# CalSAWS OCAT
# Weekly Status Report

**Reporting Period:  March 7, 2022, to March 13, 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 |
|---|---|---|---|
| 03.31 | Monthly Status Report (February 2022) | 🟢 | • FDEL Submitted: 3/4/22<br>• FDEL Approval Due: 3/11/22 |
| 06 | Technical Design Document – 2022 update | 🟢 | • DDEL Submitted: 2/10/22<br>• DDEL Comments: 3/3/22<br>• FDEL Submitted: 3/10/22<br>• FDEL Review Due: 3/17/22 |

**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 will be provided to RMs on Friday, Mar. 18

**Table 2 – OCAT Production Usage Statistics: 03/07/22 – 03/13/22**

| Activity | CalWIN | CalSAWS | Total |
|----------|--------|---------|-------|
| User Logins | **709** | **1,184** | **1,893** |

| Activity | CalWIN (2%) | CalSAWS (1%) | Total (1%) |
|----------|-------------|--------------|------------|
| Interviews Completed (SAWS Initiated) | 520 | 1,023 | 1,543 |
| Interviews Completed (OCAT Initiated) | 9 | 10 | 19 |
| **Total** | **529** | **1,033** | **1,562** |

*Help Desk Inquiries*
► Provided Help Desk support to OCAT county users
    ► 7 New tickets opened during the reporting period
    ► 3 Resolved/Closed (includes issues opened during prior period)
    ► 0 Pending
    ► 5 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: 03/07/22 – 03/13/22**

| Request Type | Resolved/Closed | Waiting on Customer | Total |
|--------------|-----------------|---------------------|-------|
| Add User to LMS | | 1 | **1** |
| Add User to LMS | | 2 | **2** |
| ForgeRock Issue | 1 | 2 | **3** |
| Training Question | 2 | | **2** |
| **Grand Total** | **3** | **5** | **8** |

*Defects Summary*
► 5 Defects:
   ► **5** OCAT (5 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 03/13/22**

| 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 | TBD |
| 2 | OP-2714 | Medium | 502 Error reported calling GraphQL endpoint | OCAT | Hold / Watch | 6/17/21 | User may experience a 502 error. | None | TBD / Monitoring |
| 3 | 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-Mar20-2022 |
| 4 | OP-2828 | Medium | Appraisal Aging Report Discrepancies | OCAT | Open | 12/29/21 | Records display the incorrect office and region values. | None | Rls-Apr24-2022 |
| 5 | OP-2829 | Medium | Appraisal Workload Report Discrepancies | OCAT | Open | 12/29/21 | Records display the incorrect office and region values. | None | Rls-Apr24-2022 |

## 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