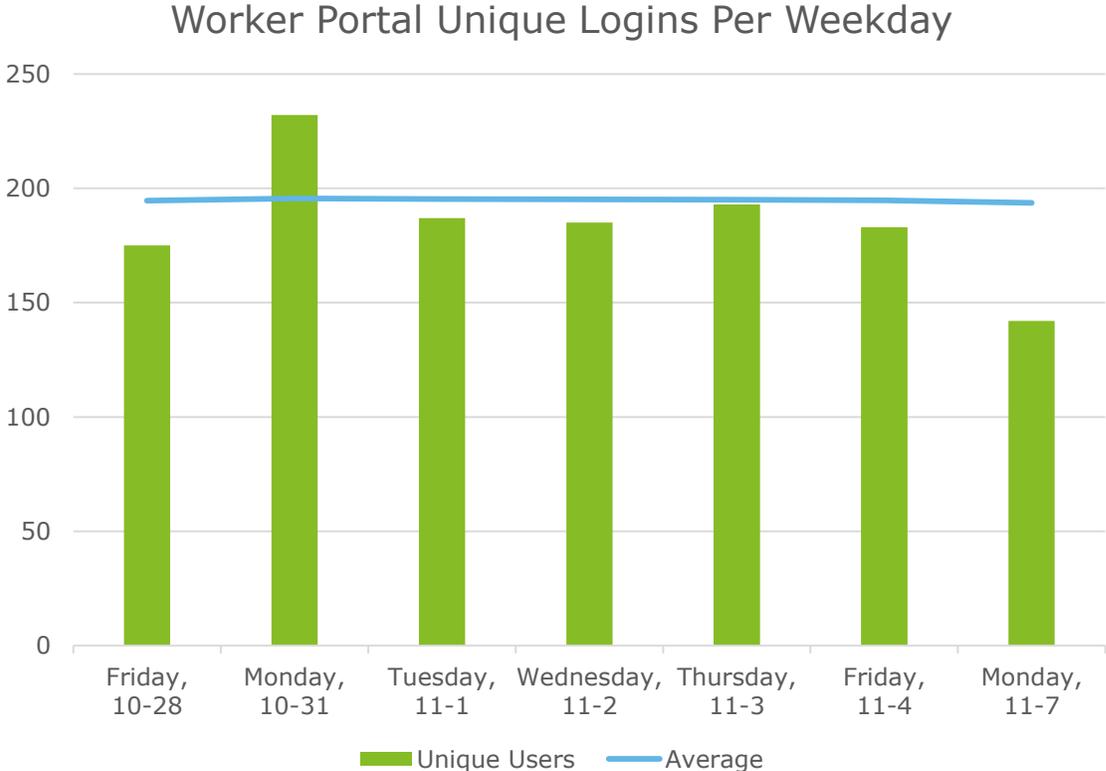
*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal
Tuesday November 8th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Legend: ■ Concurrent Users — Average

Customer Portal Unique Logins Per Day

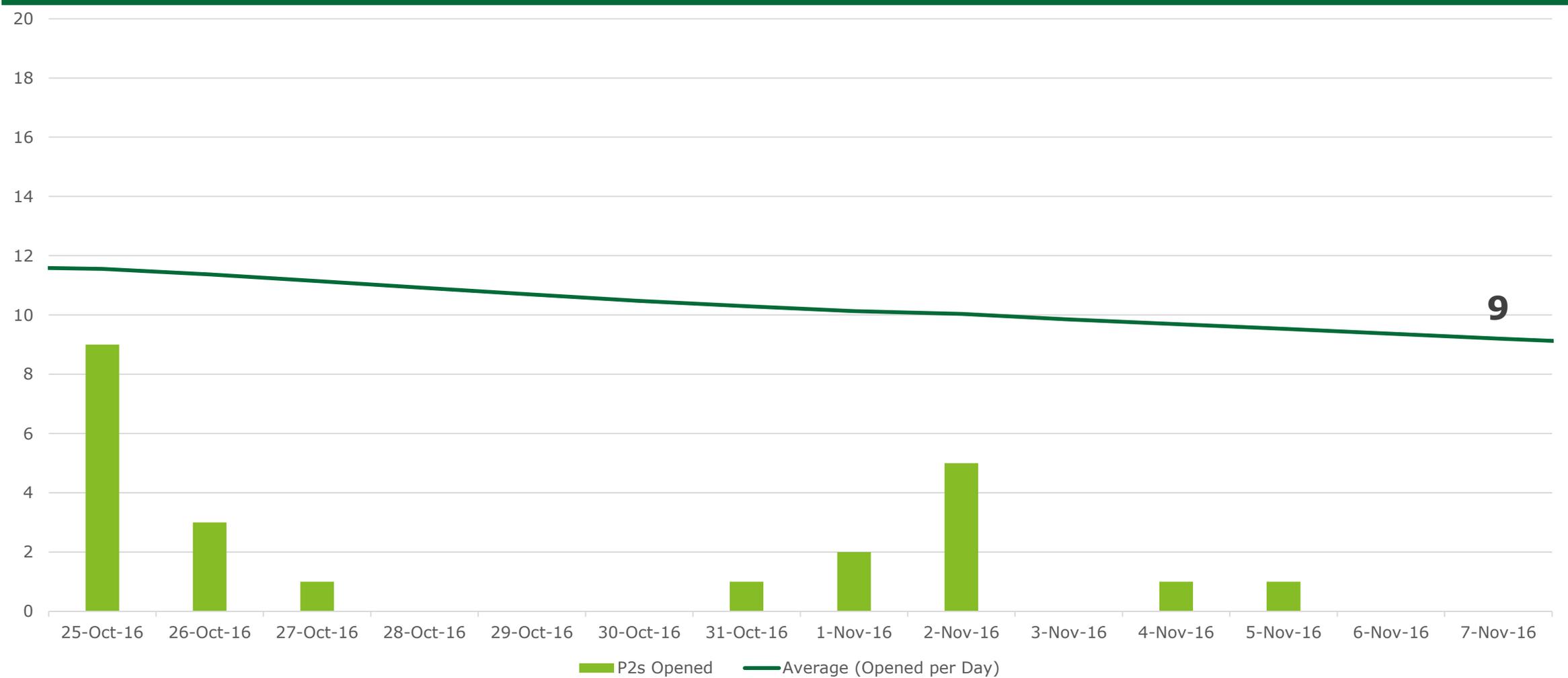Legend: ■ Unique Users — Average

*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report
Tuesday November 8th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day
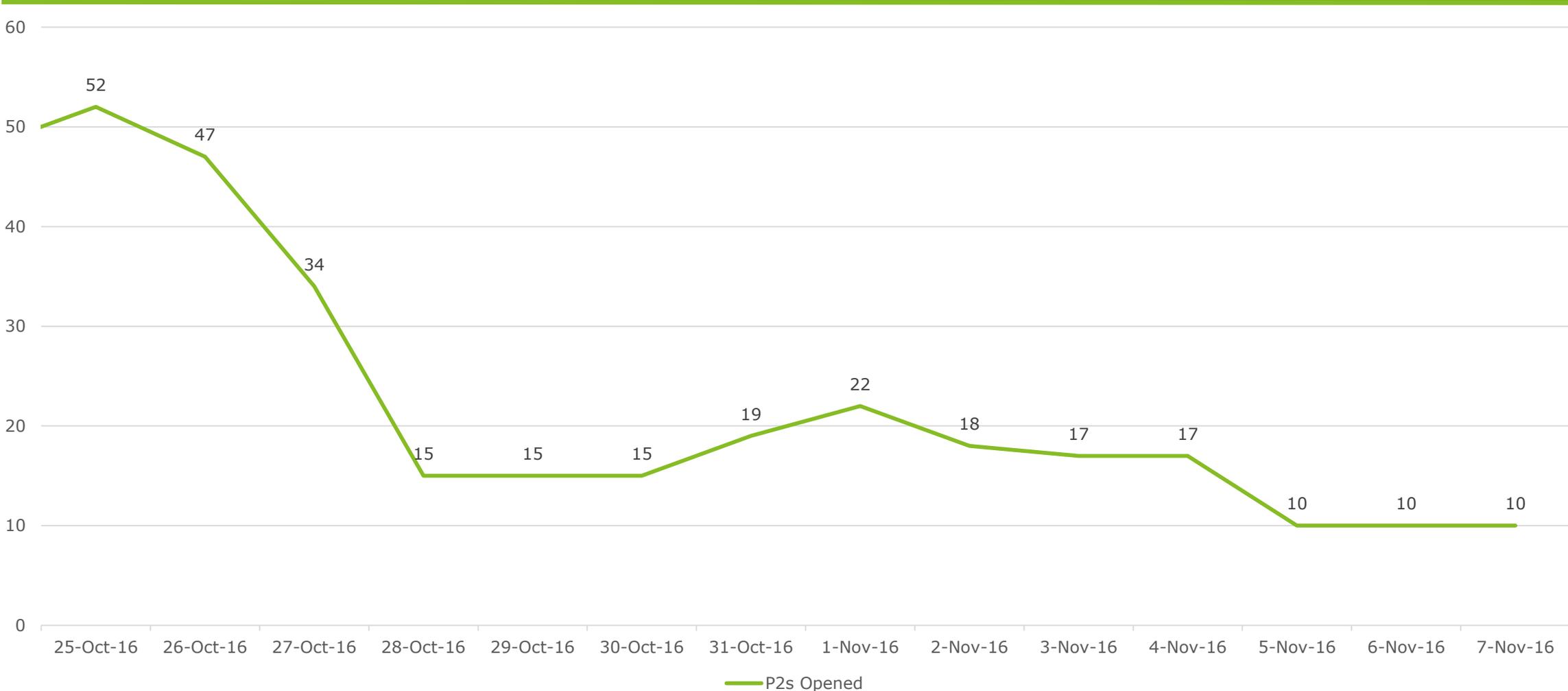
9

Legend: P2s Opened | Average (Opened per Day)

X-axis: 25-Oct-16, 26-Oct-16, 27-Oct-16, 28-Oct-16, 29-Oct-16, 30-Oct-16, 31-Oct-16, 1-Nov-16, 2-Nov-16, 3-Nov-16, 4-Nov-16, 5-Nov-16, 6-Nov-16, 7-Nov-16

RIBridges Technical Metrics – P2 Incident Report
Tuesday November 8th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)
Tuesday November 8th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

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