



# CalSAWS OCAT Weekly Status Report

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

**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.....6

CalSAWS OCAT Project




Weekly Status Report, Sunday, July 18, 2021

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

## 1.0 Online CalWORKs Appraisal Tool (OCAT)

### 1.1 Deliverable Management

Table 1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.22	Monthly Status Report (June 2021)		<ul style="list-style-type: none"> <li>• DDEL Submitted: 7/1/21</li> <li>• DDEL Comments: 7/14/21</li> <li>• FDED Submitted: 7/14/21</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 Submitted: 7/12/21</li> <li>• DDEL Comments Due: 7/19/21</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**

- ▶ Monitoring OCAT application during warranty period

**Phase 2 Maintenance & Operations**

**Production Usage**

- ▶ No unplanned outages to report last week
- ▶ Table below provides OCAT production usage statistics
  - ▶ OCAT Initiated Interviews at 3% for reporting period
  - ▶ Updated metrics were provided to the RMs on 7/12/21

**Table 2 – OCAT Production Usage Statistics: 7/12/21 – 7/18/21**

Activity	CalWIN	C-IV	LRS	Total
User Logins	601	634	396	1631
Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	247	261	217	725
Interviews Completed (OCAT Initiated)	10	7	6	23
<b>Total</b>	<b>257</b>	<b>268</b>	<b>223</b>	<b>748</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 49 new tickets opened during the reporting period
  - ▶ 37 resolved/closed (includes issues opened during prior period)
  - ▶ 5 in process/pending
  - ▶ 7 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: 7/12/21 – 7/18/21**

Request Type	In Process	Pending	Waiting for Customer	Closed	Grand Total
Bookmark / URL Issue				4	4
County IT Issue				1	1
ForgeRock Issue	5		7	27	39
New Training User				1	1
Report a System Problem				1	1
Training Question				3	3
<b>Grand Total</b>	<b>5</b>		<b>7</b>	<b>37</b>	<b>49</b>

# CalSAWS – California Statewide Automated Welfare System (CalSAWS)

## CalSAWS OCAT Project

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### Defects Summary

- ▶ 12 defects:
  - ▶ 5 OCAT (5 normal/medium)
  - ▶ 3 ForgeRock (1 normal/medium)
  - ▶ 2 CalWIN / OCAT (normal/low)
  - ▶ 2 C-IV (1 normal/medium, 1 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 7/18/21**

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	Hold/Watch	11/25/20	Users may experience an error when navigating the Recommendations section for the	User can navigate back to interview and complete	6/25/21 (with BRE implementation)

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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-2706	Medium	Consortium Users unable to log into OCAT environment associated with ForgeRock id-dev	ForgeRock	In Process	6/8/21	Consortium Users are unable to log into OCAT environments (Test, Staging)	None	(w/BRE implementation/coupled with FR deployment)
8	OP-2708	Medium	OCAT to C-IV Interface failures on 6/9	C-IV / OCAT	In Production	6/11/21	OCAT to C-IV Transactions generating HTTP 400 and 502 errors.	None	Resent transactions on 7.8.21
9	OP-2709	Medium	Clients by Educational Attainment Qlik Report execution time issue	OCAT	Open	6/11/21	No impact to Users. Report is increasing in execution time each month.	None	TBD
10	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	Monitoring
11	OP-2728	Medium	Users Experience 403 Error when trying to log into OCAT Using IE 11	ForgeRock	Open	7/15/21	User may experience 403 error if using IE 11.	Users can use Chrome	TBD
12	OP-2729	Medium	Data fix ForgeRock ID field	ForgeRock	In Production	7/15/21	User was unable to log in due to ForgeRock ID being deleted and recreated by ForgeRock Operations team.	None	7/16/21

### 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 to monitor OCAT application during warranty period

#### 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

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

**CalSAWS OCAT Project**

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**1.4 Deviations from Plan/Adjustments**

▶ None