

Production Daily Health Report

Thursday December 15th, 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
12/13	GPA Semi-Monthly Issuance	Completed
12/17	Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 - Benefit Decision Notice	Pending	Pending	0	N/A	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
137	1	136	183

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	On Hold	
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	Passed	Passed	
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

Thursday December 15th, 2016 (10:00 AM EDT)

123

Cases without Coverage due to Top Issues

0 **P1 Incidents**

5 **P2 incidents**

1662 **P3 incidents**

78 **P4 incidents**

Top Issues Impacting Cases

#	Issue	# Cases Blocking Coverage	Root cause	Resolution
1	Slowness in RIBridges (RIB-9930)	~	There is slowness and spinning for some users in RIBridges as a result of an error in CCAP causing an infinite loop. Some user are being logged out and cannot log in as well.	System is being monitored. Targeted Fix Date – 12-15-2016
2	Update CCAP Pay Period Dates (RIB-9944)	~	Data fix needed to for the CCAP reference table to fix the slowness in RIBridges.	Targeted Fix Date – 12-15-2016
3	“Add Program” Button Disabled after completing SNAP Application (RIB-8909)	~	Following successful completion of a SNAP application, the client wanted to also apply for Medicaid but the worker cannot add another program to the existing application.	Targeted Fix Date – 12-17-2016
4	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
5	“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
6	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
7	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 13th

Start of the Day

229

Scanned/Indexed



15,433

Processed



25,662

Completed



41,324

Total

Daily Net Change

-31

Scanned/Indexed



296

Processed



503

Completed



768

Total

End of the Day

198

Scanned/Indexed



15,729

Processed*



26,165

Completed**



42,092

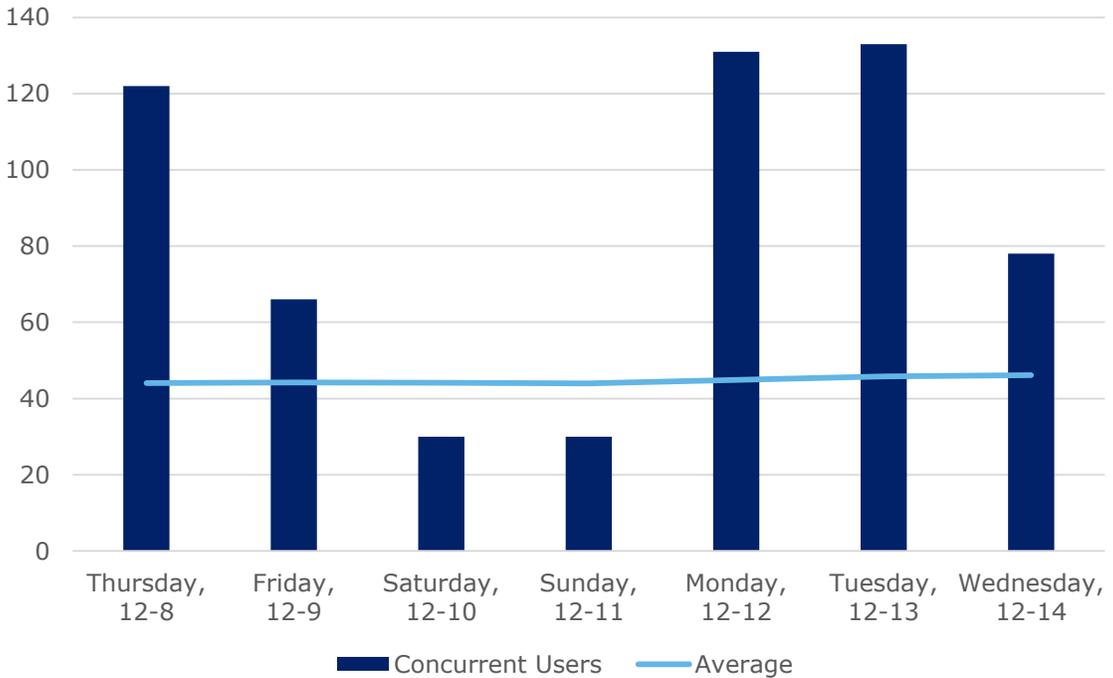
Total***

* 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

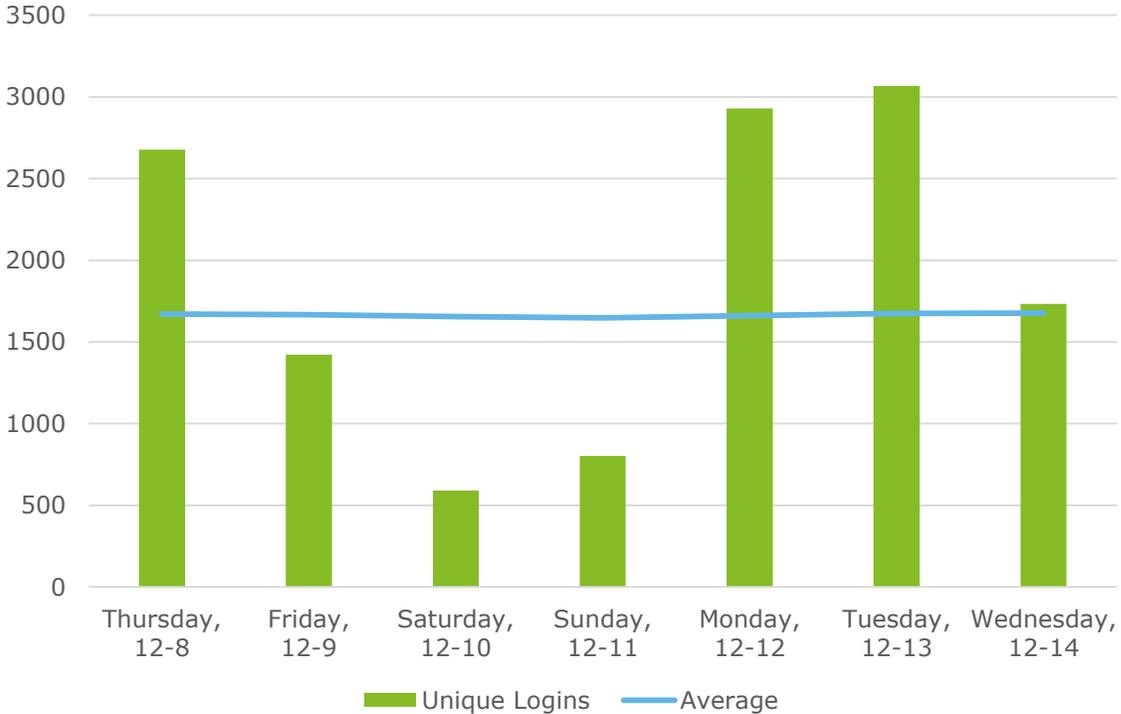
RIBridges Technical Metrics – Customer Portal

Thursday December 15th, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

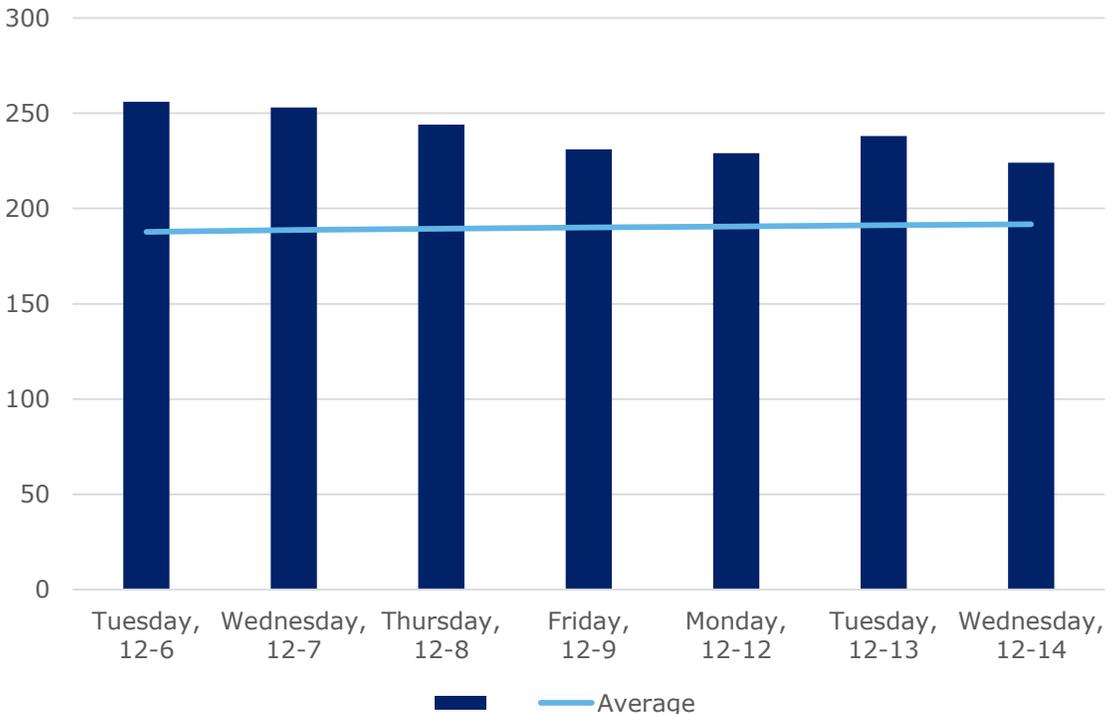


*Concurrent is over five minutes

RIBridges Technical Metrics – Worker Portal

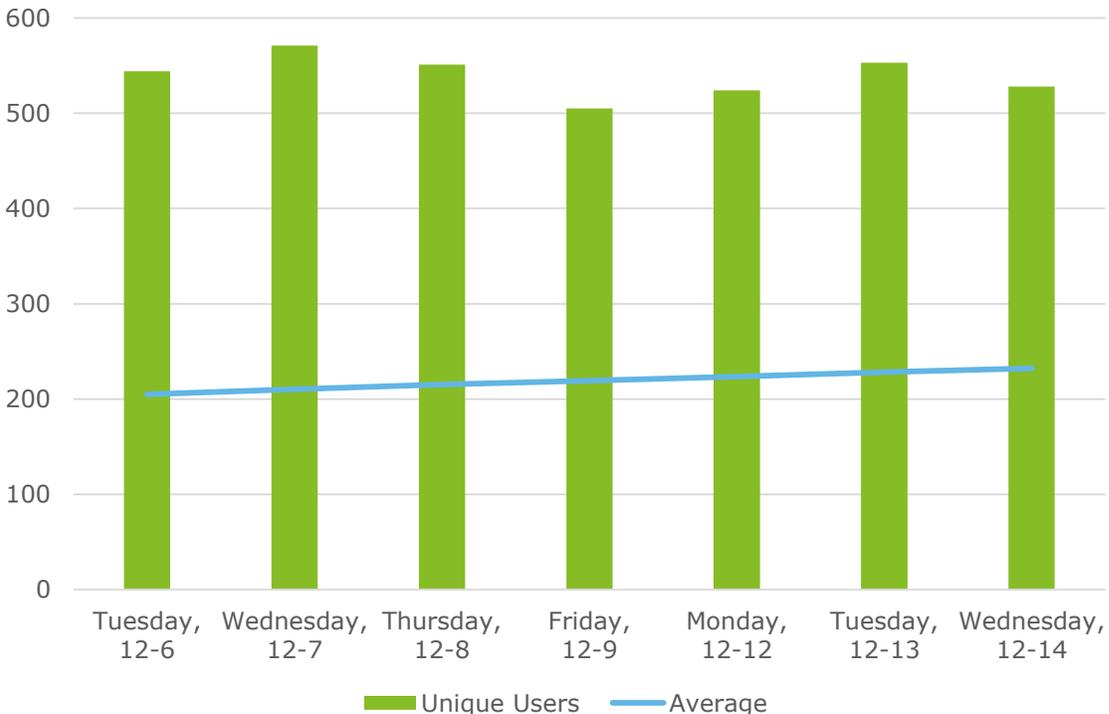
Thursday December 15th, 2016 (10:00 AM EDT)

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

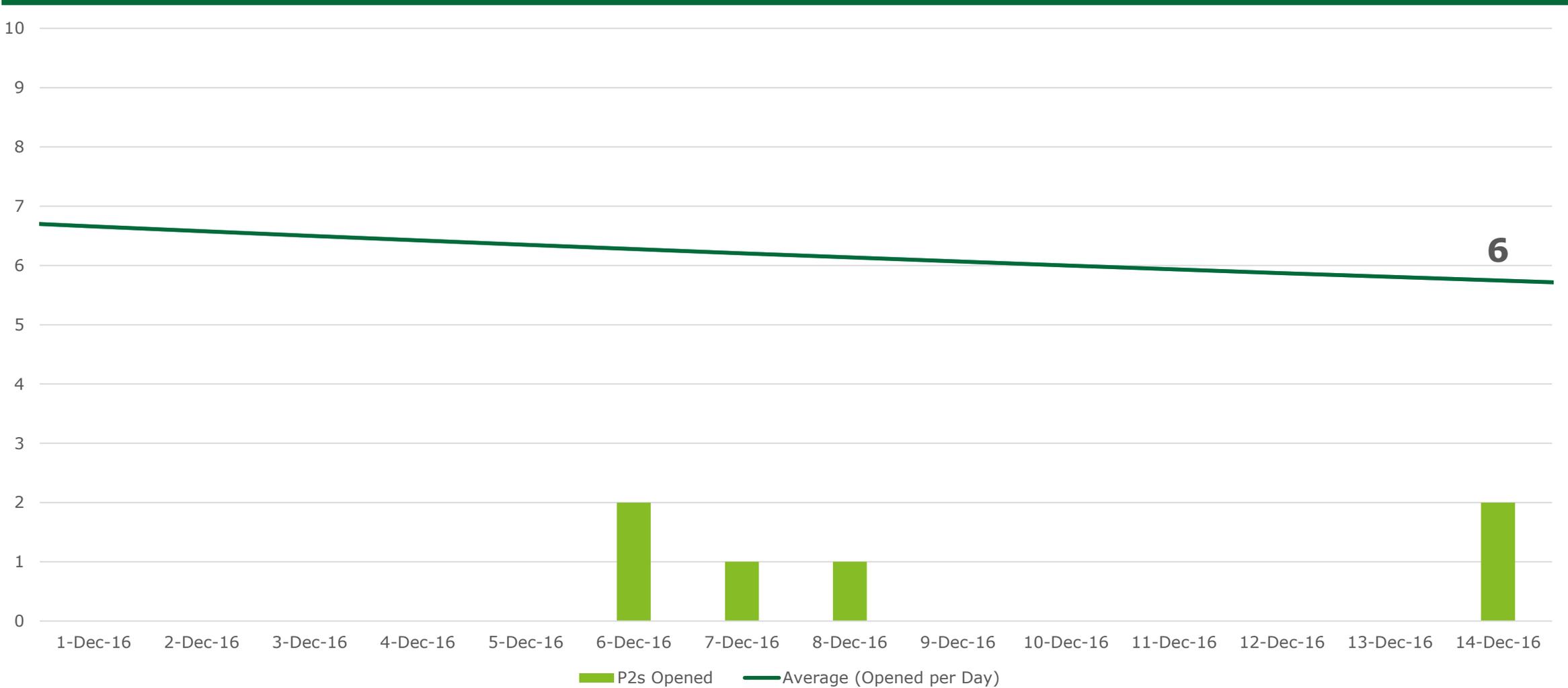


* Excludes Deloitte and contractor logins prior to 11/30.
 ** Deloitte and contractor logins included 11/30 and on

RIbridges Technical Metrics – P2 Incident Report

Thursday December 15th, 2016 (10:00 AM EDT)

P2 Incidents Opened by Day



RIbridges Technical Metrics – P2 Incident Report

Thursday December 15th, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



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

Thursday December 15th, 2016 (10:00 AM EDT)

Total Priority 3 Blocker* Incidents Open by Day

