CalSAWS OCAT
Weekly Status Report

Reporting Period: March 22, 2021 to March 28, 2021

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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
03.17	Monthly Status Report (Feb 2021)	🟢	• DDEL Submitted: 3/5/21 • DDEL Comments Due: 3/11/21 • FDEL Submitted 3/11/21 • FDEL Approved 3/23/21
13	Performance Verification Report and Final Acceptance	🟢	• DDED Submitted: 11/9/20 • DDED Comments: 11/17/20 • FDED Submitted: 12/1/20 • FDED Comments: 12/4/20 • FDED Updates Submitted: 12/14/20 • FDED Approved: 12/18/20 • DDEL Submittal Due: 9/30/21
Phase 2 – Transition Plan	Transition Plan	🟢	• DDED Submitted: 1/14/21 • DDED Comments: 1/22/21 • FDED Submitted 3/8/21 • FDED Comments: 3/12/21 • FDED Submitted: 3/12/21 • FDED Approved: 3/17/21 • DDEL Submittal Due: 7/12/21

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
► Continued Business Rules Engine (BRE) development

Phase 2 Maintenance & Operations
Production Usage
► No unplanned outages to report last week
► Table below provides OCAT production usage statistics
  ► OCAT Initiated Interviews at 6% for reporting period

Table 2 – OCAT Production Usage Statistics: 3/22/21 – 3/28/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	585	587	437	**1609**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	282	345	317	**944**
Interviews Completed (OCAT Initiated)	26	10	19	**55**
Total	**308**	**355**	**336**	**999**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
  ► 19 new tickets opened during the reporting period
  ► 21 resolved/closed (includes issues opened during prior period)
  ► 0 in process/pending
  ► 1 waiting for customer
  ► 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: 3/22/21 – 3/28/21

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Account Issue				2	2
Bookmark / URL Issue				2	2
ForgeRock Issue				2	2
LRS Issue				7	7
New Training User				2	2
Report a System Problem			1		1
Reset LMS Password				1	1
Training Question				4	4
Training Report Question				1	1
Grand Total	**0**	**0**	**1**	**21**	**22**

Defects Summary

► No OCAT Release in March
► 7 open defects
  ► 3 OCAT (2 normal/medium, 1 normal/low)
  ► 2 CalWIN / OCAT (normal/low)
  ► 1 C-IV (normal/low)
  ► 1 LRS (normal/high)
► 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 3/28/21

No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
1	OP-2441	Low	C-IV transaction was sent with a Sogi Gender type that is not included in the OCAT system and Interface	C-IV Issue	In Process	11/3/20	Interview was created, the impact to User is that the Sogi Gender was not populated	The User can enter the Sogi Gender into OCAT if applicable	TBD
2	OP-2450	Low	CalWIN transaction 201 message "Otherbenefits records should not contain duplicate benefitType value"	CalWIN / OCAT Defect	In Process	11/10/20	If a Client has "Other Benefits" in CalWIN, they are not populated to OCAT.	The User can manually enter this data into OCAT	TBD
3	OP-2458	Low	CalWIN interface transaction error 201 sent invalid household member Gender ("NB")	CalWIN / OCAT Defect	In Process	11/24/20	The gender for the household member is not inserted into the Household Composition table	The user can manually select the gender for the household member	TBD
4	OP-2500	Medium	Develop Long Term Fix for Circular Reference identified in OP-2461	OCAT Defect	In Process	1/20/21	Users should not be impacted. Logs will be monitored to identify occurrences.	None	TBD
5	OP-2471	Low	Improve Qlik Reports View Performance	OCAT Defect	In Process	1/25/21	No user impact. Interim fix has resolved data load performance to Qlik engine. Defect held open for long term fix.	None	TBD

No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
6	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT Defect	New	3/1/21	No user impact.	None	TBD
7	OP-2605	High	Users reporting error on OCAT Referral page in LRS	LRS Issue	In Production	3/22/21	Users receiving an error when trying to initiate an OCAT from LRS.	LRS Users could initiate an OCAT Appraisal within OCAT and scan completed ASR.	Release 21.03.23

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
► Continue BRE implementation activities

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