



CalSAWS OCAT Weekly Status Report

Reporting Period: October 4, 2021, to October 10, 2021

Table of Contents

1.0 Online CalWORKs Appraisal Tool (OCAT) 2

 1.1 Deliverable Management..... 2

 1.2 Highlights of the Reporting Period..... 3

 1.3 Activities for the Next Reporting Period 6

 1.4 Deviations from Plan/Adjustments..... 6

CalSAWS OCAT Project



Weekly Status Report, Sunday, October 10, 2021

Period: Monday, October 4, 2021 to Sunday, October 10, 2021

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"> FDEL Submitted: 10/7/21 FDEL Comments Due: 10/14/21
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 Comments Received: 10/7/21 FDEL Submittal Due: 10/14/21

1] Status: **Red:** Behind schedule and requires escalation; **Amber:** Potential delay/monitor with no material schedule impact; **Green:** On schedule, performing as planned

CalSAWS OCAT Project

Weekly Status Report, Sunday, October 10, 2021

Period: Monday, October 4, 2021 to Sunday, October 10, 2021

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 (Week 49)
 - ▶ Metrics will be provided to RMs Friday, Oct. 15th

Table 2 – OCAT Production Usage Statistics: 10/04/21 – 10/10/21

Activity	CalWIN	CalSAWS	Total
User Logins	642	977	1619

Activity	CalWIN	CalSAWS	Total
Interviews Completed (SAWS Initiated)	377	637	1014
Interviews Completed (OCAT Initiated)	23	9	32
Total	400	646	1046

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 6 new tickets opened during the reporting period
 - ▶ 12 resolved/closed (includes issues opened during prior period)
 - ▶ 0 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: 10/04/21 – 10/10/21 (Week 49)

Request Type	Waiting for Customer	Closed	Grand Total
ForgeRock Issue		1	1
Inactive Account		1	1
Training Question	1	2	3
Update to Training Material or FAQ		1	1
Grand Total	1	5	6

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

Weekly Status Report, Sunday, October 10, 2021

Period: Monday, October 4, 2021 to Sunday, October 10, 2021

Defects Summary

- ▶ 10 Defects:
 - ▶ 8 OCAT (8 normal/medium)
 - ▶ 1 ForgeRock (1 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 10/10/21

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	Closed	11/3/20	Sogi Gender was not populated into Interview (SCR 221934, CalSAWS Jira Defect 221934). OCAT SCR: OP-2793 in place of defect.	The User can enter the Sogi Gender into OCAT if applicable	N/A
2	OP-2500	Medium	Develop Long Term Fix for Circular Reference identified in deadlock error (OP-2461)	OCAT	Closed	1/20/21	Users should not be impacted. Refactoring for best practices (data model: relationship between Interview and InterviewStatus tables). Determined that refactoring is not desired.	None	N/A
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 webservice APIs	OCAT	In Process	7/20/21	No user impact	None	OP.21.10.17

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

Weekly Status Report, Sunday, October 10, 2021

Period: Monday, October 4, 2021 to Sunday, October 10, 2021

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned 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	Rls-Nov-2021
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 OCAT SCR OP-2774.	This report needs some design work to reduce the execution time.	TBD
9	OP-2786	Medium	Login Issues Related to FR Cookie Change	ForgeRock	In Process	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	OP.21.10.17
10	OP-2788	Medium	Blank page appears in the Manage Entities page when adding an Office and no Region is listed in the Regions table	OCAT	In Process	10/4/21	OCAT Administrators receive a blank page if they try to add an Office and no Region exists in the Regions table.	OCAT Administrators should add a Region prior to adding an Office.	OP.21.10.17

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

Weekly Status Report, Sunday, October 10, 2021

Period: Monday, October 4, 2021 to Sunday, October 10, 2021

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

- ▶ Begin preparation of FDEL for Performance Verification Report and Final Acceptance

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