



CalSAWS OCAT Weekly Status Report

Reporting Period: March 14, 2022, to March 20, 2022

CalSAWS OCAT Project

Weekly Status Report, Sunday, March 20, 2022

Period: Monday, March 14, 2022 to Sunday, March 20, 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">FDEL Submitted: 3/4/22FDEL Approved: 3/19/22
06	Technical Design Document – 2022 update		<ul style="list-style-type: none">DDEL Submitted: 2/10/22DDEL Comments: 3/3/22FDEL Submitted: 3/10/22FDEL Approval Due: 3/22/22
12	System Documentation – 2022 update		<ul style="list-style-type: none">DDEL Due: 4/19/22

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 **2%** for reporting period
 - ▶ Metrics were provided to RMs on Friday, Mar. 18

Table 2 – OCAT Production Usage Statistics: 03/14/22 – 03/20/22

Activity	CalWIN	CalSAWS	Total
User Logins	673	1,200	1,873

Activity	CalWIN (3%)	CalSAWS (2%)	Total (2%)
Interviews Completed (SAWS Initiated)	543	994	1,537
Interviews Completed (OCAT Initiated)	18	16	34
Total	561	1,010	1,571

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ 10 New tickets opened during the reporting period
 - ▶ 15 Resolved/Closed (includes issues opened during prior period)
 - ▶ 0 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: 03/14/22 – 03/20/22

Request Type	Resolved/Closed	Waiting on Customer	Total
Account Issue	1	1	2
Add User to LMS	3		3
ForgeRock Issue	4		4
Training Question	7		7
Grand Total	15	1	16

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Defects Summary

► 9 Defects:

 ► 9 OCAT (9 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 03/21/22

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	TBD
2	OP-2714	Medium	502 Error reported calling GraphQL endpoint	OCAT	Closed	6/17/21	User may experience a 502 error.	None	N/A Closed 3.16.22
3	2814	Medium	Clients by Demographics Data Load Redesign	OCAT	In Production	12/01/21	Low impact on numbers (1%) since go-live	None	Rls-Mar20-2022
4	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-Apr24-2022
5	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr24-2022
6	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	Open	12/29/21	Records display the incorrect office and region values.	None	Rls-Apr24-2022
7	OP-2873	Medium	Report redesign issue - Issue with numbers changing when filtering results on the summary page	OCAT	In Production	3/18/22	Numbers in report inaccurate	None	Rls-Mar20-2022
8	OP-2874	Medium	Redesigned Report Code - Client by Employment History Redesign Reasons not	OCAT	System Test	3/18/22	Numbers in report inaccurate	None	Rls-Apr24-2022

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ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
			working summary vs details discrepancy						
9	OP-2875	Medium	Employment History Details Report Performance Issue	OCAT	In Development	3/18/22	Report takes over 1 minute to load	None	Rls-Apr24-2022

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