### Infrastructure and Upcoming Events

- **Date**
- **Event**
- **Status**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/2</td>
<td>Nov M&amp;O Scoping</td>
<td>In Progress</td>
</tr>
<tr>
<td>11/18</td>
<td>SSP Issuance Set 2</td>
<td>Not Started</td>
</tr>
<tr>
<td>11/18</td>
<td>SSP Recon</td>
<td>Not Started</td>
</tr>
<tr>
<td>11/19</td>
<td>Weekly Fix Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

### Daily Smoke Test Status: Pass

**Key Events**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/2</td>
<td>Nov M&amp;O Scoping</td>
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</tr>
<tr>
<td>11/19</td>
<td>Weekly Fix Release</td>
<td>Not Started</td>
</tr>
</tbody>
</table>

### Batches

<table>
<thead>
<tr>
<th>Executed</th>
<th>Failed</th>
<th>Passed</th>
<th>Held / Not Scheduled*</th>
</tr>
</thead>
<tbody>
<tr>
<td>84</td>
<td>0</td>
<td>84</td>
<td>235</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Batch Name</th>
<th>Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefit Issuance</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Mass Update</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Self Service Portal</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Reports</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Support Functions</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Notices</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>EDM</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

### Interfaces

<table>
<thead>
<tr>
<th>Critical Trading Partner</th>
<th>Transfer Status</th>
<th>QC Status</th>
<th>Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMIS</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>FIS (EBT)</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Child Support</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>SSA</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Bank of America</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Santander</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Welligent</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>Carriers &amp; NFP</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
<tr>
<td>DCYF</td>
<td>Passed</td>
<td>Passed</td>
<td></td>
</tr>
</tbody>
</table>

### Notices QC

<table>
<thead>
<tr>
<th>Notice</th>
<th>Status</th>
<th>Transferred</th>
<th>QC Passed</th>
<th>QC Pending</th>
<th>Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>DHS 1605 – Benefit Decision Notice</td>
<td>Pending</td>
<td>N/A</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>DHS 3503 – Additional Documentation Required Notice</td>
<td>Pending</td>
<td>N/A</td>
<td>0</td>
<td>N/A</td>
<td>0</td>
</tr>
</tbody>
</table>

*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

Thursday November 17th, 2016 (10:00 AM EDT)

## 776 Cases without Coverage due to Top Issues

### P1 Incidents

- **9 P2 incidents**
- **1671 P3 incidents**
- **59 P4 incidents**

## Top Issues Impacting Cases

<table>
<thead>
<tr>
<th>#</th>
<th>Issue Description</th>
<th># Cases Blocking Coverage</th>
<th>Root cause</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Converted SSI Cases missing data (RIB-2419)</td>
<td>26</td>
<td>Four fields from SSP Information are intermittently appearing blank on the front end for various cases.</td>
<td>Resolved - Multiple root causes with iterative fixing planned. All fixes have been completed.</td>
</tr>
<tr>
<td>2</td>
<td>Claim Processing – Unable to post payments for ~250 accounts (RIB-6241)</td>
<td>~250</td>
<td>Repayment agreement amount is not updated resulting in standard recoupment</td>
<td>Fix targeted for 11-19-2016</td>
</tr>
<tr>
<td>3</td>
<td>Conflicting verifications for the same data points and issues with external sources (RIB-4988)</td>
<td>2</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>4</td>
<td>MCI tasks not being created for partial matches are blocking applications. MCI task not playable and user not able to proceed. (RIB-5512, RIB-2551)</td>
<td>~</td>
<td>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</td>
<td>Partially Resolved - Data fixes have been deployed. Code fix in progress targeted for 11/19</td>
</tr>
<tr>
<td>5</td>
<td>NCP record sent to Child Support lists the children themselves as parents incorrectly. (RIB-5898)</td>
<td>~</td>
<td>Relationship information for a number of children were converted incorrectly</td>
<td>Partially Resolved - Data fix will applied to correct the relationship information for affected children Long term fix scheduled for 11-19-2016</td>
</tr>
<tr>
<td>6</td>
<td>PCPA reports contain incorrect information (RIB-3765)</td>
<td>~500</td>
<td>PCPA report needed to confirm/generate parent caretaker payments for ~500 individuals. Some reports have incorrect child counts, premium amount, or do not include dependents and other family members.</td>
<td>Multiple root causes with iterative fixing targeted to be completed on 11-26-2016</td>
</tr>
<tr>
<td>7</td>
<td>EARR Providers – SSN edit on editing the provider details (RIB-2599)</td>
<td>~</td>
<td>SSN edit is preventing updates to provider information</td>
<td>SSN to be made optional for EARR providers Target Fix Date – 11-19-2016</td>
</tr>
</tbody>
</table>
### System Application Statistics
Below provides the applications that have been submitted into the system from September 12th to November 16th

#### Start of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,013</td>
<td>9,971</td>
<td>14,686</td>
<td>25,670</td>
</tr>
</tbody>
</table>

#### Day's Activities

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>49</td>
<td>47</td>
<td>594</td>
<td>690</td>
</tr>
</tbody>
</table>

#### End of the Day

<table>
<thead>
<tr>
<th>Scanned/Indexed</th>
<th>Processed</th>
<th>Completed</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,062</td>
<td>10,018</td>
<td>15,280</td>
<td>26,360</td>
</tr>
</tbody>
</table>
RIBridges Technical Metrics – Worker Portal
Thursday November 17th, 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
Thursday November 17th, 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
Thursday November 17th, 2016 (10:00 AM EDT)
RIBridges Technical Metrics – P2 Incident Report
Thursday November 17th, 2016 (10:00 AM EDT)
RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)
Thursday November 17th, 2016 (10:00 AM EDT)