



CalSAWS OCAT Weekly Status Report

Reporting Period: August 30, 2021 to September 5, 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 |
|-------|--|---|---|
| 03.25 | Monthly Status Report (August 2021) |  | <ul style="list-style-type: none">• DDEL Due: 9/8/21 |
| 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 |

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

- ▶ (1) unplanned outage due to AWS outage on Tuesday to report for last week
- ▶ Table below provides OCAT production usage statistics
 - ▶ OCAT Initiated Interviews at **3%** for reporting period
 - ▶ Metrics were provided to RMs on 9/3/21

Table 2 – OCAT Production Usage Statistics: 08/30/21 – 09/05/21

| Activity | CalWIN | C-IV | LRS | Total |
|-------------|--------|------|-----|-------------|
| User Logins | 581 | 721 | 352 | 1654 |

| Activity | CalWIN | C-IV | LRS | Total |
|---------------------------------------|------------|------------|------------|-------------|
| Interviews Completed (SAWS Initiated) | 359 | 318 | 316 | 993 |
| Interviews Completed (OCAT Initiated) | 16 | 12 | 2 | 30 |
| Total | 375 | 330 | 318 | 1023 |

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 39 new tickets opened during the reporting period
 - ▶ 44 resolved/closed (includes issues opened during prior period)
 - ▶ 2 In Process
 - ▶ 0 Pending
 - ▶ 1 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: 08/30/21 – 09/05/21

| Request Type | In Process | Waiting for Customer | Closed | Grand Total |
|-------------------------|------------|----------------------|-----------|-------------|
| Account Issue | | | 3 | 3 |
| Bookmark / URL Issue | | | 3 | 3 |
| C-IV Issue | | | 6 | 6 |
| County IT Issue | | | 1 | 1 |
| Emailed request | 1 | | | 1 |
| ForgeRock Issue | | | 10 | 10 |
| New Training User | | | 1 | 1 |
| Report a System Problem | | | 9 | 9 |
| Reset LMS Password | | | 2 | 2 |
| Training Question | 1 | 1 | 9 | 11 |
| Grand Total | 2 | 1 | 44 | 47 |

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Defects Summary

► 11 Defects:

- 6 OCAT (6 normal/medium)
- 1 ForgeRock (2 normal/medium)
- 2 CalWIN / OCAT (2 normal/low)
- 1 C-IV (1 normal/low)
- 1 AWS (High)

► 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 09/05/21

| ID | 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 | Hold | 11/3/20 | Sogi Gender was not populated into Interview | 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 Production | 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 Production | 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 deadlock error (OP-2461) | OCAT | In Progress | 1/20/21 | Users should not be impacted. Refactoring for best practices (data model: relationship between Interview and InterviewStatus tables) | None | TBD |
| 5 | OP-2590 | Medium | Long-term Qlik reporting performance solution | OCAT | In Progress | 3/1/21 | No user impact. | None | TBD |

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| ID | Defect # | Defect Severity | Defect Summary | Defect Type | Status | Date Logged | Impact | Alternative Procedure | Planned Release |
|----|----------|-----------------|---|-------------|---------------|-------------|---|-----------------------|---|
| 6 | 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 |
| 7 | OP-2714 | Medium | 502 Error reported calling GraphQL endpoint | OCAT | Hold/Watch | 6/17/21 | User may experience a 504 error. | None | TBD/Monitoring |
| 8 | OP-2732 | Medium | Error check inputs to the webservicess APIs | OCAT | Open | 7/20/21 | No user impact. | None | Scheduled for October Release |
| 9 | OP-2744 | Medium | Data Fix : Remove interface record created erroneously | OCAT | In Production | 8/16/21 | Record entered in Prod is fictitious & needs to be removed to avoid confusion for Sacramento County staff, CalWIN and DPSS reporting. | None | Deployed as part of Release - OP.21.08.19 CHG0031448 |
| 10 | OP-2733 | Medium | User unable to log into OCAT due to large token | ForgeRock | In Production | 8/17/21 | (1) LA County User is not able to log into OCAT Prod (re-opened defect). | None | CHG0031158, CHG0031510 |
| 11 | OP-2766 | High | 502 Error / AWS Down; 8.31.21 AWS outage intermittent 10:58am - 4:02pm (OCAT was intermittent 11:22am - 3:00pm) | AWS | Open | 8/31/21 | OCAT Users unable to log in 20 ASRS Stuck | None | 8/31/21 |

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1.4 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

1.5 Deviations from Plan/Adjustments

- ▶ None