



CalSAWS OCAT Weekly Status Report

Reporting Period: May 2, 2022, to May 8, 2022

CalSAWS – California Statewide Automated Welfare System (CalSAWS)
CalSAWS OCAT Project

Weekly Status Report, Sunday, May 8, 2022

Period: Monday, May 2, 2022 to Sunday, May 8, 2022

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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"> None |

1.2 Deliverable Management

Table 2 – Overall Summary of Deliverable Status

| DEL # | DELIVERABLE NAME | | STATUS |
|-------|------------------------------------|--|---|
| 03.33 | Monthly Status Report (April 2022) |  | <ul style="list-style-type: none"> FDEL Submitted: 5/4/22 FDEL Comments Due: 5/12/22 |
| 12 | System Documentation – 2022 update |  | <ul style="list-style-type: none"> DDEL Submitted: 4/19/22 DDEL Comments: 5/3/22 FDEL Due: 5/10/22 |

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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1.3 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 were provided to RMs on Friday, May 13th

Table 3 – OCAT Production Usage Statistics: 05/02/22 – 05/08/22

| Activity | CalWIN | CalSAWS | Total |
|-------------|--------|---------|-------|
| User Logins | 672 | 1377 | 2,049 |

| Activity | CalWIN (3%) | CalSAWS (1%) | Total (2%) |
|---------------------------------------|-------------|--------------|--------------|
| Interviews Completed (SAWS Initiated) | 501 | 1,132 | 1633 |
| Interviews Completed (OCAT Initiated) | 13 | 12 | 25 |
| Total | 514 | 1,144 | 1,658 |

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ **9** New tickets opened during the reporting period
 - ▶ **8** Resolved/Closed (includes issues opened during prior period)

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: 05/02/22 – 05/08/22

| Request Type | Waiting for Customer | Resolved/Closed | Total |
|--------------------------|----------------------|-----------------|----------|
| Add User to LMS | - | 2 | 2 |
| ForgeRock Issue | - | 2 | 2 |
| Non-OCAT Related Request | - | 1 | 1 |
| Training Question | 1 | 3 | 4 |
| Grand Total | 1 | 8 | 9 |

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Defects Summary

- ▶ 3 Defects:
 - ▶ 2 OCAT (2 normal/medium)
 - ▶ 1 ForgeRock (1 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 05/08/22

| 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 | N/A | TBD |
| 2 | OP-2875 | Medium | Employment History Details Report Performance Issue | OCAT | In Dev | 03/18/22 | Report takes over 1 minute to load | N/A | TBD |
| 3 | OP-2880 | Medium | OCAT User profiles being linked to duplicate FR profile w/ no email address (FR # REQ0022438) | ForgeRock | Open | 04/11/22 | Users are unable to update the password for these second profiles, thereby losing access to the OCAT application | N/A | Rls-June-2022 |

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 the next production release

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1.5 Deviations from Plan/Adjustments

▶ None