CalSAWS OCAT Weekly Status Report

Reporting Period: September 6, 2021 to September 12, 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)	🟢	• DDEL Submitted: 9/8/21 • DDEL Comments Due: 9/14/21
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
► (0) unplanned outages to report for last week
► Table below provides OCAT production usage statistics
    ► OCAT Initiated Interviews at **4%** for reporting period
    ► Metrics will be provided to RMs on 9/17/21

Table 2 – OCAT Production Usage Statistics: 09/06/21 – 09/12/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	510	589	312	**1411**

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	302	292	273	867
Interviews Completed (OCAT Initiated)	24	13	1	38
Total	**326**	**305**	**274**	**905**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
    ► 19 new tickets opened during the reporting period
    ► 26 resolved/closed (includes issues opened during prior period)
    ► 0 In Process
    ► 1 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: 09/06/21 – 09/12/21

Request Type	Pending	Waiting for Customer	Closed	Grand Total
CalWIN Issue			2	2
C-IV Issue			1	1
Database Request			1	1
ForgeRock Issue		1	15	16
Reset LMS Password			2	2
Training Question	1		3	4
Training Report Question			1	1
Update to Training Material or FAQ			1	1
Grand Total	**1**	**1**	**26**	**28**

Defects Summary
► 7 Defects:
    ► 5 OCAT (5 normal/medium)
    ► 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 09/12/21

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-2500	Medium	Develop Long Term Fix for Circular Reference identified in deadlock error (OP-2461)	OCAT	In Process	1/20/21	Users should not be impacted. Refactoring for best practices (data model: relationship between Interview and InterviewStatus tables)	None	TBD
3	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT	In Process	3/1/21	No user impact.	None	TBD
4	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
5	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	TBD/Monitoring
6	OP-2732	Medium	Error check inputs to the webservices APIs	OCAT	Open	7/20/21	No user impact.	None	Scheduled for October Release
7	OP-2766	High	502 Error / AWS Down; 8.31.21 AWS outage intermittent 10:58am - 4:02pm (OCAT	AWS	Open	8/31/21	OCAT Users unable to log in 20 ASRS Stuck	None	8/31/21

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
			was intermittent 11:22am - 3:00pm)						

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