

# Production Daily Health Report

## Friday December 9th, 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
12/9	SSP Recon	In Progress
12/9	RIW Issuance	Not Started
12/9	Support Service Issuance	Not Started
12/10	Weekly Release	Not Started

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
178	0	178	141

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	Pending	Pending	0	0	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

Friday December 9th, 2016 (10:00 AM EDT)

# 124

## Cases without Coverage due to Top Issues

**0** P1 Incidents  
**4** P2 incidents  
**1626** P3 incidents  
**80** P4 incidents

### Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	"Choose Coverage Effective Date" Screen Displaying Incorrectly in Worker Portal (RIB-8931)	5	Code issue preventing completion of applications for 5 accounts.	Target Fix Date – 12-10-2016
2	Application Error on Appeal Task "Invalid Case Number Associated" (RIB-8501)	1	Upon analysis, it was discovered there are two valid case numbers associated with the individual in Bridges.	Target Fix Date – 12-10-2016
3	Authorized Overpayment Referral Records Cancelled (RIB-4757)	~	The issued benefits history of authorized RIW cases are being cancelled after authorization of overpayment referrals for 10/2016	<b>Partially Resolved</b> – Code fix implemented Pending data fix targeted for 12-10-2016
4	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 – 12-10-2016
5	December Issuances Not Displaying on Issuance Summary/Search Screen (RIB-8751)	~	Upon changing the effective dates for December issuances, the correct values were displayed. Issuance triggers not inserted on eligibility run for 3 remaining cases, RCA in progress	Targeted Fix Date – 12-13-2016
6	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 pending state approval

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to December 8th

## Start of the Day

**779**

Scanned/Indexed



**13,768**

Processed



**23,241**

Completed



**37,788**

Total

## Daily Net Change

**-367**

Scanned/Indexed



**521**

Processed



**475**

Completed



**629**

Total

## End of the Day

**412**

Scanned/Indexed



**14,289**

Processed\*



**23,716**

Completed\*\*



**38,417**

Total\*\*\*

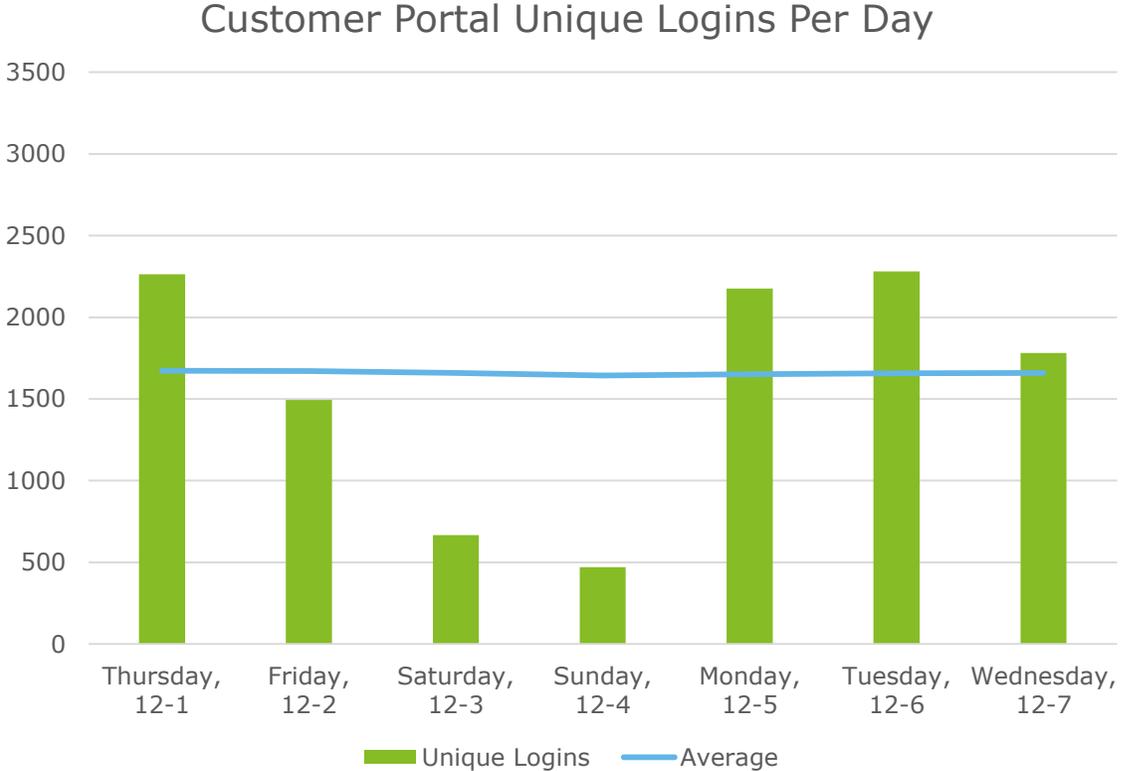
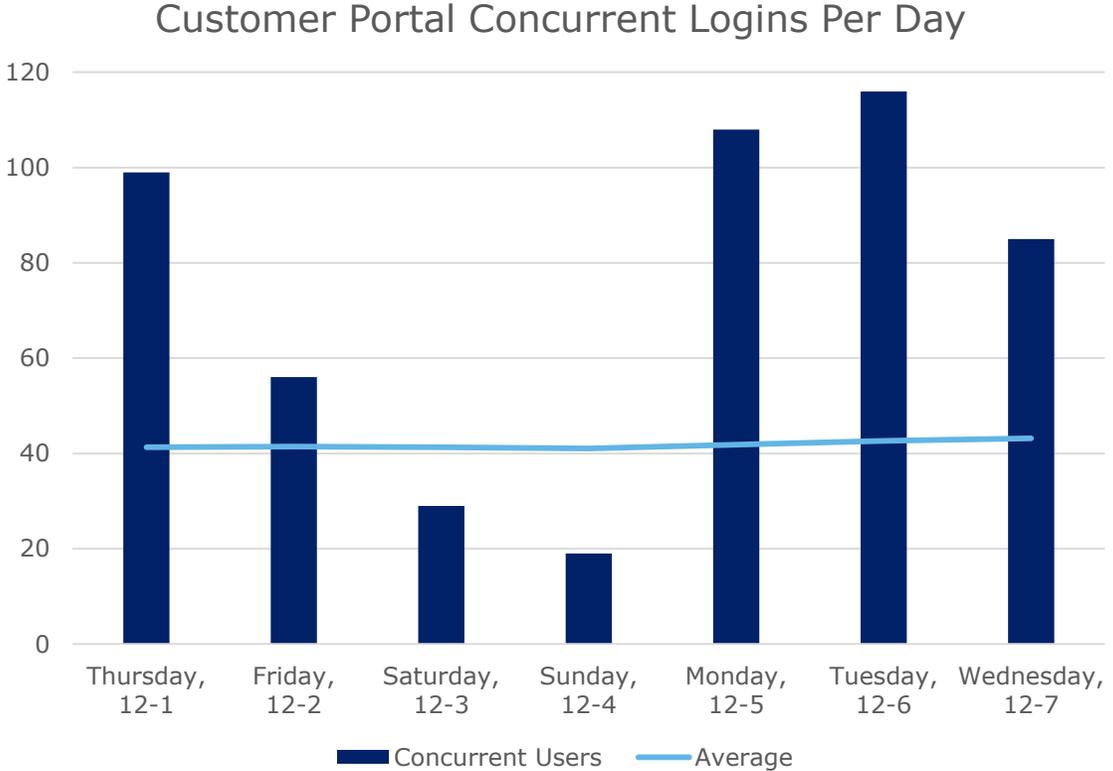
\* Processed applications have gone through the application registration process, but eligibility has not been run.

\*\* Completed applications have been processed and have had eligibility run.

\*\*\* Total is the total number of applications present in the system

# RIBridges Technical Metrics – Customer Portal

Friday December 9th, 2016 (10:00 AM EDT)

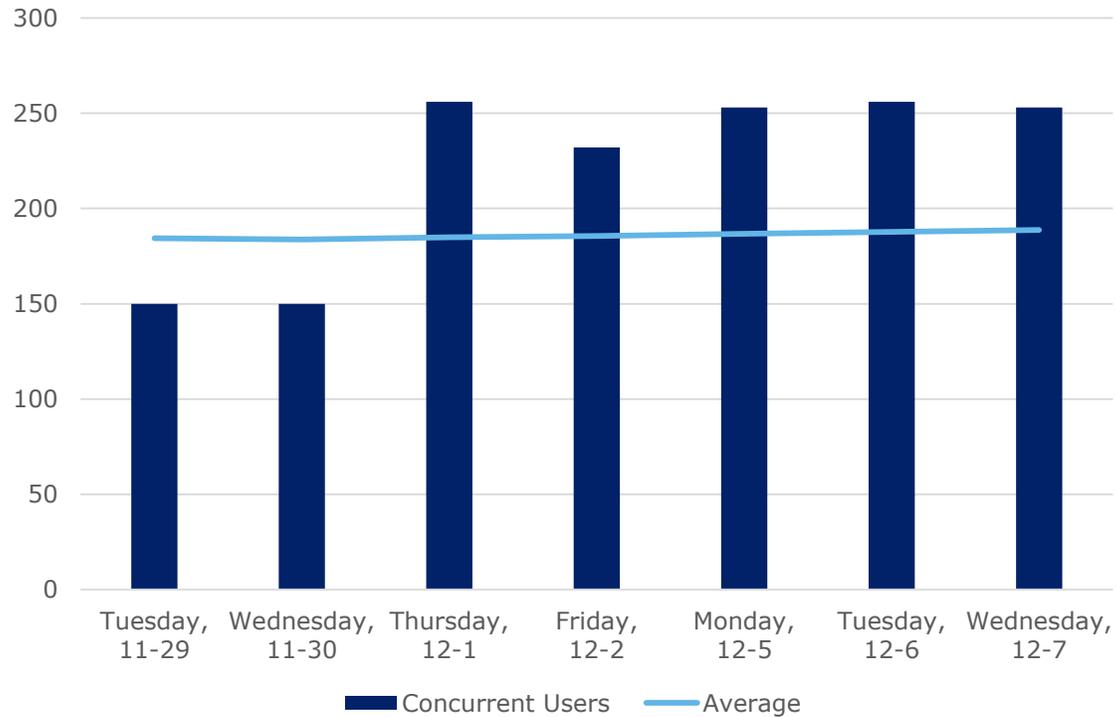


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

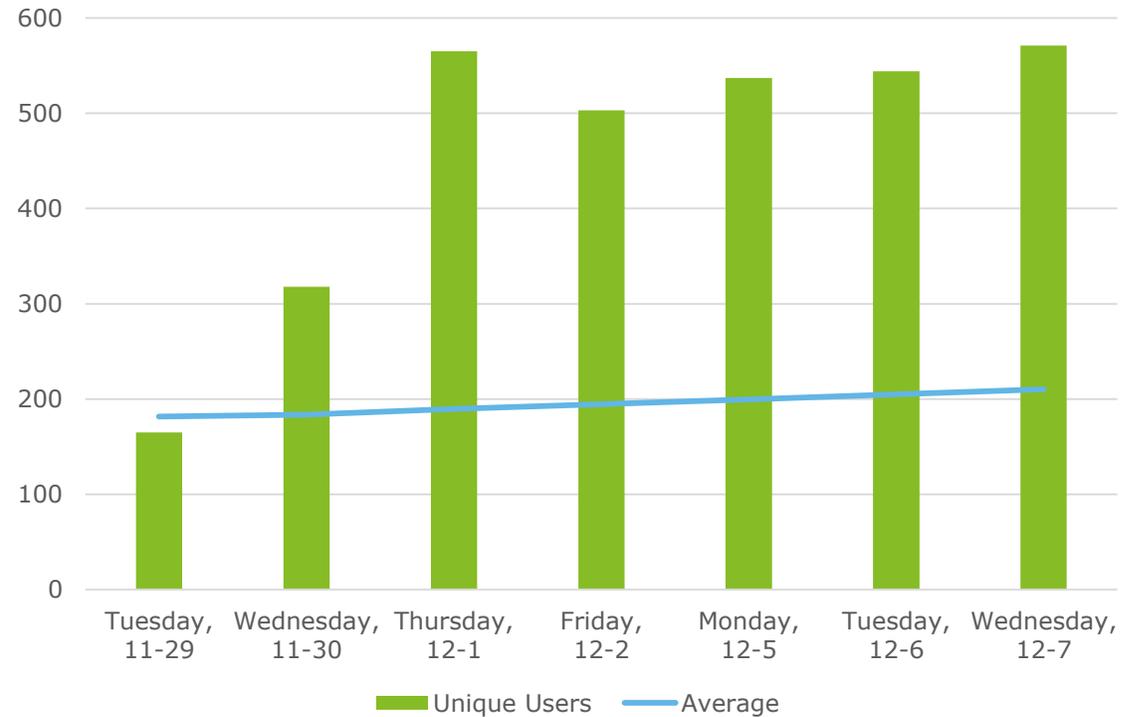
Friday December 9th, 2016 (10:00 AM EDT)

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

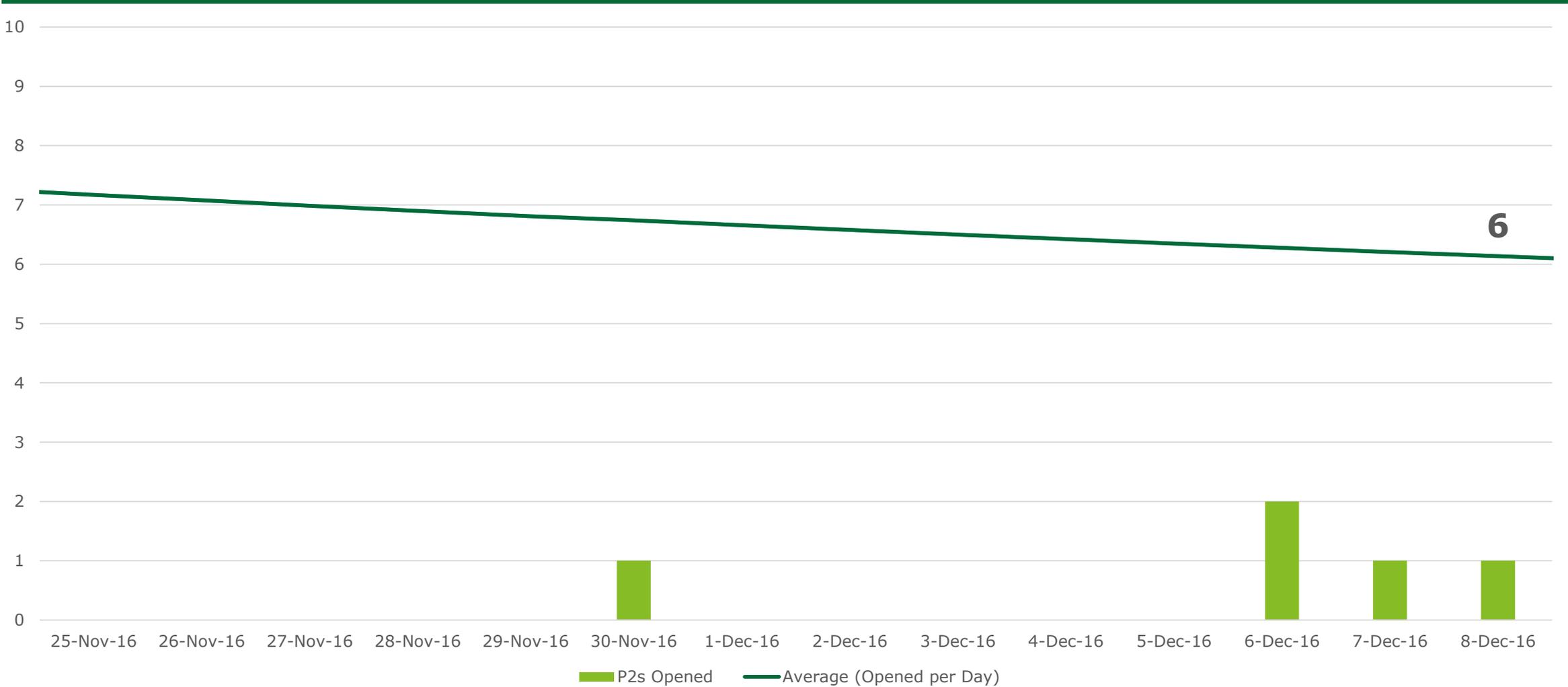


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIbridges Technical Metrics – P2 Incident Report

Friday December 9th, 2016 (10:00 AM EDT)

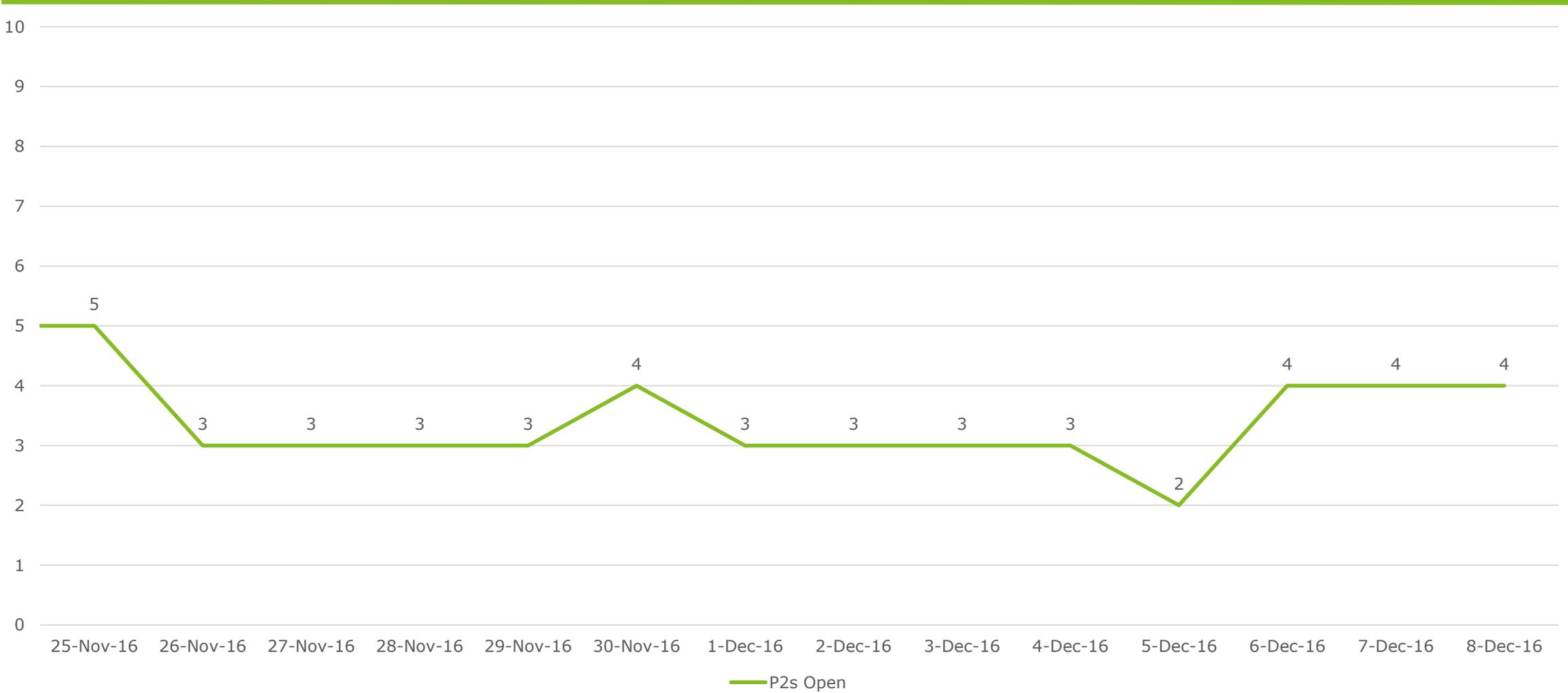
P2 Incidents Opened by Day



# RIbridges Technical Metrics – P2 Incident Report

Friday December 9th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Friday December 9th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker Incidents Open by Day

