# Production Daily Health Report
## Thursday December 1st, 2016 (10:00 AM EDT)

### Infrastructure and Upcoming Events

| | | | |
|---|---|---|---|
| ■ Customer Portal | ■ Worker Portal | ■ CCAP | ■ EARR |
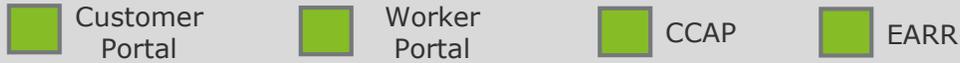
**Daily Smoke Test Status:** Pass

**Key Events**

| Date | Event | Status |
|---|---|---|
| 12/1 | GPA Burial | Not Started |
| 12/1 | Redetermination | Not Started |
| 12/3 | Weekly Fix Release | In Progress |
| 12/3 | November M&O Release | In Progress |
| 12/5 | CCAP Payroll | Not Started |

### Batches

| Executed | Failed | Passed | Held / Not Scheduled* |
|---|---|---|---|
| 189 | 0 | 189 | 130 |

| 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 | Complete | Pending | 0 | 1832 | 0 |
| DHS 1010 – Renewal Notice | Complete | Pending | 0 | 5651 | 0 |
| DHS1046 – Six-Month Interim Report | Complete | Pending | 0 | 6531 | 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.

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# RIBridges Top Issues Impacting Cases
Thursday December 1st, 2016 (10:00 AM EDT)

**118**

Cases without Coverage
due to Top Issues

**0** **P1** Incidents

**3** P2 incidents

**1591** P3 incidents

**85** P4 incidents

## Top Issues Impacting Cases

| # | Issue Description | # Cases Blocking Coverage | Root cause | Resolution |
|---|---|---|---|---|
| 1 | GPA Benefit Issuance Issues – Check is not sent and issues with converted data (RIB-5188, RIB-4018) | ~100 | Mismatch of converted data between MCI and Eligibility tables | Target Fix Date – 12-02-2016 |
| 2 | Cannot enroll RIteShare members (RIB-8536) | ~ | Could not pull up any employers to update plans or rates since Tier Mass Update | **Resolved –** Issue has been fixed as of 12-1-2016 |
| 3 | Overpayment referral record is authorized and authorized record got cancelled (RIB-4757) | ~ | Incorrect record status for overpayment referral | Target Fix Date – 12-03-2016 |
| 4 | Medicaid accounts incorrectly pended due to incorrect SWICA/DLT Mismatches (RIB-3010, RIB-5224) | ~18 | 14 triggers failed since these accounts are flagged as Benefit Mismatch accounts. 4 Accounts failed due to other exceptions. These accounts need eligibility re-run from the front end. | Deloitte re-ran eligibility for 18 accounts, 14 of which were completed and 4 require more information from the user. Target date to send notices: 12/03 |
| 5 | Average weekly hours worked on Earned Income screen in RIteshare needs to be a required field (RIB-8346) | ~ | Part of the new definition of RIteShare is whether a person works > 20 hours per week. However, this field is not mandatory on the earned income screen. | Target Fix Date – 12/03 |
| 6 | Not all 1Bs are being sent from Bridges to MMIS (RIB-3746, RIB-3092) | ~ | Looking into REKR reports to determine why individuals failed to get processed. | **Partially Resolved -** Target Fix Date – 12/03 |
| 7 | HIX Customer Portal Password Reset Issues (RIB-7092, RIB-8523) | ~ | App errors present for 10 customers when attempting to change auto generated passwords. Contact center unable to auto generate new password for 5 existing users. Root cause analysis in progress. | Target Fix Date - TBD |

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 30th

**Start of the Day**

**1,278**
Scanned/Indexed

+

**11,889**
Processed*

+

**19,563**
Completed

=

**32,730**
Total

**Daily Net Change**

**-12**
Scanned/Indexed

+

**92**
Processed

+

**600**
Completed

=

**680**
Total

**End of the Day**

**1,266**
Scanned/Indexed

+

**11,981**
Processed*

+

**20,163**
Completed**

=

**33,410**
Total***

\* Processed applications have gone through the application registration process, but eligibility has not been run.
\*\* Completed applications have been processed and have had eligibility run.
\*\*\* Total is the total number of applications present in the system

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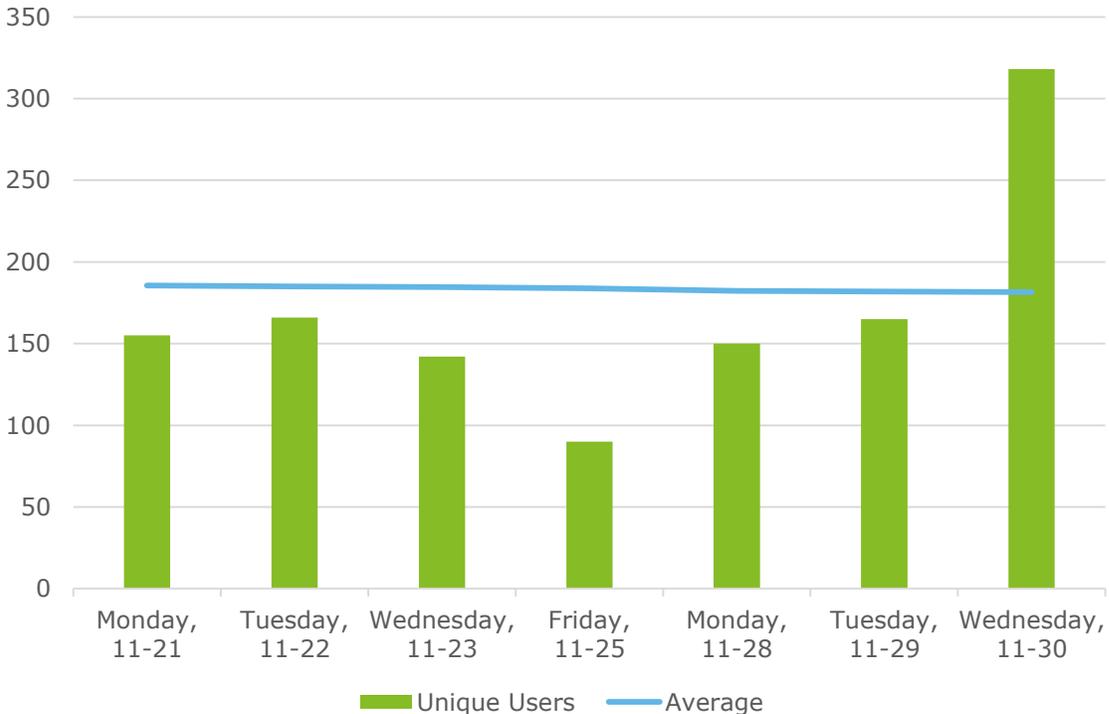# RIBridges Technical Metrics – Worker Portal
## Thursday December 1st, 2016 (10:00 AM EDT)

### Worker Portal Concurrent Logins Per Weekday



Legend: Concurrent Users, Average
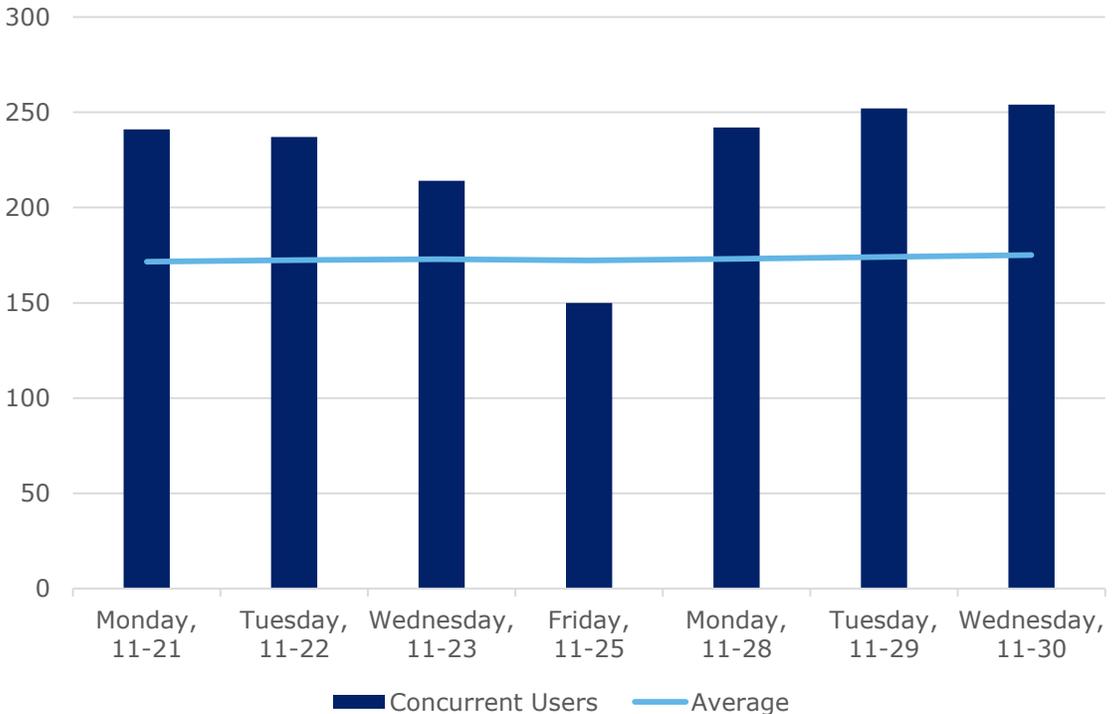
*Concurrent is over five minutes
**Exact number of concurrent logins with no exclusions

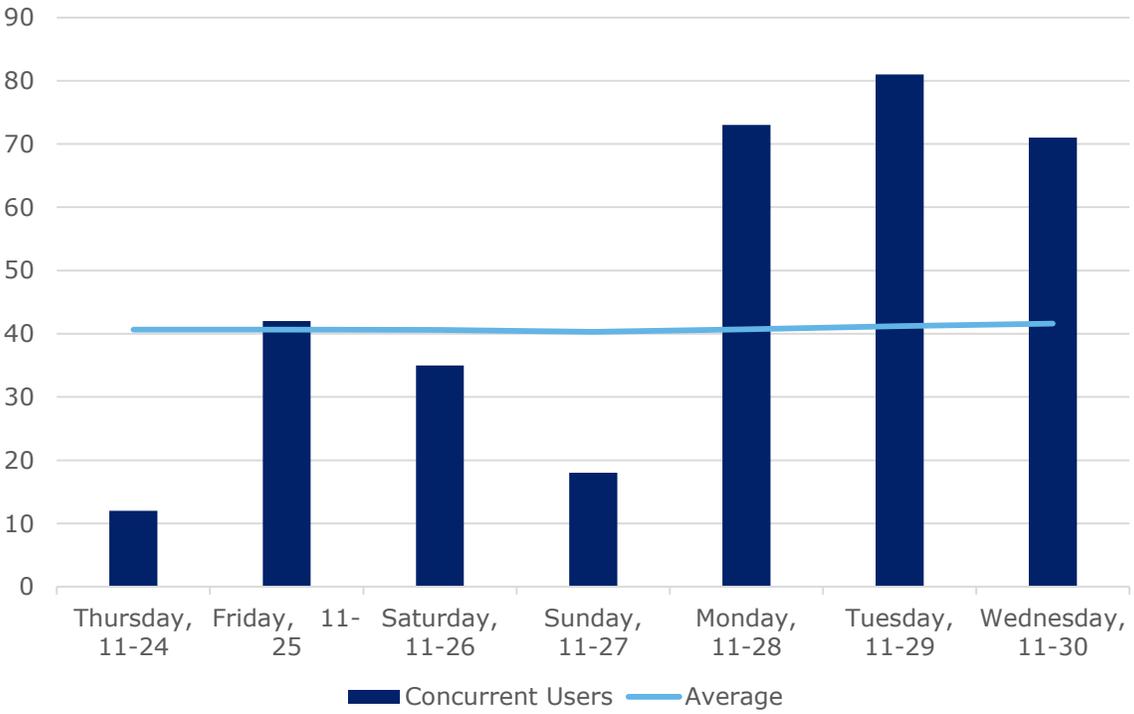### Worker Portal Unique Logins Per Weekday



Legend: Unique Users, Average

*Excludes Deloitte and contractor logins prior to 11/30.
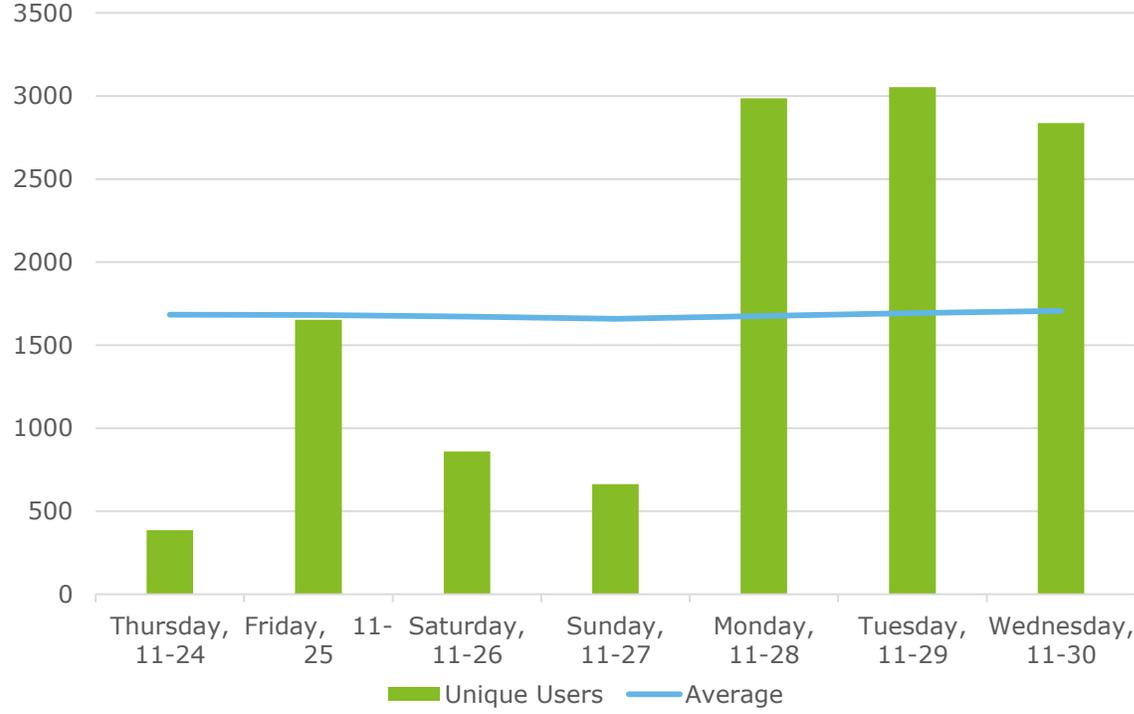** Deloitte and contractor logins included 11/30 and on

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# RIBridges Technical Metrics – Customer Portal
## Thursday December 1st, 2016 (10:00 AM EDT)



Customer Portal Concurrent Logins Per Day

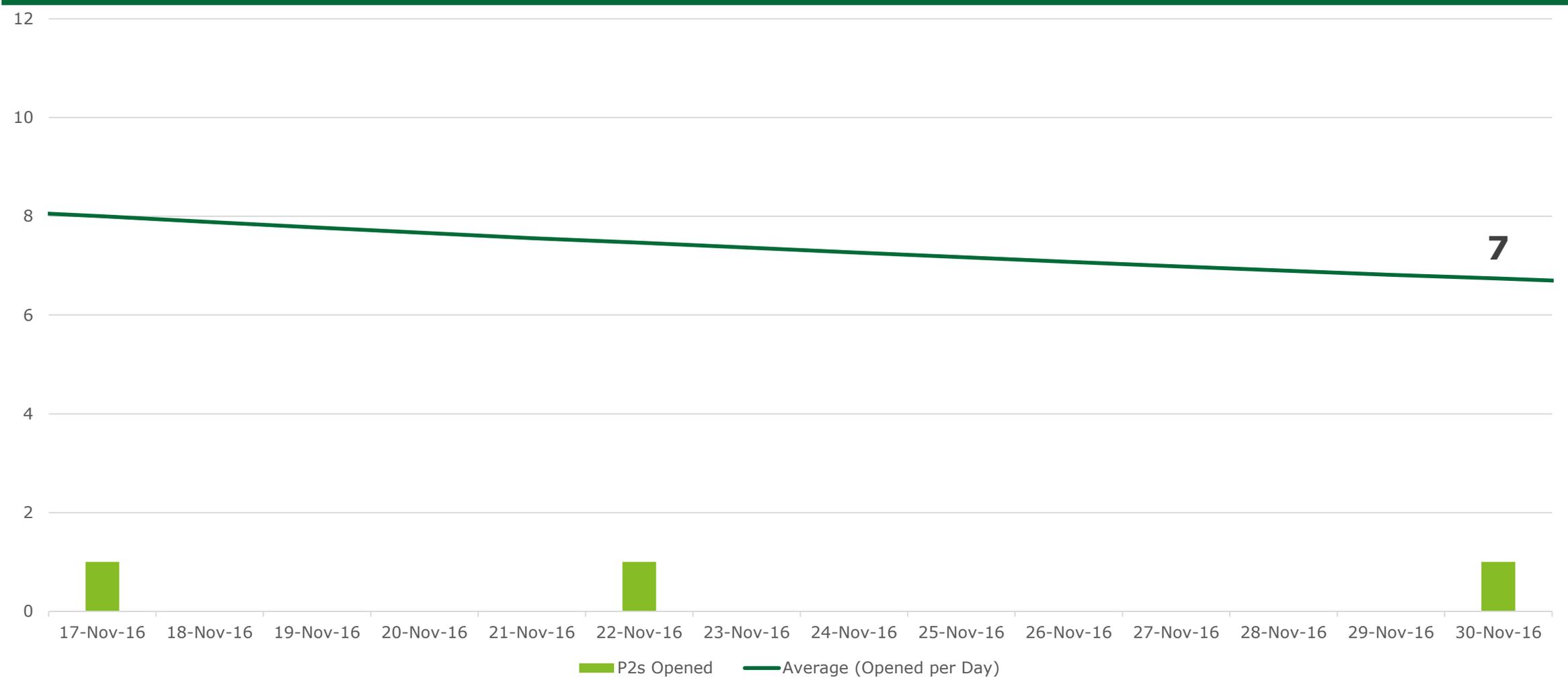Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

# RIBridges Technical Metrics – P2 Incident Report
## Thursday December 1st, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



**7**

Legend: P2s Opened | Average (Opened per Day)

# RIBridges Technical Metrics – P2 Incident Report
## Thursday December 1st, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



P2s Opened

# RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
## Thursday December 1st, 2016 (10:00 AM EDT)



Total Priority 3 Blocker Incidents Open by Day