CalSAWS OCAT
Weekly Status Report

Reporting Period: March 15, 2021 to March 21, 2021

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1.0 Online CalWORKs Appraisal Tool (OCAT)

1.1 Deliverable Management

Table 1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.17	Monthly Status Report (Feb 2021)	🟢	• DDEL Submitted: 3/5/21 • DDEL Comments Due: 3/11/21 • FDEL Submitted 3/11/21
13	Performance Verification Report and Final Acceptance	🟢	• DDED Submitted: 11/9/20 • DDED Comments: 11/17/20 • FDED Submitted: 12/1/20 • FDED Comments: 12/4/20 • FDED Updates Submitted: 12/14/20 • FDED Approved: 12/18/20 • DDEL Submittal Due: 9/30/21
Phase 2 – Transition Plan	Transition Plan	🟢	• DDED Submitted: 1/14/21 • DDED Comments: 1/22/21 • FDED Submitted 3/8/21 • FDED Comments: 3/12/21 • FDED Submitted: 3/12/21 • FDED Approved: 3/17/21 • DDEL Submittal Due: 7/12/21

1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

1.2 Highlights of the Reporting Period

Project Management
► Continued to update weekly status materials for the project
► Continued deliverable/artifact updates

Phase 1 Development & Implementation
► Continued Business Rules Engine (BRE) development

Phase 2 Maintenance & Operations
Production Usage
► No unplanned outages to report last week
► Table below provides OCAT production usage statistics
    ► OCAT Initiated Interviews at 3% for reporting period
    ► RMs provided updated metrics on 3/19/21

Table 2 – OCAT Production Usage Statistics: 3/15/21 – 3/21/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	545	588	533	**1666**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	275	336	462	**1073**
Interviews Completed (OCAT Initiated)	22	12	4	**38**
Total	**297**	**348**	**466**	**1111**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
    ► 15 new tickets opened during the reporting period
    ► 12 resolved/closed (includes issues opened during prior period)
    ► 2 in process/pending
    ► 1 waiting for customer
    ► Table below provides a summary of all Help Desk tickets that were active (open and/or closed) during the reporting period

Table 3 – OCAT Help Desk Tickets: 3/15/21 – 3/21/21

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Account Issue				1	1
Bookmark / URL Issue				2	2
ForgeRock Issue		2			2
New Training User				1	1
Reset LMS Password				1	1
Service Request _ Service Now				1	1
Training Question			1	6	7
Grand Total	**0**	**2**	**1**	**12**	**15**

Defects Summary

► No OCAT Release in March
► 6 open defects
  ► 3 OCAT (2 normal/medium, 1 normal/low)
  ► 2 CalWIN / OCAT (normal/low)
  ► 1 C-IV (normal/low)
► Table below provides a list of the resolved defects released to production during the period, plus all open defects

Table 4 – OCAT Defects as of 3/21/21

No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
1	OP-2441	Low	C-IV transaction was sent with a Sogi Gender type that is not included in the OCAT system and Interface	C-IV Issue	In Process	11/3/20	Interview was created, the impact to User is that the Sogi Gender was not populated	The User can enter the Sogi Gender into OCAT if applicable	TBD
2	OP-2450	Low	CalWIN transaction 201 message "Otherbenefits records should not contain duplicate benefitType value"	CalWIN / OCAT Defect	In Process	11/10/20	If a Client has "Other Benefits" in CalWIN, they are not populated to OCAT.	The User can manually enter this data into OCAT	TBD
3	OP-2458	Low	CalWIN interface transaction error 201 sent invalid household member Gender ("NB")	CalWIN / OCAT Defect	In Process	11/24/20	The gender for the household member is not inserted into the Household Composition table	The user can manually select the gender for the household member	TBD
4	OP-2500	Medium	Develop Long Term Fix for Circular Reference identified in OP-2461	OCAT Defect	In Process	1/20/21	Users should not be impacted. Logs will be monitored to identify occurrences.	None	TBD
5	OP-2471	Low	Improve Qlik Reports View Performance	OCAT Defect	In Process	1/25/21	No user impact. Interim fix has resolved data load performance to Qlik engine. Defect held open for long term fix.	None	TBD
6	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT Defect	New	3/1/21	No user impact.	None	TBD

1.3 Activities for the Next Reporting Period

Project Management
► Continue updates to weekly status materials for the project
► Continue to create/update project deliverables

Phase 1 Development and Implementation
► Continue BRE implementation activities

Phase 2 Maintenance and Operations
► Continue to provide OCAT M&O support
► Continue to resolve Help Desk tickets
► Continue to resolve defects and prepare for next production release

1.4 Deviations from Plan/Adjustments

► None