



# CalSAWS OCAT Weekly Status Report

**Reporting Period: October 18, 2021, to October 24, 2021**

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CalSAWS OCAT Project



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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>FDEL Submitted: 10/7/21</li> <li>FDEL Comments Due: 10/14/21</li> <li>FDEL Resubmitted: 10/19/21</li> <li>FDEL Approved: 10/21/21</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: 8/30/21</li> <li>DDEL Comments Received: 10/7/21</li> <li>FDEL Submitted: 10/14/21</li> <li>FDEL Approved: 10/22/21</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**

- ▶ Completed OCAT warranty period
- ▶ Completed and obtained approval of Performance Verification and Final Acceptance deliverable

**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 **2%** for reporting period
  - ▶ Metrics will be provided to RMs on Friday, Oct. 29.

**Table 2 – OCAT Production Usage Statistics: 10/18/21 – 10/24/21**

Activity	CalWIN	CalSAWS	Total
User Logins	694	1160	<b>1854</b>

Activity	CalWIN	CalSAWS	Total
Interviews Completed (SAWS Initiated)	464	878	<b>1342</b>
Interviews Completed (OCAT Initiated)	22	12	<b>34</b>
<b>Total</b>	<b>486</b>	<b>890</b>	<b>1376</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 9 new tickets opened during the reporting period
  - ▶ 3 resolved/closed (includes issues opened during prior period)
  - ▶ 0 In Process
  - ▶ 4 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: 10/18/21 – 10/24/21**

Request Type	Waiting for Customer	Pending	Closed	Grand Total
Add User to LMS	1			<b>1</b>
CalSAWS Issue		4		<b>4</b>
Inactive Account	1		2	<b>3</b>
Training Report Question			1	<b>1</b>
<b>Grand Total</b>	<b>2</b>	<b>4</b>	<b>3</b>	<b>9</b>

## CalSAWS – California Statewide Automated Welfare System (CalSAWS)

### CalSAWS OCAT Project

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#### Defects Summary

► 5 Defects:

► 5 OCAT (5 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 10/24/21**

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-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
5	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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### 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

- ▶ N/A – all D&I tasks are complete

#### 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