



CalSAWS OCAT Weekly Status Report

Reporting Period: April 18, 2022, to April 24, 2022

CalSAWS OCAT Project

Weekly Status Report, Sunday, April 24, 2022

Period: Monday, April 18, 2022 to Sunday, April 24, 2022

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1.0 Online CalWORKs Appraisal Tool (OCAT)



1.1 Status Agenda Topics

Table 1 – CalSAWS OCAT Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
None	<ul style="list-style-type: none"> None

1.2 Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.32	Monthly Status Report (March 2022)		<ul style="list-style-type: none"> FDEL Submitted: 4/6/22 FDEL Comments: 4/14/22 FDEL Approved: 4/20/22
12	System Documentation – 2022 update		<ul style="list-style-type: none"> DDEL Submitted: 4/19/22 DDEL Comments Due: 5/3/22

1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

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1.3 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 this week's reporting period
 - ▶ Metrics will be provided to RMs on Friday, April 29th

Table 3 – OCAT Production Usage Statistics: 04/18/22 – 04/24/22

Activity	CalWIN	CalSAWS	Total
User Logins	733	1,136	1,869

Activity	CalWIN (3%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	532	925	1,457
Interviews Completed (OCAT Initiated)	14	7	21
Total	546	932	1,478

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ **9** New tickets opened during the reporting period
 - ▶ **13** Resolved/Closed (includes issues opened during prior period)

Table below provides a summary of all Help Desk tickets that were active (open and/or closed) during the reporting period

Table 4 – OCAT Help Desk Tickets: 04/18/22 – 04/24/22

Request Type	Resolved/Closed	Total
Add User to LMS	3	3
CalWIN Issue	1	1
ForgeRock Issue	4	4
Inactive Account	3	3
Training Question	2	2
Grand Total	13	13

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Defects Summary

- ▶ **8 Defects: (5 In Production as of 4/24/22)**
 - ▶ 7 OCAT (7 normal/medium)
 - ▶ 1 ForgeRock (1 normal/medium)

Table below provides a list of the resolved defects released to production during the period, plus all open defects.

Table 5 – OCAT Defects as of 04/24/22

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	03/01/21	No user impacts	N/A	RIs-May23-2022
2	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	In Prod	12/29/21	Low impact on numbers (2%) since go-live	N/A	04/24/2022
3	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	In Prod	12/29/21	Records display the incorrect office and region values.	N/A	04/24/2022
4	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	In Prod	12/29/21	Records display the incorrect office and region values.	N/A	04/24/2022
5	OP-2874	Medium	Redesigned Report Code - Client by Employment History Reasons not working summary vs details discrepancy	OCAT	In Prod	03/18/22	Numbers in report inaccurate	N/A	04/24/2022
6	OP-2875	Medium	Employment History Details Report Performance Issue	OCAT	In Dev	03/18/22	Report takes over 1 minute to load	N/A	RIs-May23-2022
7	OP-2876	Medium	“Today” and “Yesterday” filters show no results in both summary and details for four (4) reports	OCAT	In Prod	03/22/22	Numbers in report are inaccurate when filtering	N/A	04/24/2022

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ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
8	OP-2880	Medium	OCAT User profiles being linked to duplicate FR profile w/ no email address (FR # REQ0022438)	Forge Rock	Open	04/11/22	Users are unable to update the password for these second profiles, thereby losing access to the OCAT application	N/A	RIs-May23-2022

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

- ▶ 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 the next production release

1.5 Deviations from Plan/Adjustments

- ▶ None