



CalSAWS OCAT Weekly Status Report

Reporting Period: October 11, 2021, to October 17, 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 17, 2021

Period: Monday, October 11, 2021 to Sunday, October 17, 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 FDEL Resubmittal Due: 10/19/21
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 Submitted: 10/14/21 FDEL Approval Due: 10/22/21

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 17, 2021

Period: Monday, October 11, 2021 to Sunday, October 17, 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 50)
 - ▶ Metrics provided to RMs last Friday, Oct. 15th

Table 2 – OCAT Production Usage Statistics: 10/11/21 – 10/17/21

Activity	CalWIN	CalSAWS	Total
User Logins	569	906	1475

Activity	CalWIN	CalSAWS	Total
Interviews Completed (SAWS Initiated)	355	671	1026
Interviews Completed (OCAT Initiated)	23	11	34
Total	378	682	1060

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 3 new tickets opened during the reporting period
 - ▶ 4 resolved/closed (includes issues opened during prior period)
 - ▶ 0 In Process
 - ▶ 0 Pending
 - ▶ 0 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: 10/11/21 – 10/17/21 (Week 50)

Request Type	Closed	Grand Total
Account Issue	2	2
Training Question	1	1
Training Report Question	1	1
Grand Total	4	4

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Defects Summary

- ▶ 8 Defects:
 - ▶ 7 OCAT (7 normal/medium)
 - ▶ 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 10/17/21

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
1	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT	In Process	3/1/21	No user impact	None	TBD
2	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
3	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 504 error.	None	TBD/Monitoring
4	OP-2732	Medium	Error check inputs to the webservicess APIs	OCAT	In Production	7/20/21	No user impact	None	OP.21.10.17
5	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	RIs-Nov-2021
6	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

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CalSAWS OCAT Project

Weekly Status Report, Sunday, October 17, 2021

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ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Date Logged	Impact	Alternative Procedure	Planned Release
7	OP-2786	Medium	Login Issues Related to FR Cookie Change	ForgeRock	In Production	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
8	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 Production	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

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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

- ▶ Finalize and approve 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