CalSAWS OCAT
Weekly Status Report

Reporting Period: January 17, 2022, to January 23, 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
03.29	Monthly Status Report (December 2021)	🟢	• FDEL Submitted: 1/4/22 • Comments: 1/13/22 • FDEL Approved: 1/18/22
05	General Design Document – 2021 update	🟢	• DDEL Submitted: 11/30/21 • DDEL Comments: 12/13/21 • FDEL Submitted: 12/21/21 • FDEL Review: 1/13/22 • FDEL Approved: 1/19/22
01	Project Control Document – 2022 update	🟢	• DDEL Submitted: 1/5/22 • DDEL Comments Due: 1/28/22
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 **2%** for reporting period
        ► Metrics were be provided to RMs on Friday, Jan. 21

Table 2 – OCAT Production Usage Statistics: 01/17/22 – 01/23/22

Activity	CalWIN	CalSAWS	Total
User Logins	**591**	**939**	**1,530**

Activity	CalWIN (4%)	CalSAWS (1%)	Total (2%)
Interviews Completed (SAWS Initiated)	387	779	1,166
Interviews Completed (OCAT Initiated)	15	11	26
Total	**402**	**790**	**1,192**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
        ► 8 New tickets opened during the reporting period
        ► 6 Resolved/Closed (includes issues opened during prior period)
        ► 3 Pending
        ► 0 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: 01/17/22 – 01/23/22

Request Type	Pending	Resolved/Closed	Total
Add User to LMS	2		**2**
CalWIN Issue		1	**1**
ForgeRock Issue	1		**1**
Inactive Account		1	**1**
Training Report Question		1	**1**
Training Question		3	**3**
Grand Total	**3**	**6**	**9**

Defects Summary
► 21 Defects:
  ► 18 OCAT (17 normal/medium)
  ► 1 OCAT (1 normal/low)
  ► 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 01/23/22

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	Open	6/11/21	No impact to users. Report is increasing in execution time each month.	None	TBD
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-2784	Medium	Qlik :: Prod Dashboard slow reload	OCAT	In Production	9/27/21	The data load job for the Production Dashboard report is taking longer each month. It has now crossed over 50 minutes, and we've set the execution limit to 75 minutes. User access to the dashboard in the Qlik UI is not impacted	This report needs some design work to reduce the execution time.	01/23/22

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
							by the duration of the data load job. Related to OCAT SCR OP-2774.		
5	OP-2800	Medium	OCAT to CalWIN failure on 10/26/21	CalWIN / ForgeRock	Open	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 ForgeRock side)	Manual OCAT initiation or try to resend Interview (Interview was resent to CalWIN on 10/27/21)	TBD
6	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

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
7	OP-2819	Medium	Dashboard Report Data Discrepancy	OCAT	In Production	12/10/21	This defect is to document the issue with the Dashboard report that was discovered during programming of the data load redesign.	None	01/23/22
8	OP-2380	Low	Repeated log in requested for OCAT when clicking Client name from Reports (Master Issues List #145)	OCAT	In Production	09/24/20	User must go to OCAT and then search for client to go to interview list.	User is able to get into OCAT and can then search for client to go to interview list	01/23/22
9	OP-2821	Medium	Interface Indicator Label	OCAT	In Production	12/20/21	ADA Requirement not met	None	01/23/22
10	OP-2823	Medium	Clients by Education Attainment Data Discrepancies	OCAT	Open	12/29/21	The counts for the report in production have been inaccurate	None	TBD
11	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	Open	12/29/21	The counts for the report in production have been inaccurate	None	TBD

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
12	OP-2825	Medium	Participants by Barrier (Abuse) Data Discrepancies	OCAT	Open	12/29/21	The counts in production have been inaccurate since go-live	None	TBD
13	OP-2826	Medium	Participants by Barrier (Legal) Data Discrepancies	OCAT	Open	12/29/21	The counts have been inaccurate since go-live	None	TBD
14	OP-2827	Medium	Participants by Barrier (Health) Data Discrepancies	OCAT	Open	12/29/21	The counts have been inaccurate since go-live	None	TBD
15	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records will display the incorrect office and region values.	None	TBD
16	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records will display the incorrect office and region values.	None	TBD
17	OP-2830	Medium	OCAT Help Page – LMS Link navigating to LMS-OCAT rather than LMS-CA	OCAT	In production	01/04/22	Users navigate to outdated LMS link	Updated link accessible via FAQs on help page	01/23/22
18	OP-2835	Medium	Dashboard – one (1) single Potential Barrier Filter impacts Multiple Potential Barriers Detailed Report	OCAT	In Production	01/19/22	Detailed report not showing accurate number of clients when one potential barrier selected	None	01/23/22

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
19	OP-2836	Medium	Data Fix in Test for Updating GUID for email address	OCAT/Forge Rock	In Production	01/20/22	User was unable to log into OCAT until this was completed	None	01/23/22
20	OP-2837	Medium	Errors in OCAT at login page, admin create new Users, and in Questionnaire. Team inquiring AWS if deployed something because it was resolved later in the day.	OCAT	In Production	01/24/22	Low incident rate of HD tickets. Users might have encounter errors during the day of 1/24.	None	01/24/22
21	OP-2838	Medium	Household Composition Indicator Label Discrepancy	OCAT	In Development	1/25/22	Household composition section table - indicator label not appearing for Completed Interviews and screen reader not detecting. ADA Issue.	None	TBD

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