Production Daily Health Report
Monday November 14th, 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
11/12	Weekly Fix Release	Completed
11/14	CCAP Attendance	Not Started
11/19	Weekly Fix Release	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
99	0	99	0

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Not Scheduled For Today	N/A	0	N/A	0
DHS 3503 – Additional Documentation Required Notice	Not Scheduled For Today	N/A	0	N/A	0

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
Monday November 14th, 2016 (10:00 AM EDT)

58

Cases without Coverage due to Top Issues

0	**P1** Incidents
5	P2 incidents
1518	P3 incidents
40	P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Converted SSI Cases missing data	26	Four fields from SSP Information are intermittently appearing blank on the front end for various cases.	Multiple root causes with iterative fixing planned 11-16
2	Notices – Text and Data discrepancies during Quality Review (RIB-6163, RIB-6235)	~	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	*Resolved:* 8000 backlog BDNs were mailed to the customer; Following State approval, additional backlog notices were processed over the weekend
3	Claim Processing – Unable to post payments for ~250 accounts (RIB-6247, RIB-6241, RIB-6345)	~	Some of the key fields required for claims processing were not converted correctly. Repayment agreement amount is not updated resulting in standard recoupment	Data fix will be applied to populate the missing fields in the claims processing module. Target Fix Date – 11-16-2016
4	~200 Accounts remain in maintenance mode due to issues with data sync (RIB-4416)	~	After working through the remaining accounts that failed to data sync between the portals, fixes were completed on 11/12.	*Resolved: Long term fix for data sync via a new batch job executed over the weekend.*
5	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.
6	MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed.	~	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 in progress targeted for 11/16
7	CCAP Providers – Unable to enroll children or enter attendance information (RIB-3540, RIB-1003, RIB-6641)	30	Enrollment information and attendance screen issues preventing provider payments, analysis in progress.	Long Term: Conversion data to be corrected. Target Fix Date – 11-16-2016

System Maintenance Summary 11/07-11/13

Incident Progress:

524 **Incidents Resolved** during the Previous Week

- **156** Code Fixes
- **98** Data Fixes
- **270** Closed Through Clarification

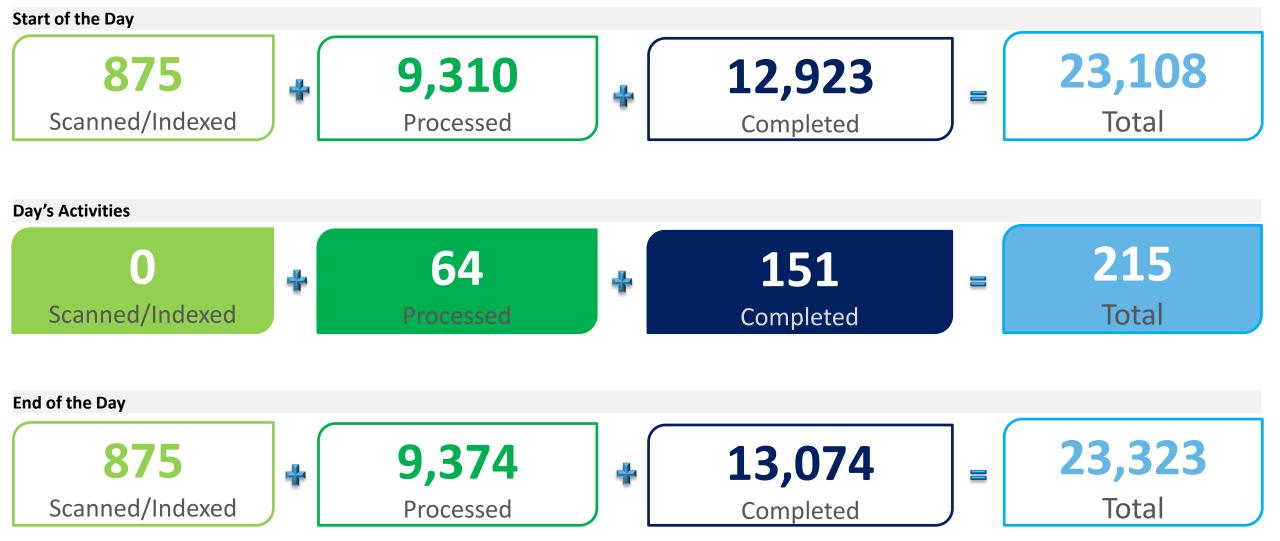|	Week Start	Week End	
P1	0	0	➡️
P2	10	5	⬇️
HSRI Blocking P3	31	17	⬇️
DHS Blocking P3	266	199	⬇️
EOHHS Blocking P3	38	26	⬇️

Week of November 13th Production Releases
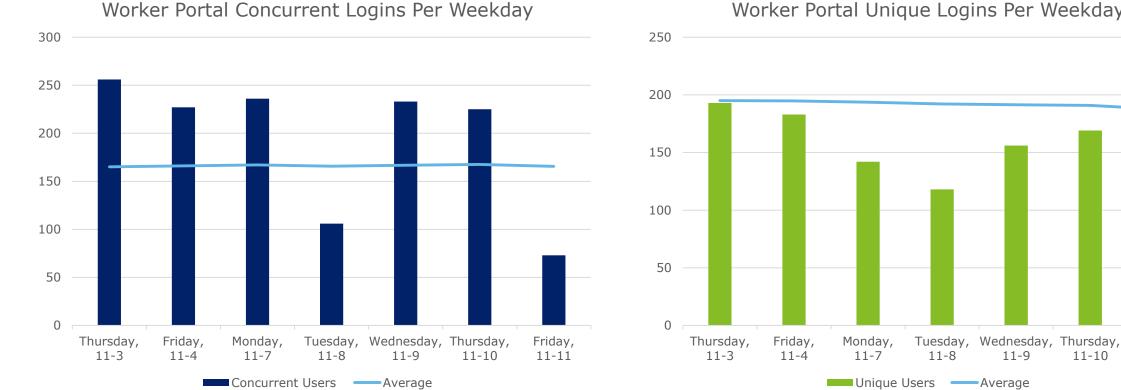
Major Changes/Defect Resolutions

1. **Individual and Case Search** – When searching by SSN, no results were found if the matching SSN was not for the primary applicant on the case. The search no matches on anyone in the case for both individual and case search screens.

2. **Electronic Document Retrieval** – The interface with EDM that is used for retrieving scanned documents (lobby tickets, scanned applications, verifications, etc) was redesigned to be more efficient. Document retrieval was recorded to be 25% faster during testing and the license transaction limit issue will no longer occur.

3. **EBT Issues: $0 on EBT card** – A technical redesign of the real-time EBT issuance functionality was implemented to resolve future instances of $0 EBT balances. Going forward data will be fetched directly from FIS tables to avoid many of the data mismatches that caused errors resulting in $0 balances.

4. **Out of State Address Warning** – When an out of state address is entered for an individual on the case a warning message is now displayed indicating that without a valid Rhode Island address individuals will be ineligible for benefits.

5. **Merging of Individuals** – The merge functionality is used to combine two individual records into one. This is needed due to legacy data that contains duplicate individuals (e.g. the 1,400 individuals with multiple SSNs). A code issue was preventing the merge when a case was in denied status or an individual was inactive but has been resolved.

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 11th

Start of the Day

875 Scanned/Indexed	+ **9,310** Processed	+ **12,923** Completed	= **23,108** Total

Day's Activities

0 Scanned/Indexed	+ **64** Processed	+ **151** Completed	= **215** Total

End of the Day

875 Scanned/Indexed	+ **9,374** Processed	+ **13,074** Completed	= **23,323** Total

RIBridges Technical Metrics – Worker Portal
Monday November 14th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday
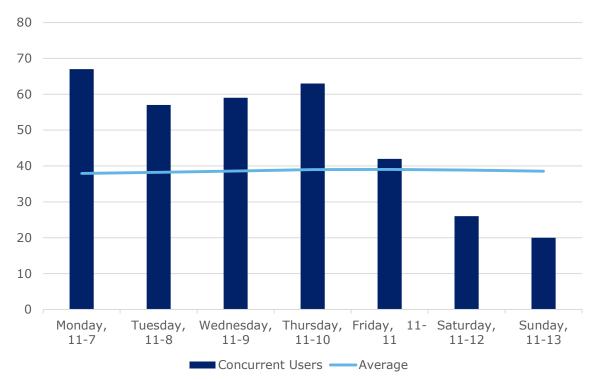
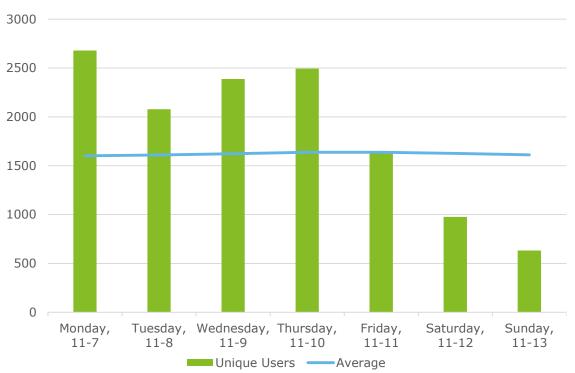Worker Portal Unique Logins Per Weekday

*Concurrent is over five minutes

RIBridges Technical Metrics – Customer Portal
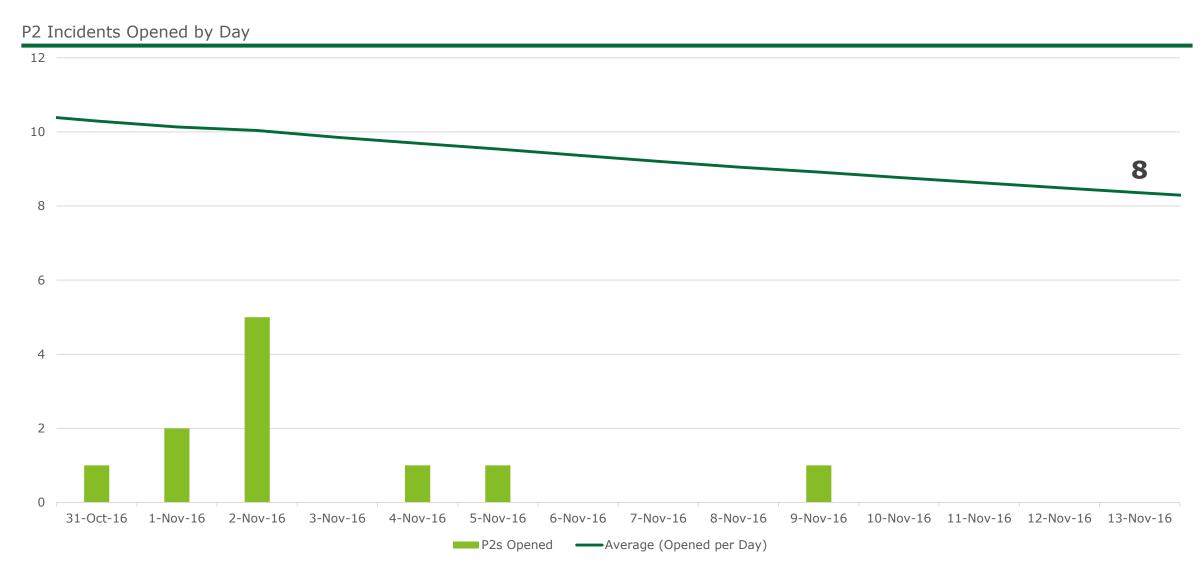## Monday November 14th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

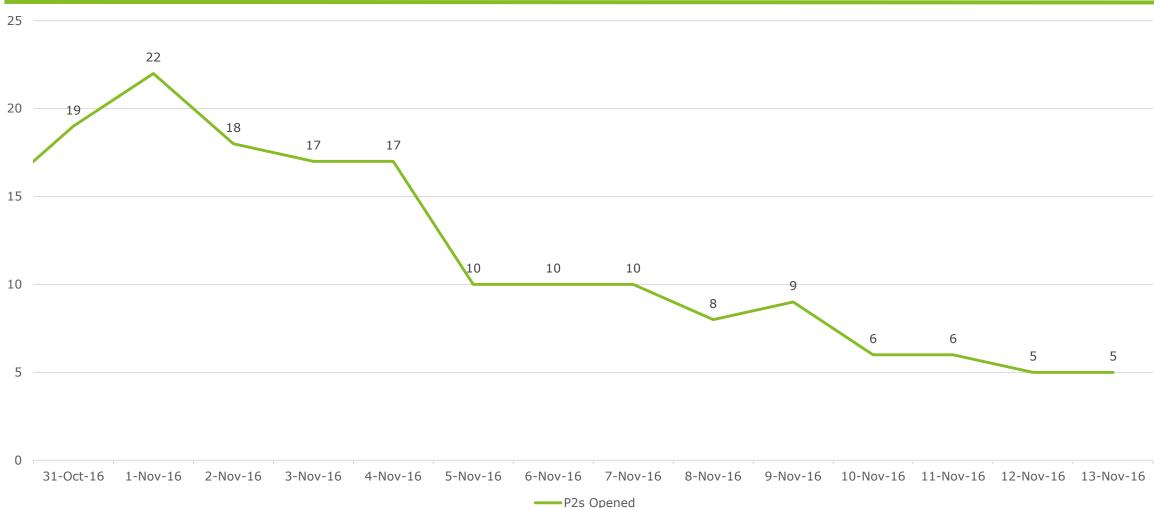Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – P2 Incident Report
Monday November 14th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

8

Legend: P2s Opened | Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Monday November 14th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

Chart data for "P2s Opened":

Date	Value
31-Oct-16	17
1-Nov-16	22 (19 labeled)
2-Nov-16	18
3-Nov-16	17
4-Nov-16	17
5-Nov-16	10
6-Nov-16	10
7-Nov-16	10
8-Nov-16	8
9-Nov-16	9
10-Nov-16	6
11-Nov-16	6
12-Nov-16	5
13-Nov-16	5

P2s Opened

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)
Monday November 14th, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

Legend: ■ EOHHS Top Priorities ■ HSRI Top Priorities ■ DHS Top Priorities