



CalSAWS OCAT Weekly Status Report

**Reporting Period: September 13, 2021 to September 19,
2021**

CalSAWS OCAT Project

Weekly Status Report, Sunday, September 19, 2021

Period: Monday, September 13, 2021 to Sunday, September 19, 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 Submitted: 9/8/21 • DDEL Comments Due: 9/14/21 • FDEL Submitted: 9/14/21 • FDEL Approved: 9/16/21
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

- ▶ (0) unplanned outages to report for last week
- ▶ Table below provides OCAT production usage statistics
 - ▶ OCAT Initiated Interviews at **3%** for reporting period
 - ▶ Metrics provided to RMs last Friday 9/17/21 (Next: Oct 1st)

Table 2 – OCAT Production Usage Statistics: 09/13/21 – 09/19/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	583	746	323	1652
860				
Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	364	384	304	1052
Interviews Completed (OCAT Initiated)	19	14	2	35
Total	383	398	306	1087

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 10 new tickets opened during the reporting period
 - ▶ 9 resolved/closed (includes issues opened during prior period)
 - ▶ 0 In Process
 - ▶ 0 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: 09/13/21 – 09/19/21

Request Type	Waiting for Customer	Closed	Grand Total
Account Issue		1	1
C-IV Issue	1		1
ForgeRock Issue	2	5	7
Report a System Problem		1	1
Training Question		2	2
Grand Total	3	9	12

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Defects Summary

- ▶ 7 Defects:
 - ▶ 5 OCAT (5 normal/medium)
 - ▶ 1 C-IV (1 normal/low)
 - ▶ 1 AWS (1 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 Progress	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 Progress	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 webservicess 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 was intermittent 11:22am - 3:00pm)	AWS	Closed	8/31/21	Reestablishing 3rd availability zone/ OCAT Users unable to log in 20 ASRS Stuck	None	8/31/21

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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