CalSAWS OCAT
Weekly Status Report

Reporting Period: November 15, 2021, to November 21, 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
03.27	Monthly Status Report (October 2021)	🟢	• FDEL Submitted: 11/2/21 • FDEL Comments: 11/12/21 • FDEL WAC Submitted 11/12/21

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

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
► N/A – all D&I tasks are complete

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 provided to RMs on Monday, Nov. 22nd as Friday, Nov. 26 is a holiday

Table 2 – OCAT Production Usage Statistics: 11/15/21 – 11/21/21

Activity	CalWIN	CalSAWS	Total
User Logins	735	1289	**2024**

Activity	CalWIN (5%)	CalSAWS (3%)	Total (4%)
Interviews Completed (SAWS Initiated)	483	973	**1456**
Interviews Completed (OCAT Initiated)	28	25	**53**
Total	**511**	**998**	**1509**

Help Desk Inquiries
► Provided Help Desk support to OCAT county users
  ► 8 new tickets opened during the reporting period
  ► 15 resolved/closed (includes issues opened during prior period)
  ► 1 escalated
  ► 2 Pending
  ► 1 Waiting for Customer
  ► 0 Waiting for Support
  ► 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: 11/15/21 – 11/21/21

Request Type	Waiting on Support	Waiting for Customer	Pending	Closed	Grand Total
Account Issue				2	**2**
Add User to LMS				2	**2**
CalSAWS Issue				3	**3**
ForgeRock Issue		1	2	2	**5**
Inactive Account				5	**5**
Training Question	1			1	**2**
Grand Total	**1**	**1**	**2**	**15**	**19**

Defects Summary

► 8 Defects:
  ► 6 OCAT (6 normal/medium)
  ► 1 CalSAWS (1 normal/medium)
  ► 1 CalWIN (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 11/21/21

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
1	OP-2590	Medium	Long-term Qlik reporting performance solution	OCAT	In Process	3/1/21	No user impacts	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 502 error.	None	TBD/Monitoring
4	OP-2608	Medium	Disaster Recovery Test :: ASRs are not copied between regions.	OCAT	In Development	3/29/21	Manual copy into the other region's S3 ASR bucket	Manual copy into the other region's S3 ASR bucket	Rls-Dec-2021
5	OP-2784	Medium	Qlik :: Prod Dashboard slow reload	OCAT	Open	9/27/21	The data load job for the Production Dashboard report is taking longer each month. It has now crossed over 50 minutes, and we've set the execution limit to 75 minutes. User access to the dashboard in the Qlik UI is not impacted by the duration of the data load job. Related to OCAT SCR OP-2774.	This report needs some design work to reduce the execution time.	TBD
6	OP-2799	Medium	CalSAWS to OCAT Failures from 10/22/21 & 10/28/21	CalSAWS	Open	10/27/21	Intermittent delays in sending referrals from CalSAWS to OCAT, Users may have to use the alternative procedure.	Manual OCAT Initiation	TBD

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
7	OP-2800	Medium	OCAT to CalWIN failure on 10/26/21	CalWIN /ForgeR ock	Open	10/27/21	ForgeRock failed with a Socket Hang Up. ForgeRock call took 12 seconds before getting Socket Hang up from ForgeRock, internally hit ForgeRock timeout (CalWIN timeout is set to 20 seconds, so this was on the ForgeRock side)	Manual OCAT initiation or try to resend Interview (Interview was resent to CalWIN on 10/27/21)	TBD
8	OP-2804	Medium	OCAT outbound cluster not processin g 11/2/21 -	OCAT	Hold/Watch	11/03/21	Delayed 90 minutes 3:07 pm - 4:26 pm, outbound interface was down, so messages were stored in the outbound queue	None	TBD/Monitorin g

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