Production Daily Health Report
Tuesday December 13th, 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
12/12	SSP Recon	Completed
12/12	RIW Recon	Completed
12/13	GPA Semi-Monthly Issuance	Not Started
12/17	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	TBD	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
98	0	98	221

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
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	
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
Tuesday December 13th, 2016 (10:00 AM EDT)

123
Cases without Coverage due to Top Issues
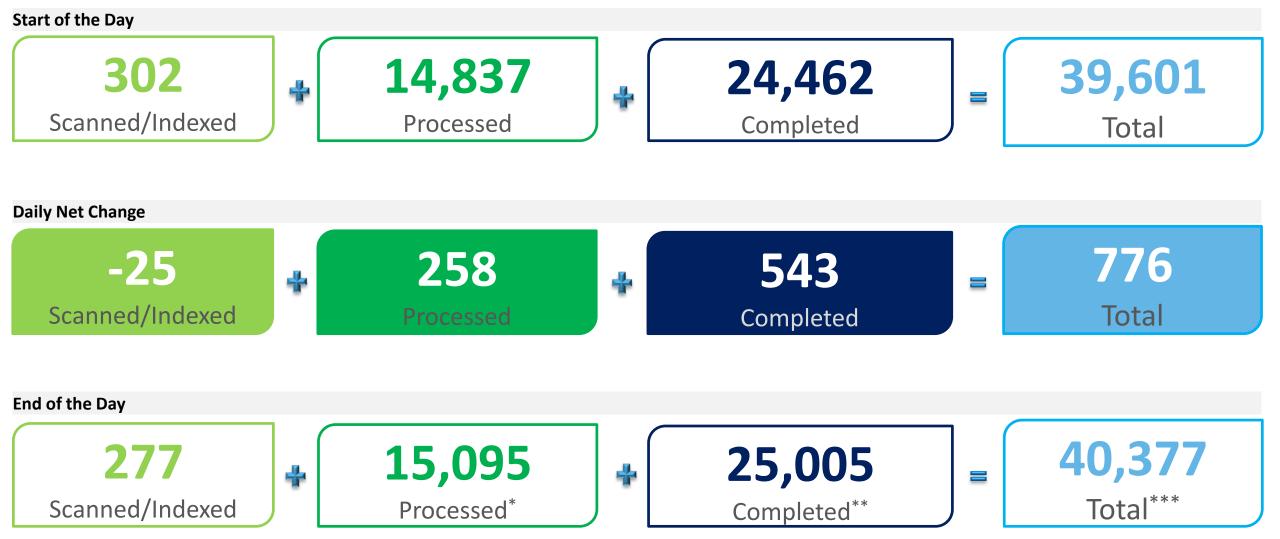
0   **P1** Incidents

3   P2 incidents

1571   P3 incidents

80   P4 incidents

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	Application Error in the Application Review Summary Page (RIB-9563)	~	Application error that impacts more than 50k Cases	*Resolved* – Code fix completed, error no longer encountered 12-12-2016
2	Re-Indexed Documents Need New Task Created (RIB-89287)	~	When a document type is re-indexed the old task does not close and a new task is not created. Re-Indexed documents should have the incorrect task closed and a new correct task created.	*Resolved* – Code fix completed, an old task will now be disposed and a new task will be generated when re-indexing. 12-12-2016
3	Unable to Authorize Eligibility Due to Attached Data Integrity Error (RIB-8077)	~	This is a blocker preventing authorization. There are multiple cases that are getting the "Data Integrity" error message, one of which has been escalated and is urgent.	Targeted Fix Date – 12-17-2016
4	"Choose Coverage Effective Date" Screen Displaying Incorrectly in Worker Portal (RIB-8931)	5	Code issue preventing completion of applications for 5 accounts.	Targeted Fix Date – 12-17-2016
5	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	Targeted Fix Date – 12-17-2016
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

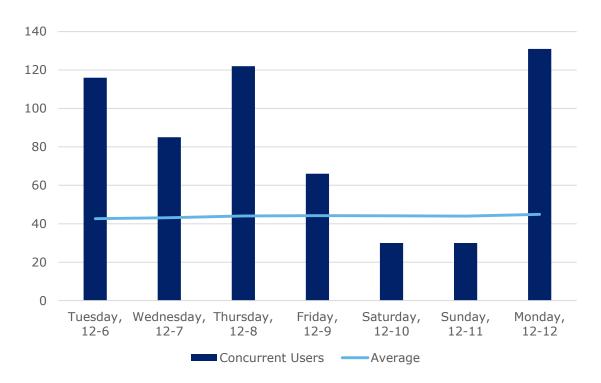Below provides the applications that have been submitted into the system from September 12th to December 12th

Start of the Day

| 302 Scanned/Indexed | + | 14,837 Processed | + | 24,462 Completed | = | 39,601 Total |

Daily Net Change

| -25 Scanned/Indexed | + | 258 Processed | + | 543 Completed | = | 776 Total |

End of the Day

| 277 Scanned/Indexed | + | 15,095 Processed* | + | 25,005 Completed** | = | 40,377 Total*** |

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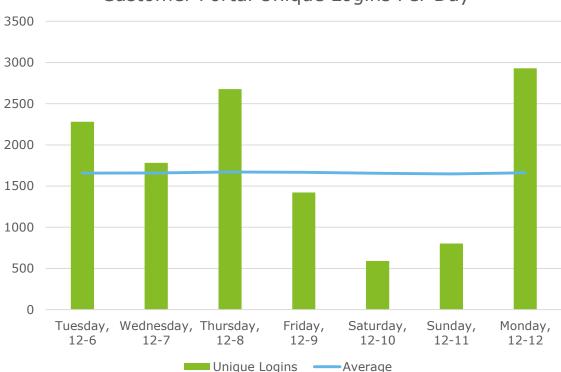** Completed applications have been processed and have had eligibility run.
*** Total is the total number of applications present in the system

RIBridges Technical Metrics – Customer Portal
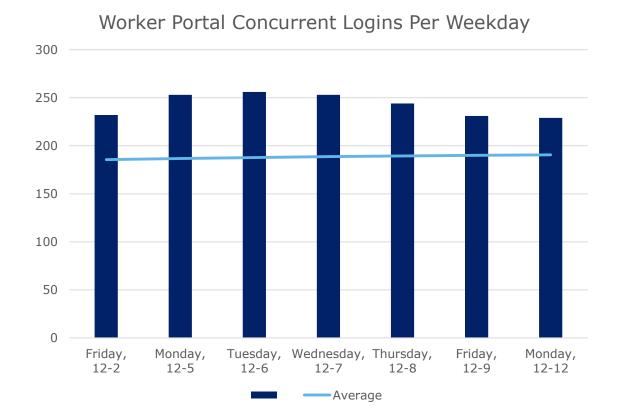## Tuesday December 13th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day

Customer Portal Unique Logins Per Day

*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal
Tuesday December 13th, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday

Legend: Friday, 12-2 | Monday, 12-5 | Tuesday, 12-6 | Wednesday, 12-7 | Thursday, 12-8 | Friday, 12-9 | Monday, 12-12

Average

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

Worker Portal Unique Logins Per Weekday

Legend: Friday, 12-2 | Monday, 12-5 | Tuesday, 12-6 | Wednesday, 12-7 | Thursday, 12-8 | Friday, 12-9 | Monday, 12-12

Unique Users — Average

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

RIBridges Technical Metrics – P2 Incident Report
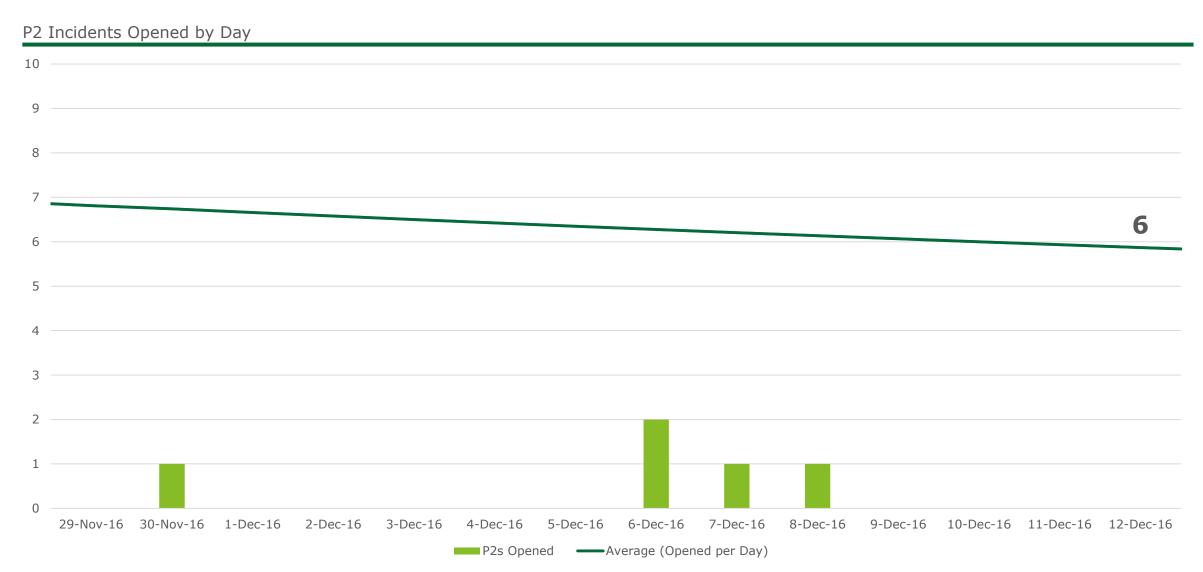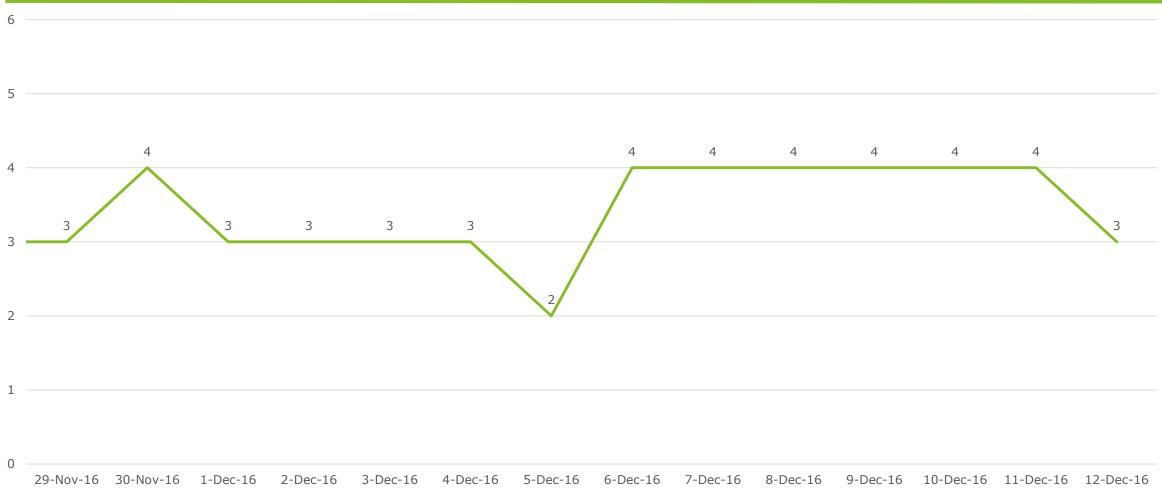## Tuesday December 13th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day

Legend: P2s Opened | Average (Opened per Day)

RIBridges Technical Metrics – P2 Incident Report
Tuesday December 13th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day

P2s Open

RIBridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)
Tuesday December 13th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

DHS: 51
HSRI: 29
EOHHS: 31

■ EOHHS Top Priorities   ■ HSRI Top Priorities   ■ DHS Top Priorities