CalSAWS OCAT
Weekly Status Report

Reporting Period: January 31, 2022, to February 6, 2022

Table of Contents

1.0 Online CalWORKs Appraisal Tool (OCAT)

1.1 Deliverable Management

Table 1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.30	Monthly Status Report (January 2022)	🟢	• FDEL Due: 2/7/22
01	Project Control Document – 2022 update	🟢	• DDEL Submitted: 1/5/22 • DDEL Comments: 1/28/22 • FDEL Submitted: 1/31/22 • FDEL Approval Due: 2/10/22
06	Technical Design Document – 2022 update	🟢	• DDEL Due: 2/16/22

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
- ► N/A – all D&I tasks are complete

Phase 2 Maintenance & Operations
Production Usage
- ► (0) unplanned outages to report for the last 2 weeks
- ► Table below provides OCAT production usage statistics
  - ► OCAT Initiated Interviews at **1%** for reporting period
  - ► Metrics were provided to RMs on Friday, Feb. 4

Table 2 – OCAT Production Usage Statistics: 01/31/22 – 02/06/22

Activity	CalWIN	CalSAWS	Total
User Logins	**676**	**1,143**	**1,819**

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	480	943	1,423
Interviews Completed (OCAT Initiated)	7	9	16
Total	**487**	**952**	**1,439**

Help Desk Inquiries
- ► Provided Help Desk support to OCAT county users
  - ► 15 New tickets opened during the reporting period
  - ► 20 Resolved/Closed (includes issues opened during prior period)
  - ► 2 Pending
  - ► 1 Waiting for Customer
  - ► 0 Waiting for Support
  - ► 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: 01/31/22 – 02/06/22

Request Type	Pending	Waiting for Customer	Resolved/Closed	Total
Account Issue			1	**1**
Add User to LMS		1	5	**6**
Bookmark / URL Issue			1	**1**
CalWIN Issue			1	**1**
ForgeRock Issue			4	**4**
Inactive Account			3	**3**
Non-OCAT Related Request			2	**2**
Service Now	2			**2**
Training Question			3	**3**
Grand Total	**2**	**1**	**20**	**23**

Defects Summary
► 15 Defects:
    ► 13 OCAT (13 normal/medium)
    ► 1 OCAT / ForgeRock (1 normal/medium)
    ► 1 CalWIN / ForgeRock (1 normal/medium)

► 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 02/06/22

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
1	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT	In Process	3/1/21	No user impacts	None	TBD
2	OP-2709	Medium	Clients by Educational Attainment Qlik Report execution time issue	OCAT	System Test	6/11/21	No impact to users. Report is increasing in execution time each month.	None	Rls-Feb-2022
3	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold / Watch	6/17/21	User may experience a 502 error.	None	TBD / Monitoring
4	OP-2800	Medium	OCAT to CalWIN failure on 10/26/21	CalWIN / ForgeRock	Closed	10/27/21	ForgeRock failed with a Socket Hang Up. ForgeRock call took 12 seconds before getting Socket Hang up from ForgeRock, internally hit ForgeRock timeout (CalWIN timeout is set to 20 seconds, so this was on the	Manual OCAT initiation or try to resend Interview (Interview was resent to CalWIN on 10/27/21)	N/A Closed during Ops and Release Meeting on 2/2/22

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
							ForgeRock side)		
5	OP-2804	Medium	OCAT outbound cluster not processing 11/2/21	OCAT	Hold / Watch	11/03/21	Delayed 90 minutes 3:07 pm – 4:26 pm, outbound interface was down, so messages were stored in the outbound queue. Messages have since been resent. In monitoring status.	None	TBD / Monitoring
6	OP-2823	Medium	Clients by Education Attainment Data Discrepancies	OCAT	System Test	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb-2022
7	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	Open	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Mar-2022
8	OP-2825	Medium	Participants by Barrier (Abuse) Data Discrepancies	OCAT	System Test	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb-2022
9	OP-2826	Medium	Participants by Barrier (Legal) Data Discrepancies	OCAT	Open	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Mar-2022

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
10	OP-2827	Medium	Participants by Barrier (Health) Data Discrepancies	OCAT	Open	12/29/21	Low impact on numbers (2.4%) since go live	None	Rls-Mar-2022
11	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
12	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
13	OP-2838	Medium	Household Composition Indicator Label Discrepancy	OCAT	System Test	1/25/22	Household composition section table - indicator label not appearing for Completed Interviews and screen reader not detecting. ADA Issue.	None	Rls-Feb-2022
14	OP-2837	Medium	All Enviro - difficulty logging in, adding new Users or while navigating through OCAT Questionnaire Pages	OCAT	Closed	1/24/22	User encounters errors in OCAT Test and Prod in questionnaire and admin page (AWS issue)	None	1/31/22
15	OP-2843	Medium	Data Fix in Prod for Updating GUID for email address ebruce@hss.sbcounty.gov	OCAT/Forge Rock	In Production	2/3/22	User was unable to log into OCAT until this was completed	None	2/3/22

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
► N/A – all D&I tasks are complete

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