



# CalSAWS OCAT Weekly Status Report

**Reporting Period: February 28, 2022, to March 6, 2022**

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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
03.31	Monthly Status Report (February 2022)		<ul style="list-style-type: none"><li>FDEL Submitted: 3/4/22</li><li>FDEL Approval Due: 3/11/22</li></ul>
06	Technical Design Document – 2022 update		<ul style="list-style-type: none"><li>DDEL Submitted: 2/10/22</li><li>DDEL Comments: 3/3/22</li><li>FDEL Due: 3/10/22</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

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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**

- ▶ 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 **1%** for reporting period
  - ▶ Metrics were provided to RMs on Friday, Mar. 4

**Table 2 – OCAT Production Usage Statistics: 02/28/22 – 03/06/22**

Activity	CalWIN	CalSAWS	Total
User Logins	671	1,169	1,840

Activity	CalWIN (2%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	465	941	1,406
Interviews Completed (OCAT Initiated)	11	9	20
<b>Total</b>	<b>476</b>	<b>950</b>	<b>1,426</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 12 New tickets opened during the reporting period
  - ▶ 12 Resolved/Closed (includes issues opened during prior period)
  - ▶ 0 Pending
  - ▶ 2 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: 02/28/22 – 03/06/22**

Request Type	Resolved/Closed	Waiting on Customer	Total
Add User to LMS	3		3
ForgeRock Issue	1		1
Inactive Account	2		2
Non-OCAT Related Request	2		2
Training Question	4	2	6
<b>Grand Total</b>	<b>12</b>	<b>2</b>	<b>14</b>

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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 03/06/22**

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-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Hold/Watch	6/17/21	User may experience a 502 error.	None	TBD / Monitoring
3	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
4	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-2022
5	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr-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