



# CalSAWS OCAT Weekly Status Report

**Reporting Period: September 27, 2021, to October 3,  
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"> <li>• DDEL Due: 10/7/21</li> </ul>
13	Performance Verification Report and Final Acceptance		<ul style="list-style-type: none"> <li>• DDED Submitted: 11/9/20</li> <li>• DDED Comments: 11/17/20</li> <li>• FDED Submitted: 12/1/20</li> <li>• FDED Comments: 12/4/20</li> <li>• FDED Updates Submitted: 12/14/20</li> <li>• FDED Approved: 12/18/20</li> <li>• DDEL Submitted Due: 9/30/21</li> <li>• DDEL Comments Due 10/7/21</li> </ul>

**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 were provided to RMs Friday Oct 1<sup>st</sup>

**Table 2 – OCAT Production Usage Statistics: 09/27/21 – 10/03/21**

Activity	CalWIN	CalSAWS	Total
User Logins	642	992	<b>1634</b>

Activity	CalWIN	CalSAWS	Total
Interviews Completed (SAWS Initiated)	369	591	960
Interviews Completed (OCAT Initiated)	23	21	44
<b>Total</b>	<b>392</b>	<b>612</b>	<b>1004</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 8 new tickets opened during the reporting period
  - ▶ 6 resolved/closed (includes issues opened during prior period)
  - ▶ 1 In Process
  - ▶ 4 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: 09/27/21 – 10/03/21 (Week 48)**

Request Type	Waiting for Customer	In Process	Pending	Closed	Grand Total
ForgeRock Issue	1	1	2	3	<b>7</b>
Inactive Account			1	3	<b>4</b>
Training Question			1		<b>1</b>
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>12</b>

# CalSAWS – California Statewide Automated Welfare System (CalSAWS)

## CalSAWS OCAT Project

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### Defects Summary

- ▶ 9 Defects:
  - ▶ 7 OCAT (7 normal/medium)
  - ▶ 1 C-IV (1 normal/low)
  - ▶ 1 ForgeRock (1 normal/medium)
- ▶ 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 10/03/21**

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	Hold	11/3/20	Sogi Gender was not populated into Interview (SCR 221934, CalSAWS Jira Defect 221934)	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	RIs-Oct-2021
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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ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
8	OP-2784	Medium	Qlik :: Prod Dashboard slow reload	OCAT	Open	9/27/21	The Production Dashboard report is taking longer each month. It has now crossed over 50 minutes, and we've set the execution limit to 60 minutes. Related to <b>OCAT SCR OP-2774</b>	This report needs some design work to reduce the execution time.	TBD
9	OP-2786	Medium	Login Issues Related to FR Cookie Change	ForgeRock	Open	9/28/21	FR pushed a change into their non-production environments that changes a cookie used by OCAT to be Http-Only making it unavailable to the OCAT code. This results in a failure to validate a user's login preventing them from logging into the application.	OCAT needs to be modified to not attempt to read the cookie prior to the 10/29 release scheduled for FR	Rls-Oct-2021

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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