CalSAWS OCAT
Weekly Status Report

Reporting Period: July 5, 2021 to July 11, 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
03.22	Monthly Status Report (June 2021)	🟢	• DDEL Submitted: 7/1/21 • DDEL Comments Due: 7/14/21
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
► Monitoring OCAT application during warranty period

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

Table 2 – OCAT Production Usage Statistics: 7/5/21 – 7/11/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	399	507	368	**1274**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	191	196	173	**560**
Interviews Completed (OCAT Initiated)	4	7	6	**17**
Total	**195**	**203**	**179**	**577**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
    ► 40 new tickets opened during the reporting period
    ► 23 resolved/closed (includes issues opened during prior period)
    ► 20 in process/pending
    ► 16 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: 7/5/21 – 7/11/21

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Bookmark / URL Issue				2	**2**
ForgeRock Issue	6	12	12	13	**43**
New Training User			1		**1**
Report a System Problem	2			1	**3**
Reset LMS Password			1		**1**
Training Question			1	7	**8**
Training Report Question			1		**1**
Grand Total	**8**	**12**	**16**	**23**	**59**

Defects Summary
► 10 defects:
  ► 5 OCAT (5 normal/medium)
  ► 1 ForgeRock (1 normal/medium)
  ► 2 CalWIN / OCAT (normal/low)
  ► 2 C-IV (1 normal/medium, 1 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 7/11/21

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	Release 66
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	Release 66
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-2590	Medium	Long-term Qlik reporting performance solution	OCAT Defect	In Process	3/1/21	No user impact.	None	TBD
6	OP-2461	Medium	Update timestamp deadlock error encountered in	OCAT Defect	Hold/Watch	11/25/20	Users may experience an error when navigating the	User can navigate back to interview	6/25/21 (with BRE implementation)

No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
			Recommendations section				Recommendations section for the first time in new interviews.	and complete recommendations.	
7	OP-2706	Medium	Consortium Users unable to log into OCAT environment associated with ForgeRock id-dev	ForgeRock	In Process	6/8/21	Consortium Users are unable to log into OCAT environments (Test, Staging)	None	(w/BRE implementation/coupled with FR deployment)
8	OP-2708	Medium	OCAT to C-IV Interface failures on 6/9	C-IV / OCAT	Open	6/11/21	OCAT to C-IV Transactions generating HTTP 400 and 502 errors.	None	TBD
9	OP-2709	Medium	Clients by Educational Attainment Qlik Report execution time issue	OCAT	Open	6/11/21	No impact to Users. Report is increasing in execution time each month.	None	TBD
10	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	Monitoring

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 to monitor OCAT application during warranty period

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