



CalSAWS OCAT Weekly Status Report

Reporting Period: May 30, 2022, to June 5, 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 |
|------------------------------|---------------------|
| N/A | N/A |

1.2 Deliverable Management

Table 2 – Overall Summary of Deliverable Status

| DEL # | DELIVERABLE NAME | | STATUS |
|-------|---------------------------------------|---|---|
| 03.34 | Monthly Status Report (May 2022) |  | <ul style="list-style-type: none"> FDEL Due: 6/7/22 |
| NA | System Security Plan – 2022 update |  | <ul style="list-style-type: none"> DDEL Due: 6/20/22 |

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 will be provided to RMs on Friday, June 10th

Table 3 – OCAT Production Usage Statistics: 05/30/22 – 06/05/22

| Activity | CalWIN | CalSAWS | Total |
|-------------|--------|---------|-------|
| User Logins | 663 | 1,332 | 1,995 |

| Activity | CalWIN (3%) | CalSAWS (1%) | Total (2%) |
|---------------------------------------|-------------|--------------|--------------|
| Interviews Completed (SAWS Initiated) | 524 | 1,243 | 1,767 |
| Interviews Completed (OCAT Initiated) | 16 | 12 | 28 |
| Total | 540 | 1,255 | 1,795 |

Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
 - ▶ **6** New tickets opened during the reporting period
 - ▶ **5** Resolved/Closed (includes issues opened during the 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: 05/30/22 – 06/05/22

| Request Type | Resolved/Closed | Waiting for Customer | Total |
|--------------------|-----------------|----------------------|----------|
| Account Issue | 1 | | 1 |
| Add User to LMS | 1 | | 1 |
| ForgeRock Issue | 2 | | 2 |
| Training Question | 1 | 1 | 2 |
| Grand Total | 5 | 1 | 6 |

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Defects Summary

- ▶ 2 Defects:
 - ▶ 1 OCAT (1 normal/medium)
 - ▶ 1 ForgeRock (1 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 06/05/22

| # | Defect # | Defect Severity | Defect Summary | Defect Type | Status | Log Date | Impact | Alt. Procedure | Planned Release |
|---|----------|-----------------|--|-------------|--------|----------|---|----------------|-----------------|
| 1 | OP-2875 | Medium | Employment History Details Report Performance Issue | OCAT | In Dev | 03/18/22 | The “Employment History Details” page of the “Clients by Employment History Report” (page 2) may take up to a minute or more to render in the user’s browser. The highest impact is for Statewide users viewing data for all counties with no date or search filters applied. Performance increases when the report is filtered to render fewer rows of data. | N/A | Rls-Aug29-2022 |
| 2 | OP-2880 | Medium | OCAT User profiles being linked to duplicate FR profile w/ no email address (FR # REQ0022438) | ForgeRock | Open | 04/11/22 | Manual updates to the OCAT user record need to be performed by the support team to correct the ForgeRock profile linkage. | N/A | Rls-Jun20-2022 |

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

1.5 Deviations from Plan/Adjustments

- ▶ None