CalSAWS OCAT
Weekly Status Report

Reporting Period: February 14, 2022, to February 20, 2022

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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
03.30	Monthly Status Report (January 2022)	🟢	• FDEL Submitted: 2/3/22 • FDEL Comments: 2/11/22
06	Technical Design Document – 2022 update	🟢	• DDEL Submitted: 2/10/22 • DDEL Comments Due: 3/3/22

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 **2%** for reporting period
   ► Metrics were provided to RMs on Friday, Feb. 18

Table 2 – OCAT Production Usage Statistics: 02/14/22 – 02/20/22

Activity	CalWIN	CalSAWS	Total
User Logins	**712**	**1,150**	**1,862**

Activity	CalWIN (3%)	CalSAWS (1%)	Total (2%)
Interviews Completed (SAWS Initiated)	544	960	1,504
Interviews Completed (OCAT Initiated)	16	9	25
Total	**560**	**969**	**1,529**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
   ► 10 New tickets opened during the reporting period
   ► 6 Resolved/Closed (includes issues opened during prior period)
   ► 1 Pending
   ► 3 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: 02/14/22 – 02/20/22

Request Type	Resolved/Closed	Waiting for Customer	Waiting on Vendor	Total
Account Issue		1		1
Bookmark/URL Issue	1			1
ForgeRock Issue	2			2
Qlik Issue	1			1
Training Question	2	2	1	5
Grand Total	**6**	**3**	**1**	**10**

Defects Summary
► 16 Defects:
    ► **15** OCAT (12 normal/medium)
    ► **1** OCAT/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 02/20/22

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	Open	3/1/21	No user impacts	None	Rls-Mar-2022
2	OP-2709	Medium	Clients by Educational Attainment Qlik Report execution time issue	OCAT	UAT	6/11/21	No impact to users. Report is increasing in execution time each month.	None	Rls-Feb27-2022
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-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, messages were stored in outbound queue. Messages have since been resent. In monitoring status.	None	TBD / Monitoring
5	OP-2823	Medium	Clients by Education Attainment Data Discrepancies	OCAT	UAT	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb27-2022
6	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	System Test	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Mar-2022
7	OP-2825	Medium	Participants by Barrier (Abuse) Data Discrepancies	OCAT	UAT	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb27-2022

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
8	OP-2826	Medium	Participants by Barrier (Legal) Data Discrepancies	OCAT	UAT	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Feb27-2022
9	OP-2827	Medium	Participants by Barrier (Health) Data Discrepancies	OCAT	UAT	12/29/21	Low impact on numbers (2.4%) since go live	None	Rls-Feb27-2022
10	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
11	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
12	OP-2838	Medium	Household Composition Indicator Label Discrepancy	OCAT	Test Complete	1/25/22	Household composition section table - indicator label not appearing for Completed Interviews and screen reader not detecting. ADA Issue.	None	Rls-Feb27-2022
13	OP-2856	Medium	Data Fix in Prod - Update GUID Email Address: magodine@rivco.org	OCAT/ForgeRock	In Production	2/15/22	User was unable to login to OCAT until this was completed	None	2/15/22
14	OP-2859	Medium	Household filter for "Single parent with child ages unspecified" not appearing in UAT	OCAT	UAT	2/17/22	Unable to filter by "Single parent with child ages unspecified" in UAT	None	Rls-Feb27-2022
15	OP-2860	Medium	Client by Educational Attainment Report - Discrepancy between report summary	OCAT	UAT	2/17/22	Main Report Page Section Summary by type of highest grade does not match what is	None	Rls-Feb27-2022

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
			section Highest Grade and export from details page				exported from the details page		
16	OP-2862	Medium	Section on Familiarity with English in Client by Education Att Report - filtering and counts in details vs main report	OCAT	Open	2/18/22	Filtering and counts in detail export discrepancy vs main report	None	Rls-Feb27-2022

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