



# CalSAWS OCAT Weekly Status Report

**Reporting Period: February 21, 2022, to February 27, 2022**

**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, February 27, 2022



Period: Monday, February 21, 2022 to Sunday, February 27, 2022

---

## 1.0 Online CalWORKs Appraisal Tool (OCAT)

### 1.1 Deliverable Management

Table 1 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.30	Monthly Status Report (January 2022)		<ul style="list-style-type: none"><li>FDEL Submitted: 2/3/22</li><li>FDEL Comments: 2/11/22</li><li>FDEL Approved: 2/22/22</li></ul>
06	Technical Design Document – 2022 update		<ul style="list-style-type: none"><li>DDEL Submitted: 2/10/22</li><li>DDEL Comments Due: 3/3/22</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

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, February 27, 2022

Period: Monday, February 21, 2022 to Sunday, February 27, 2022

**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 the last 2 weeks
- ▶ Table below provides OCAT production usage statistics
  - ▶ OCAT Initiated Interviews at **2%** for reporting period
  - ▶ Metrics will be provided to RMs on Friday, Mar. 4

**Table 2 – OCAT Production Usage Statistics: 02/21/22 – 02/27/22**

Activity	CalWIN	CalSAWS	Total
User Logins	663	1,004	1,667

Activity	CalWIN (4%)	CalSAWS (2%)	Total (2%)
Interviews Completed (SAWS Initiated)	487	829	1,316
Interviews Completed (OCAT Initiated)	18	13	31
<b>Total</b>	<b>505</b>	<b>842</b>	<b>1,347</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 9 New tickets opened during the reporting period
  - ▶ 12 Resolved/Closed (includes issues opened during prior period)
  - ▶ 2 Pending
  - ▶ 0 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: 02/21/22 – 02/27/22**

Request Type	Resolved/Closed	Waiting on Vendor	Total
Add User to LMS	1	1	2
Bookmark/URL Issue	1		1
ForgeRock Issue	1		1
Inactive Account	2		2
Report a System Problem	1		1
Training Question	6	1	7
<b>Grand Total</b>	<b>12</b>	<b>2</b>	<b>14</b>

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

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, February 27, 2022

Period: Monday, February 21, 2022 to Sunday, February 27, 2022

**Defects Summary**

- ▶ 15 Defects:
  - ▶ **15** OCAT (15 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 02/27/22**

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	Open	3/1/21	No user impacts	None	Rls-Mar-2022
2	OP-2709	Medium	Clients by Educational Attainment Qlik Report execution time issue	OCAT	In Production	6/11/21	No impact to users. Report is increasing in execution time each month.	None	Rls-Feb27-2022
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-2804	Medium	OCAT outbound cluster not processing 11/2/21	OCAT	Closed	11/03/21	Delayed 90 minutes 3:07 pm–4:26 pm, outbound interface was down, messages were stored in outbound queue. Messages have since been resent. In monitoring status.	None	TBD / Monitoring
5	OP-2823	Medium	Clients by Education Attainment Data Discrepancies	OCAT	In Production	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb27-2022
6	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	System Test	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Mar-2022
7	OP-2825	Medium	Participants by Barrier (Abuse) Data Discrepancies	OCAT	In Production	12/29/21	Low impact on numbers (2.4%) since go-live	None	Rls-Feb27-2022

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

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, February 27, 2022

Period: Monday, February 21, 2022 to Sunday, February 27, 2022

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
8	OP-2826	Medium	Participants by Barrier (Legal) Data Discrepancies	OCAT	In Production	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-Feb27-2022
9	OP-2827	Medium	Participants by Barrier (Health) Data Discrepancies	OCAT	In Production	12/29/21	Low impact on numbers (2.4%) since go live	None	Rls-Feb27-2022
10	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
11	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
12	OP-2838	Medium	Household Composition Indicator Label Discrepancy	OCAT	In Production	1/25/22	Household composition section table - indicator label not appearing for Completed Interviews and screen reader not detecting. ADA Issue.	None	Rls-Feb27-2022
13	OP-2859	Medium	Household filter for "Single parent with child ages unspecified" not appearing in UAT	OCAT	In Production	2/17/22	Unable to filter by "Single parent with child ages unspecified" in UAT	None	Rls-Feb27-2022
14	OP-2860	Medium	Client by Educational Attainment Report - Discrepancy between report summary section Highest Grade and export from details page	OCAT	In Production	2/17/22	Main Report Page Section Summary by type of highest grade does not match what is exported from the details page	None	Rls-Feb27-2022

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

### CalSAWS OCAT Project

Weekly Status Report, Sunday, February 27, 2022

Period: Monday, February 21, 2022 to Sunday, February 27, 2022

ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
15	OP-2862	Medium	Section on Familiarity with English in Client by Education Att Report - filtering and counts in details vs main report	OCAT	In Production	2/18/22	Filtering and counts in detail export discrepancy vs main report	None	Rls-Feb27-2022

### 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