



# CalSAWS OCAT Weekly Status Report

**Reporting Period: August 16, 2021 to August 22, 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
03.24	Monthly Status Report (July 2021)		<ul style="list-style-type: none"> <li>• DDEL Submitted: 8/6/21</li> <li>• DDEL Comments Due: 8/12/21</li> <li>• FDEL Submitted: 8/13/21</li> <li>• FDEL Approved: 8/19/21</li> </ul>
13	Performance Verification Report and Final Acceptance		<ul style="list-style-type: none"> <li>• DDED Submitted: 11/9/20</li> <li>• DDED Comments: 11/17/20</li> <li>• FDED Submitted: 12/1/20</li> <li>• FDED Comments: 12/4/20</li> <li>• FDED Updates Submitted: 12/14/20</li> <li>• FDED Approved: 12/18/20</li> <li>• DDEL Submittal Due: 9/30/21</li> </ul>

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

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**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 **4%** for reporting period
  - ▶ Metrics were provided to RMs on 8/20/21

**Table 2 – OCAT Production Usage Statistics: 08/16/21 – 08/22/21**

Activity	CalWIN	C-IV	LRS	Total
User Logins	613	698	406	1717

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	389	370	410	1169
Interviews Completed (OCAT Initiated)	23	18	2	43
<b>Total</b>	<b>412</b>	<b>388</b>	<b>412</b>	<b>1212</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 28 new tickets opened during the reporting period
  - ▶ 36 resolved/closed (includes issues opened during prior period)
  - ▶ 1 In Process
  - ▶ 1 Pending
  - ▶ 5 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: 08/16/21 – 08/22/21**

Request Type	In Process	Waiting for Customer	Pending	Closed	Grand Total
Account Issue		1		2	3
Add User to LMS				1	1
Bookmark / URL Issue				3	3
C-IV Issue				1	1
County IT Issue				1	1
ForgeRock Issue		3	1	23	27
LRS Issue				2	2
Report a System Problem				1	1
Training Question	1	1		2	4
<b>Grand Total</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>36</b>	<b>43</b>

# CalSAWS – California Statewide Automated Welfare System (CalSAWS)

## CalSAWS OCAT Project

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### Defects Summary

- ▶ 12 defects:
  - ▶ 7 OCAT (7 normal/medium)
  - ▶ 2 ForgeRock (2 normal/medium)
  - ▶ 2 CalWIN / OCAT (2 normal/low)
  - ▶ 1 C-IV (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 08/22/21**

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	Open	11/3/20	Sogi Gender was not populated into Interview	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	In Production	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	In Production	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	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	In Process	3/1/21	No user impact.	None	TBD
6	OP-2461	Medium	Update timestamp deadlock error encountered in Recommendations section	OCAT	Hold/Watch	11/25/20	Users may experience an error when navigating the Recommendations section for the	User can navigate back to interview and complete	6/25/21 (with BRE implementation)

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No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
							first time in new interviews.	recommendations.	
7	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
8	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	Monitoring
9	OP-2728	Medium	Users Experience 403 Error when trying to log into OCAT Using IE 11	ForgeRock	Closed	7/15/21	User may experience 403 error if using IE 11.	Users can use Chrome	N/A
10	OP-2732	Medium	Error check inputs to the webservices APIs	OCAT	Open	7/20/21	No user impact.	None	TBD
11	OP-2744	Medium	Data Fix : Remove interface record created erroneously	OCAT	In Production	8/14/21	The record that was entered into production is fictitious and needs to be removed to avoid confusion with Sacramento County staff and CalWIN and DPSS reporting.	None	OP.21.08.19
12	OP-2733	Medium	User enable to log into OCAT due to large token	ForgeRock	In Production	8/17/21	One LA County User is not able to log into OCAT production (re-opened defect)	None	CHG0031510

### 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

**CalSAWS – California Statewide Automated Welfare System (CalSAWS)**

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**1.4 Deviations from Plan/Adjustments**

▶ None