CalSAWS OCAT
Weekly Status Report

Reporting Period: August 9, 2021 to August 15, 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
03.24	Monthly Status Report (July 2021)	🟢	• DDEL Submitted: 8/6/21 • DDEL Comments Due: 8/12/21 • FDEL Submitted: 8/13/21
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

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
- ► 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

Table 2 – OCAT Production Usage Statistics: 08/09/21 – 08/15/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	594	669	350	**1613**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	325	366	319	**1010**
Interviews Completed (OCAT Initiated)	20	7	4	**31**
Total	**345**	**373**	**323**	**1041**

Help Desk Inquiries
- ► Provided Help Desk support to OCAT county users
  - ► 23 new tickets opened during the reporting period
  - ► 36 resolved/closed (includes issues opened during prior period)
  - ► 5 in process/pending
  - ► 3 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: 08/09/21 – 08/15/21

Request Type	In Process	Waiting for Customer	Pending	Closed	Grand Total
Bookmark / URL Issue				2	**2**
County IT Issue				2	**2**
ForgeRock Issue	1	3		24	**28**
LRS Issue	2				**2**
Report a System Problem	1				**1**
Training Question			1	5	**6**
Training Report Question				3	**3**
Grand Total	**4**	**3**	**1**	**36**	**44**

Defects Summary

► 11 defects:
  - ► 7 OCAT (7 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 08/15/21

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 Recommendations section for the	User can navigate back to interview and complete	6/25/21 (with BRE implementation)

No.	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
							first time in new interviews.	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
11	OP-2741	Medium	Correct Merge Issue in Serverless Release Branch	OCAT	In Production	8/11/21	Interviews are not moving to the Canceled status after 30 days of inactivity.	None	OP.21.08.15

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