



# CalSAWS OCAT Weekly Status Report

**Reporting Period: April 12, 2021 to April 18, 2021**

CalSAWS OCAT Project

Weekly Status Report, Sunday, April 18, 2021

Period: Monday, April 12, 2021 to Sunday, April 18, 2021

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Table of Contents

1.0 Online CalWORKs Appraisal Tool (OCAT) .....2

1.1 Deliverable Management.....2

1.2 Highlights of the Reporting Period.....3

1.3 Activities for the Next Reporting Period .....5

1.4 Deviations from Plan/Adjustments.....5

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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 Submitted: 4/6/21</li> <li>• DDEL Comments: 4/13/21</li> <li>• FDEL Approved: 4/16/21</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

**Table 2 – OCAT Production Usage Statistics: 4/12/21 – 4/18/21**

Activity	CalWIN	C-IV	LRS	Total
User Logins	554	598	441	1593

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	240	336	405	981
Interviews Completed (OCAT Initiated)	28	14	4	46
<b>Total</b>	<b>268</b>	<b>350</b>	<b>409</b>	<b>1027</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 10 new tickets opened during the reporting period
  - ▶ 12 resolved/closed (includes issues opened during prior period)
  - ▶ 1 in process/pending
  - ▶ 0 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: 4/12/21 – 4/18/21**

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Account Issue				2	2
Bookmark / URL Issue				2	2
ForgeRock Issue		1		1	2
New Training User				4	4
Training Question				3	3
<b>Grand Total</b>		<b>1</b>		<b>12</b>	<b>13</b>

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**Defects Summary**

► 7 defects:

- 4 OCAT (3 normal/medium, 1 high)
- 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 4/18/21**

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	Release 66
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	Release 66
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-2590	Medium	Long-term Qlik reporting performance solution	OCAT Defect	In Process	3/1/21	No user impact.	None	TBD
6	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	User can navigate back to interview and complete	TBD

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

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No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
							first time in new interviews.	recommendations.	
7	OP-2628	High	Data fix to the ForgeRock ID field in OCAT's UserDetails table for a User that cannot login	OCAT Defect	In Process	4/15/21	One LA County User is unable to log into OCAT	None	CHG0033663

### 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