

Production Daily Health Report

Monday Sep. 11th, 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
9/16	Bi-Weekly Release	Not Started

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	7,045	0
DHS3503-Additional Documentation Required	Passed	Pending	0	66	0

Batches

Executed	Failed	Passed	Held / Not Scheduled*
131	0	131	188

Batch Name	Status	Impact
Benefit Issuance	N/A	
Mass Update	Passed	SNAP FPL Mass update was executed.
Self Service Portal	Passed	
Reports	Passed	Daily Report Batches were executed.
Support Functions	Passed	Task Management Monthly Jobs were executed(TM-MAECL-MLY, TM-RCTTM-MLY)
Notices	Passed	CO-GCOMN-DLY Notice Generation batch is running in Production
EDM	N/A	

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	N/A	N/A	
Child Support	N/A	N/A	
SSA	N/A	N/A	
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	834NF -Generated –validated – Transferred. 834CR – Generated –validated–Transferred. Shop XML-Generated–validated–Transferred.
HSRI Extracts	Passed	Passed	FMS, NHPRI, BCBS and DD files were processed.
DCYF	N/A	N/A	

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

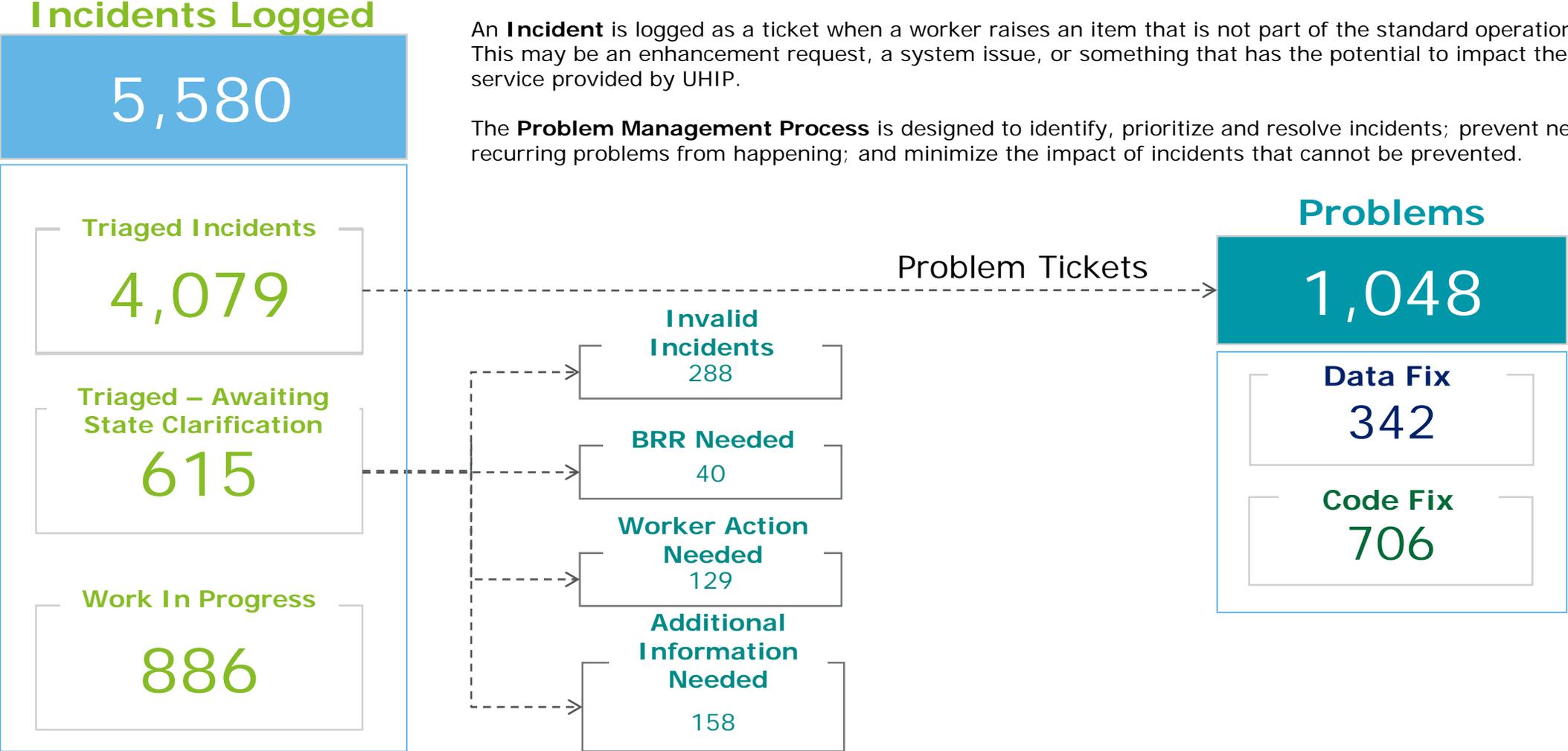
RI Bridges Incident Management Process and Status

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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

