

# Production Daily Health Report

## Wednesday November 30th, 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
11/28	SSP Monthly Issuance	Completed
12/3	Weekly Fix Release	In Progress
12/3	November M&O Release	In Progress

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
177	0	177	142

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	N/A	0	TBD	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

Wednesday November 30th, 2016 (10:00 AM EDT)

# 118

## Cases without Coverage due to Top Issues

**0** P1 Incidents  
**3** P2 incidents  
**1611** P3 incidents  
**74** 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	Overpayment referral record is authorized and authorized record got cancelled (RIB-4757)	~	Incorrect record status for overpayment referral	Target Fix Date – 12-03-2016
3	PCPA reports contain incorrect information (RIB-3765)	~	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.	<b>Resolved</b> - Multiple root causes with iterative fixes have been completed. PCPA report has been sent to state to confirm that there are no other issues.
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 working on re-running eligibility for 18 accounts and sending RDOCs. Target date to send notices and re-run eligibility: 11/30
5	Child Support Individual Identifier Mismatch Issue – Incorrect mapping between RIBridges, MCI ID and CSE per ISN (RIB-5481, RIB-5484, RIB-4865)	~	Reconciliation of MCI IDs across system. Issue resolution requires manual merge	Target Fix Date – TBD
6	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 if a person works > 20 hours per week. however this field is not mandatory on the earned income screen.	Target Fix Date – 12/03

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 29th

## Start of the Day

**1,383**

Scanned/Indexed



**11,594**

Processed



**19,035**

Completed



**32,012**

Total

## Day's Activities

**-106**

Scanned/Indexed



**263**

Processed



**471**

Completed



**628**

Total

## End of the Day

**1,277**

Scanned/Indexed



**11,857**

Processed



**19,506**

Completed



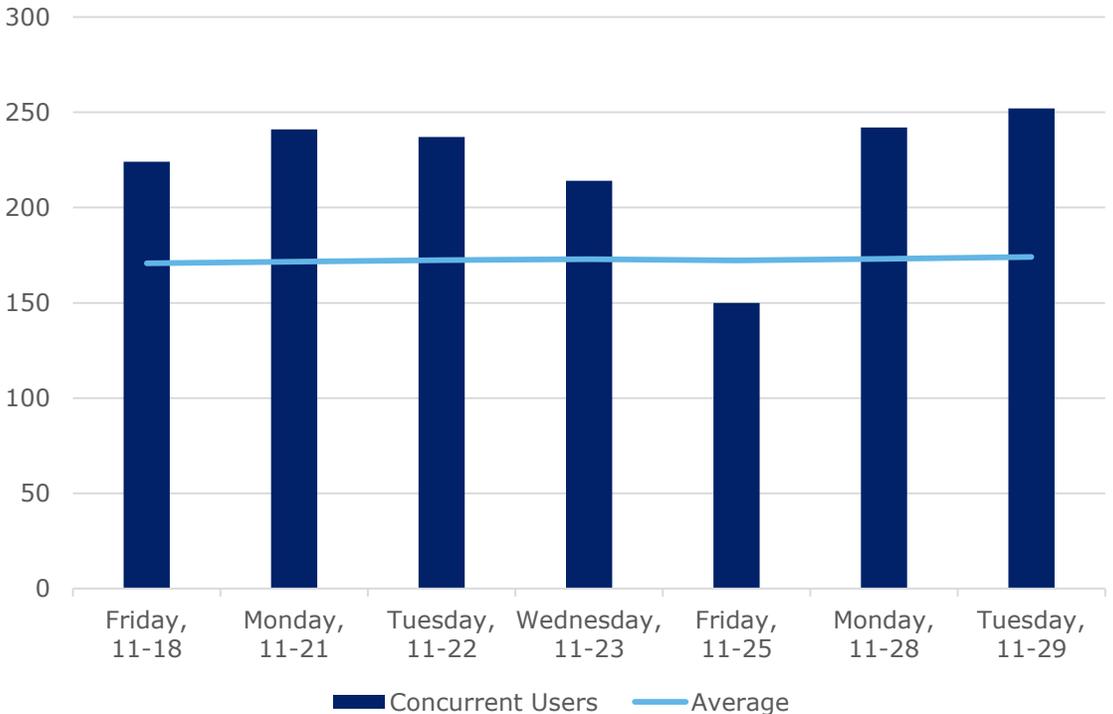
**32,640**

Total

# RIBridges Technical Metrics – Worker Portal

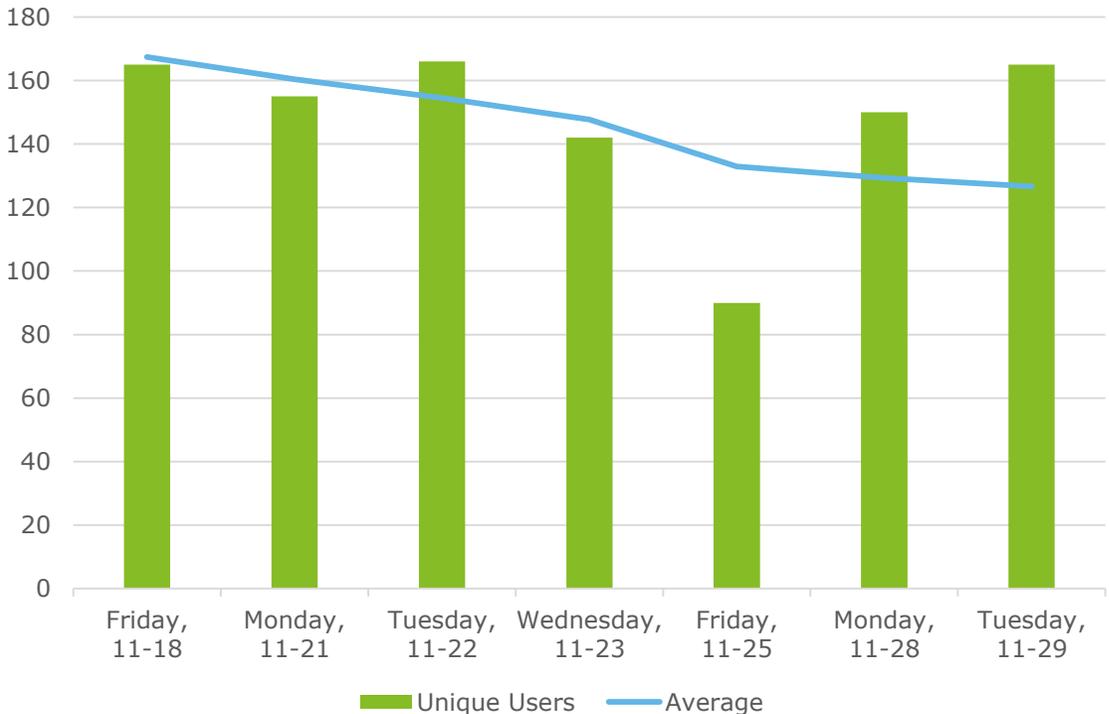
Wednesday November 30th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



\*Concurrent is over five minutes  
 \*\*Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

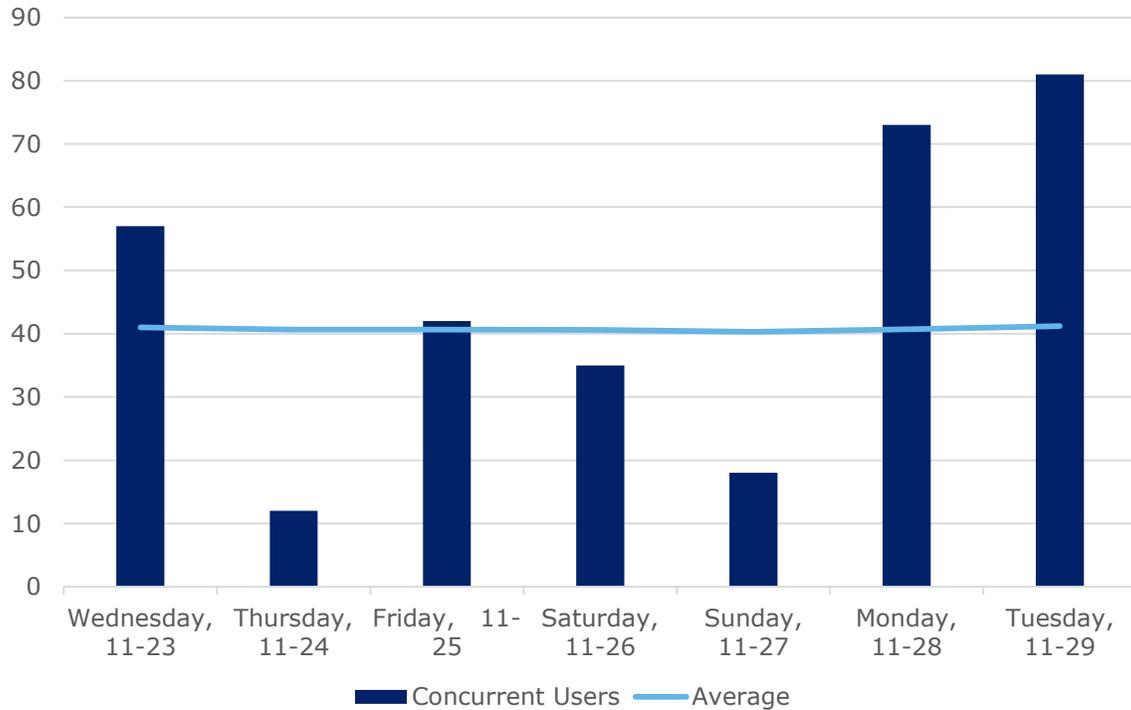


\*Excludes Deloitte and contractor logins.

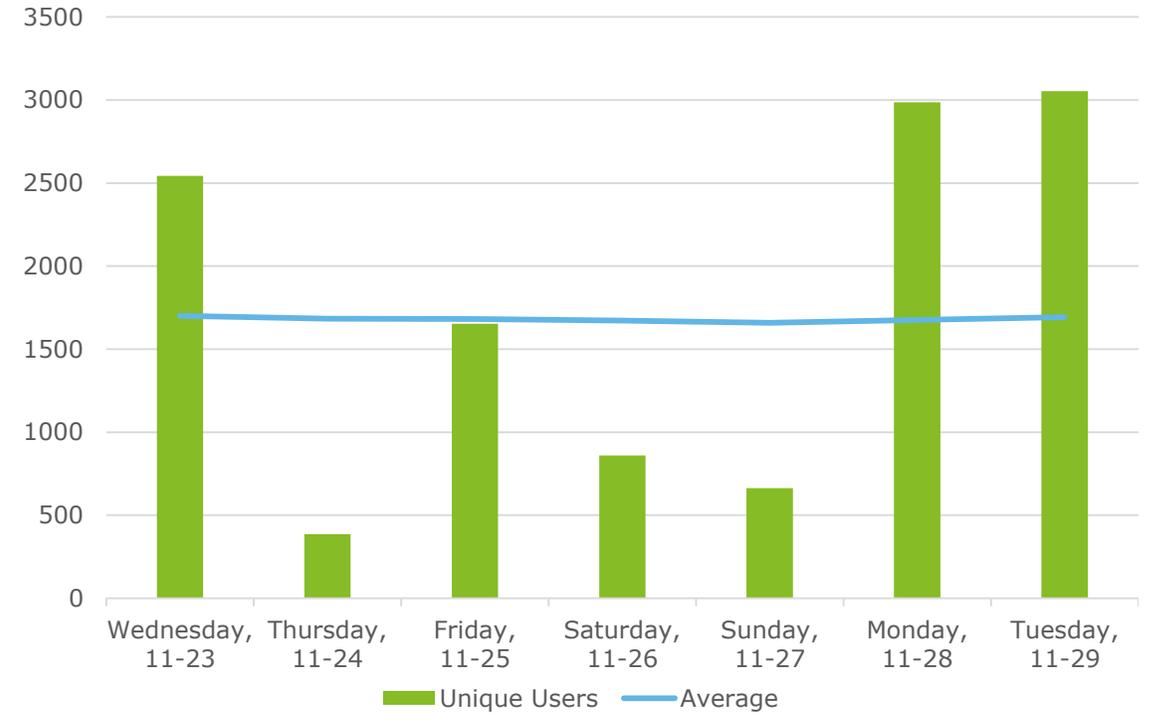
# RIbridges Technical Metrics – Customer Portal

Wednesday November 30th, 2016 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

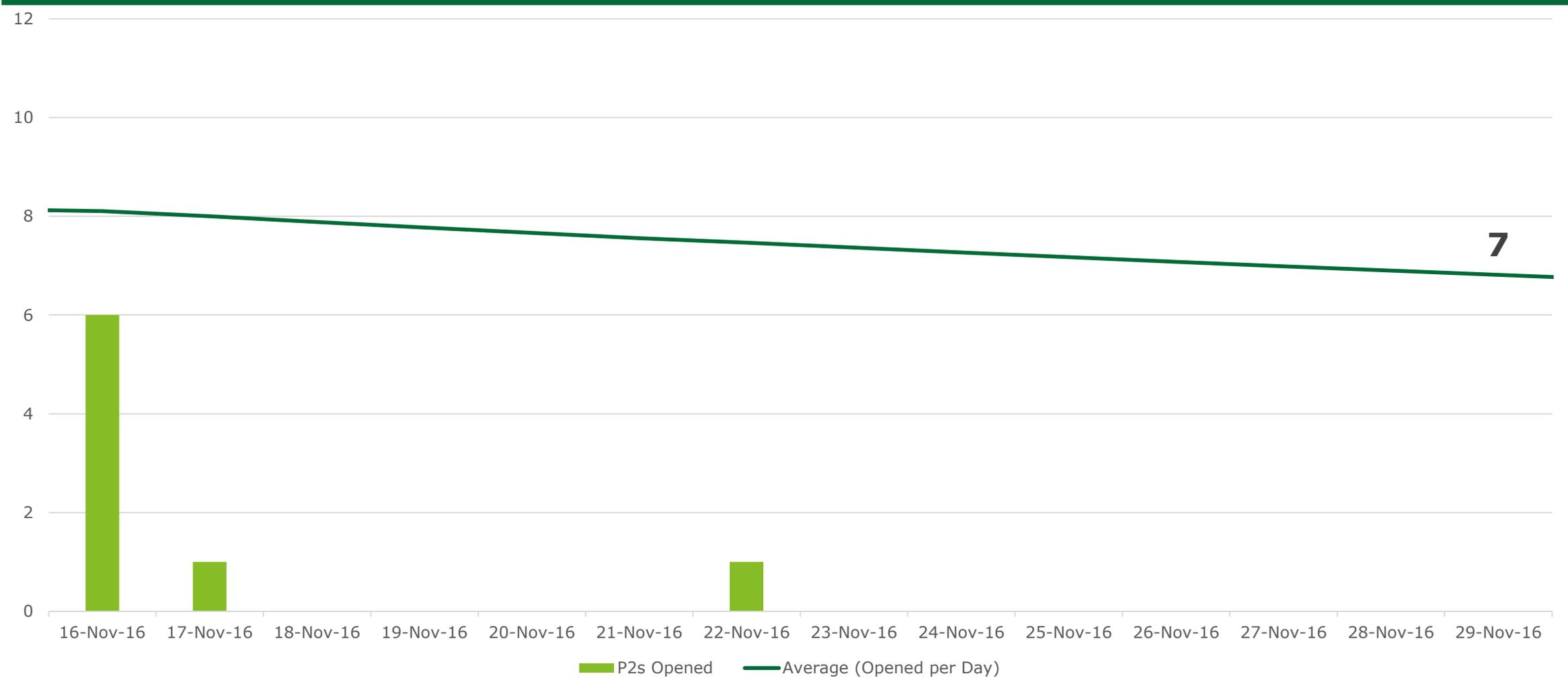


\*Concurrent is over five minutes

# RIbridges Technical Metrics – P2 Incident Report

Wednesday November 30th, 2016 (10:00 AM EDT)

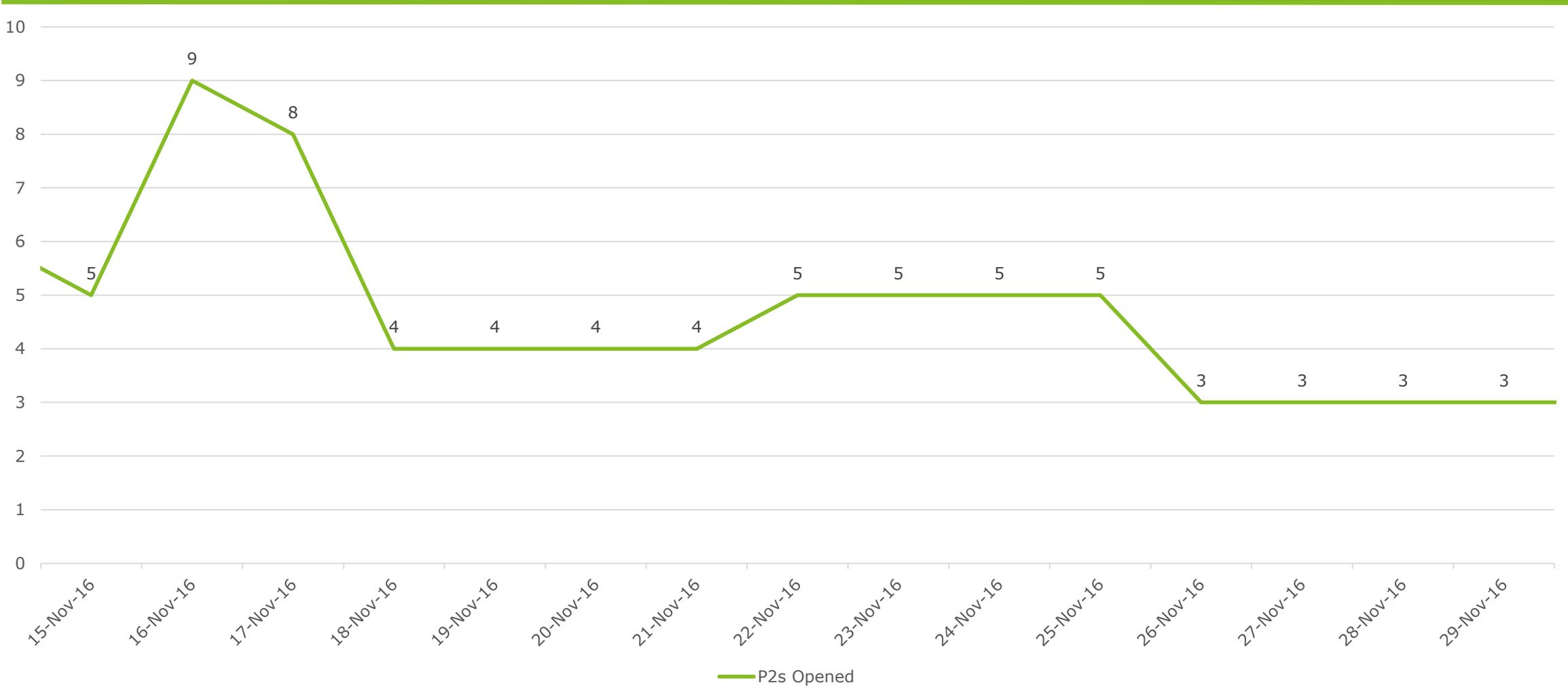
P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Wednesday November 30th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Wednesday November 30th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

