



# CalSAWS OCAT Weekly Status Report

**Reporting Period: March 29, 2021 to April 4, 2021**

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, April 4, 2021

Period: Monday, March 29, 2021 to Sunday, April 4, 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
03.20	Monthly Status Report (Mar 2021)		<ul style="list-style-type: none"> <li>• DDEL Due: 4/7/21</li> </ul>
13	Performance Verification Report and Final Acceptance		<ul style="list-style-type: none"> <li>• DDED Submitted: 11/9/20</li> <li>• DDED Comments: 11/17/20</li> <li>• FDED Submitted: 12/1/20</li> <li>• FDED Comments: 12/4/20</li> <li>• FDED Updates Submitted: 12/14/20</li> <li>• FDED Approved: 12/18/20</li> <li>• DDEL Submittal Due: 9/30/21</li> </ul>
Phase 2 – Transition Plan	Transition Plan		<ul style="list-style-type: none"> <li>• DDED Submitted: 1/14/21</li> <li>• DDED Comments: 1/22/21</li> <li>• FDED Submitted 3/8/21</li> <li>• FDED Comments: 3/12/21</li> <li>• FDED Submitted: 3/12/21</li> <li>• FDED Approved: 3/17/21</li> <li>• DDEL Submittal Due: 7/12/21</li> </ul>

**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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**1.2 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 4% for reporting period
  - ▶ Updated metrics provided to RMs on 4/2/21

**Table 2 – OCAT Production Usage Statistics: 3/29/21 – 4/4/21**

Activity	CalWIN	C-IV	LRS	Total
User Logins	418	553	335	1306

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	199	323	292	814
Interviews Completed (OCAT Initiated)	12	21	3	36
<b>Total</b>	<b>211</b>	<b>344</b>	<b>295</b>	<b>850</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 12 new tickets opened during the reporting period
  - ▶ 9 resolved/closed (includes issues opened during prior period)
  - ▶ 0 in process/pending
  - ▶ 4 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: 3/29/21 – 4/4/21**

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Bookmark / URL Issue				4	4
County IT Issue				3	3
ForgeRock Issue			2		2
Report a System Problem				1	1
Training Question			2	1	3
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>9</b>	<b>13</b>

## CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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#### Defects Summary

- ▶ CHG0033488 to resolve defect OP – 2615 was implemented on 3/30/21
- ▶ 8 defects: 6 In Process, 2 Closed/In Production
  - ▶ 3 OCAT (3 normal/medium)
  - ▶ 2 CalWIN / OCAT (normal/low)
  - ▶ 1 C-IV (normal/low)
  
- ▶ 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 4/4/21**

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	Closed	1/25/21	No user impact. Interim fix has resolved data load performance to Qlik engine. Defect held open for long term fix.	None	

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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	In Process	3/1/21	No user impact.	None	TBD
7	OP-2461	Medium	Update timestamp deadlock error encountered in Recommendations section	OCAT Defect	In Process	11/25/20	Users may experience an error when navigating the Recommendations section for the first time in new interviews.	User can navigate back to interview and complete recommendations.	TBD
8	OP-2615	High	OCAT Qlik Reports not loading data	OCAT Defect	In Production	3/30/21	Users will not see updated information in OCAT Reports.	None	CHG0033488

### 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