



CalSAWS OCAT Weekly Status Report

Reporting Period: August 2, 2021 to August 8, 2021

CalSAWS OCAT Project

Weekly Status Report, Sunday, August 8, 2021

Period: Monday, August 2, 2021 to Sunday, August 8, 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
03.22	Monthly Status Report (July 2021)		<ul style="list-style-type: none"> • DDEL Submitted: 8/6/21 • DDEL Comments Due: 8/12/21
13	Performance Verification Report and Final Acceptance		<ul style="list-style-type: none"> • 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		<ul style="list-style-type: none"> • 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 Submitted: 7/12/21 • DDEL Comments Due: 7/19/21 • FDEL Submitted: 7/22/21 • FDEL Approved: 7/30/21

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 RMs on 8/6/21

Table 2 – OCAT Production Usage Statistics: 08/02/21 – 08/08/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	568	641	349	1558

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	289	333	318	940
Interviews Completed (OCAT Initiated)	13	13	3	29
Total	302	346	321	969

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 60 new tickets opened during the reporting period
 - ▶ 48 resolved/closed (includes issues opened during prior period)
 - ▶ 6 in process/pending
 - ▶ 6 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: 08/02/21 – 08/08/21

Request Type	In Process	Waiting for Customer	Pending	Closed	Grand Total
Account Issue				9	9
Bookmark / URL Issue				2	2
County IT Issue	1				1
ForgeRock Issue	3	5	4	25	37
LRS Issue	2				2
New Training User				2	2
Training Question		1		9	10
Training Report Question				1	1
Grand Total	6	6	4	48	64

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Defects Summary

► 10 defects:

- 6 OCAT (6 normal/medium)
- 1 ForgeRock (1 normal/medium)
- 2 CalWIN / OCAT (2 normal/low)
- 1 C-IV (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 08/08/21

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	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	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	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	In Process	3/1/21	No user impact.	None	TBD
6	OP-2461	Medium	Update timestamp deadlock error encountered in Recommendations section	OCAT	Hold/Watch	11/25/20	Users may experience an error when navigating the Recommendation	User can navigate back to interview and	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
							s section for the first time in new interviews.	complete recommendations.	
7	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
8	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	Monitoring
9	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
10	OP-2732	Medium	Error check inputs to the webservices APIs	OCAT	Open	7/20/21	No user impact.	None	TBD

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

1.4 Deviations from Plan/Adjustments

- ▶ None