CalSAWS OCAT
Weekly Status Report

Reporting Period: August 23, 2021 to August 29, 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
03.25	Monthly Status Report (August 2021)	🟢	• DDEL Due: 9/8/21
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

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
    ► Metrics were provided to RMs on 8/20/21

Table 2 – OCAT Production Usage Statistics: 08/23/21 – 08/29/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	586	821	350	**1757**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	366	394	333	1093
Interviews Completed (OCAT Initiated)	17	15	7	39
Total	**383**	**409**	**340**	**1132**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
    ► 29 new tickets opened during the reporting period
    ► 27 resolved/closed (includes issues opened during prior period)
    ► 0 In Process
    ► 3 Pending
    ► 7 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: 08/23/21 – 08/29/21

Request Type	In Process	Waiting for Customer	Pending	Closed	Grand Total
Account Issue		1		2	3
Bookmark / URL Issue				3	3
C-IV Issue		4	1	2	7
County IT Issue		1			1
ForgeRock Issue			2	12	14
Training Question		1		8	9
Grand Total	**0**	**7**	**3**	**27**	**37**

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 08/29/21

ID	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

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
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 first time in new interviews.	User can navigate back to interview and complete recommendations.	6/25/21 (with BRE implementation)
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	Record entered in Prod is fictitious & needs to be removed to avoid confusion for Sacramento County staff, CalWIN and DPSS reporting.	None	Deployed as part of Release - OP.21.08.19
12	OP-2733	Medium	User enable to log into OCAT due to large token	ForgeRock	In Production	8/17/21	(1) LA County User is not able to log into OCAT Prod (re-opened defect).	None	CHG0031510

1.4   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

1.5   Deviations from Plan/Adjustments

► None