



# CalSAWS OCAT Weekly Status Report

**Reporting Period: April 4, 2022, to April 10, 2022**

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, April 10, 2022

Period: Monday, April 4, 2022 to Sunday, April 10, 2022

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**Table of Contents**

1.0	Online CalWORKs Appraisal Tool (OCAT).....	2
1.1	Status Agenda Topics .....	2
1.2	Deliverable Management.....	2
1.3	Highlights of the Reporting Period.....	3
1.4	Activities for the Next Reporting Period .....	5
1.5	Deviations from Plan/Adjustments.....	5

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## 1.0 Online CalWORKs Appraisal Tool (OCAT)



### 1.1 Status Agenda Topics

Table 1 – CalSAWS OCAT Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
None	<ul style="list-style-type: none"> <li>None</li> </ul>

### 1.2 Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.32	Monthly Status Report (March 2022)		<ul style="list-style-type: none"> <li>FDEL Submitted: 4/6/22</li> <li>FDEL Comments Due: 4/14/22</li> </ul>
12	System Documentation – 2022 update		<ul style="list-style-type: none"> <li>DDEL Due: 4/19/22</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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**1.3 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 this week's reporting period
  - ▶ Metrics will be provided to RMs on Friday, April 15<sup>th</sup>

**Table 3 – OCAT Production Usage Statistics: 04/04/22 – 04/10/22**

Activity	CalWIN	CalSAWS	Total
User Logins	702	1,182	1,884

Activity	CalWIN (5%)	CalSAWS (1%)	Total (2%)
Interviews Completed (SAWS Initiated)	541	959	1,500
Interviews Completed (OCAT Initiated)	30	8	38
<b>Total</b>	<b>571</b>	<b>967</b>	<b>1,538</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to OCAT county users
  - ▶ **7** New tickets opened during the reporting period
  - ▶ **9** Resolved/Closed (includes issues opened during prior period)
  - ▶ **1** 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 4 – OCAT Help Desk Tickets: 04/04/22 – 04/10/22**

Request Type	Resolved/Closed	Waiting on Customer	Total
Add User to LMS	2		2
Bookmark/URL Issue	1		1
ForgeRock Issue	1		1
Training Question	5	1	6
<b>Grand Total</b>	<b>9</b>	<b>1</b>	<b>10</b>

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

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**Defects Summary**

- ▶ 7 Defects:
  - ▶ 7 OCAT (7 normal/medium)
  - ▶ Table below provides a list of the resolved defects released to production during the period, plus all open defects

**Table 5 – OCAT Defects as of 04/11/22**

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	03/01/21	No user impacts	None	Rls-May23-2022
2	OP-2824	Medium	Clients by Employment History Data Discrepancies	OCAT	UAT	12/29/21	Low impact on numbers (2%) since go-live	None	Rls-May23-2022
3	OP-2828	Medium	Appraisal Aging Report Discrepancies	OCAT	UAT	12/29/21	Records display the incorrect office and region values.	None	<b>Rls-Apr24-2022</b>
4	OP-2829	Medium	Appraisal Workload Report Discrepancies	OCAT	UAT	12/29/21	Records display the incorrect office and region values.	None	<b>Rls-Apr24-2022</b>
5	OP-2874	Medium	Redesigned Report Code - Client by Employment History Redesign Reasons not working summary vs details discrepancy	OCAT	UAT	03/18/22	Numbers in report inaccurate	None	Rls-May23-2022
6	OP-2875	Medium	Employment History Details Report Performance Issue	OCAT	In Development	03/18/22	Report takes over 1 minute to load	None	Rls-May23-2022
7	OP-2876	Medium	“Today” and “Yesterday” filters show no results in both summary and	OCAT	UAT	03/22/22	Numbers in report are inaccurate when filtering	None	<b>Rls-Apr24-2022</b>

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ID	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alternative Procedure	Planned Release
			details for four (4) reports						

#### 1.4 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

#### 1.5 Deviations from Plan/Adjustments

- ▶ None