



# CalSAWS OCAT Weekly Status Report

**Reporting Period: June 20, 2022, to June 26, 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
03.35	Monthly Status Report (June 2022)		<ul style="list-style-type: none"> <li>FDEL Due: 7/8/22</li> </ul>
Phase 2 - 04	Transition Plan – 2022 update		<ul style="list-style-type: none"> <li>DDEL Due: 7/11/22</li> </ul>
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> <li>DDEL Due: 9/30/22</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

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, June 26, 2022

Period: Monday, June 20, 2022 to Sunday, June 26, 2022

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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, June 24<sup>th</sup>

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

### CalSAWS OCAT Project

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**Table 3 – OCAT Production Usage Statistics: 06/20/22 – 06/26/22**

Activity	CalWIN	CalSAWS	Total
User Logins	788	1,458	2,246

Activity	CalWIN (3%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	637	1,356	1,993
Interviews Completed (OCAT Initiated)	17	13	30
<b>Total</b>	<b>654</b>	<b>1,369</b>	<b>2,023</b>

#### Help Desk Inquiries

- ▶ Provided Help Desk support to OCAT county users
  - ▶ 11 New tickets opened during the reporting period
  - ▶ 9 Resolved/Closed (includes issues opened during the prior period)
  - ▶ 2 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: 06/20/22 – 06/26/22**

Request Type	Resolved/Closed	Waiting for Customer	Total
Account Issue	2	-	2
Add User to LMS	2	-	2
Inactive Account	1	-	1
Report a System Problem	-	1	1
Training Question	4	1	5
<b>Grand Total</b>	<b>9</b>	<b>2</b>	<b>11</b>

#### 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.

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**Table 5 – OCAT Defects as of 06/26/22**

#	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	A small number of users that have duplicate ForgeRock profiles cannot update their password if the linked profile doesn't have an email address.	N/A	TBD

**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