

# Production Daily Health Report

## Monday Dec. 4<sup>th</sup>, 2017 (10:00 AM EDT)

### Infrastructure and Upcoming Events

Customer Portal
  Worker Portal
  CCAP
  EARR

**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
12/16	Monthly Release	Not Started

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	569	0
DHS3503-Additional Documentation Required	Passed	Pending	0	312	0

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
144	0	144	175

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	Daily & Special Report Batches were executed.
Support Functions	Passed	
Notices	Passed	All Notices generation jobs got completed and Clean up job was executed successfully.
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	No file received.
Santander	N/A	N/A	No file received.
Welligent	N/A	N/A	No file received.
Carriers & NFP	Passed	Passed	834 Carriers – Generated-Validated-Transferred. 834 NF –Generated-Validated-Transferred. Shop XML–Generated–Validated–Transferred.
HSRI Extracts	Passed	Passed	NHPRI and FMS files were loaded; BCBS, DD and NHPRI files not received
DCYF	Passed	Passed	
FDSH	N/A		No issues found with daily monitoring FDSH interface

\*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

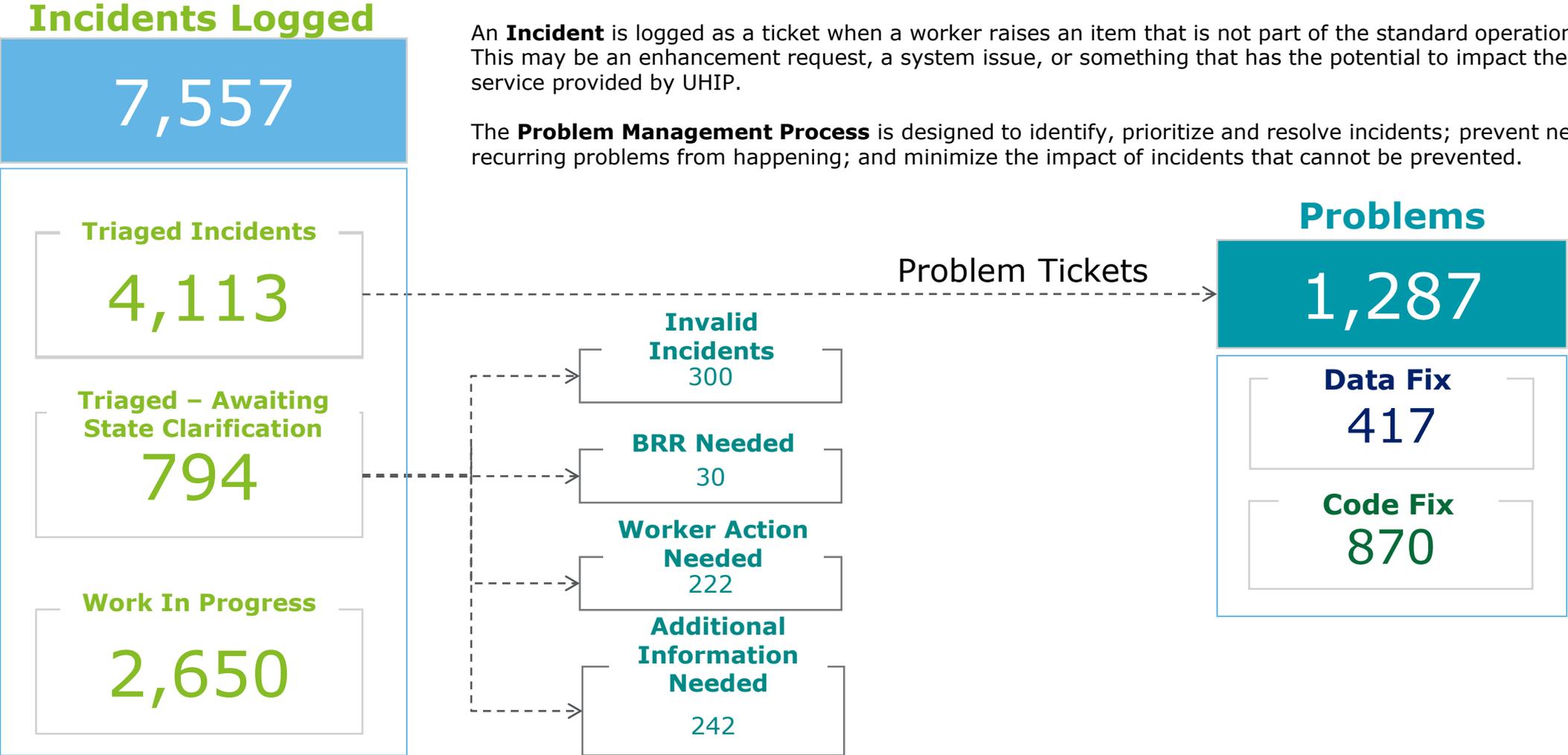
# RIBridges Incident Management Process and Status

Monday Dec. 4<sup>th</sup>, 2017 (10:00 AM EDT)

### Definitions

An **Incident** is logged as a ticket when a worker raises an item that is not part of the standard operation of UHIP. This may be an enhancement request, a system issue, or something that has the potential to impact the quality of service provided by UHIP.

The **Problem Management Process** is designed to identify, prioritize and resolve incidents; prevent new or recurring problems from happening; and minimize the impact of incidents that cannot be prevented.



# RIbridges Technical Metrics – Incident Backlog Trend (includes problems being fixed)

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Backlog Day over Day

