



CalSAWS OCAT Weekly Status Report

**Reporting Period: September 20, 2021, to September 26,
2021**

CalSAWS OCAT Project

Weekly Status Report, Sunday, September 26, 2021

Period: Monday, September 20, 2021 to Sunday, September 26, 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
03.26	Monthly Status Report (September 2021)		<ul style="list-style-type: none"> DDEL Due: 10/7/21
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 **4%** for reporting period
 - ▶ Metrics will be provided to RMs Friday Oct 1st

Table 2 – OCAT Production Usage Statistics: 09/20/21 – 09/26/21

Activity	CalWIN	C-IV	LRS	Total
User Logins	640	588	375	1603

Activity	CalWIN	C-IV	LRS	Total
Interviews Completed (SAWS Initiated)	369	301	367	1037
Interviews Completed (OCAT Initiated)	26	12	2	40
Total	395	313	369	1077

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 11 new tickets opened during the reporting period
 - ▶ 10 resolved/closed (includes issues opened during prior period)
 - ▶ 2 In Process
 - ▶ 0 Pending
 - ▶ 2 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: 09/20/21 – 09/26/21

Request Type	Waiting for Customer	In Process	Closed	Grand Total
Account Issue			2	2
Add User to LMS			1	1
Bookmark / URL Issue			1	1
C-IV Issue			1	1
ForgeRock Issue	2	2	3	7
Training Question			1	1
Training Report Question			1	1
Grand Total	2	2	10	14

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Defects Summary

- ▶ 7 Defects:
 - ▶ 6 OCAT (6 normal/medium)
 - ▶ 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 09/27/21

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-2608	Medium	Disaster Recovery Test :: ASRs are not copied between regions	OCAT	Open	3/29/21	Manual copy into the other region's S3 ASR bucket	Manual copy into the other region's S3 ASR bucket	TBD

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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