



CalSAWS OCAT Weekly Status Report

Reporting Period: August 1, 2022, to August 7, 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	

1.2 Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.36	Monthly Status Report (July 2022)		<ul style="list-style-type: none"> FDEL Submitted: 8/2/22 FDEL Approval Due: 8/11/22
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> DDEL Due: 9/30/22

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, August 5th

Table 3 – OCAT Production Usage Statistics: 08/01/22 – 08/07/22

Activity	CalWIN	CalSAWS	Total
User Logins	848	1,590	2,438

Activity	CalWIN (4%)	CalSAWS (1%)	Total (2%)
Interviews Completed (SAWS Initiated)	683	1,427	2,110
Interviews Completed (OCAT Initiated)	30	14	44
Total	713	1,441	2,154

Help Desk Inquiries

- ▶ Provided Help Desk support to 7 OCAT county users
 - ▶ 7 New tickets opened during the reporting period
 - ▶ 3 Waiting for Customer
 - ▶ 4 Resolved/Closed (includes issues opened during the 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: 08/01/22 – 08/07/22

Request Type	Waiting for Customer	Resolved/ Closed	Total
Account Issue	1	1	2
ForgeRock Issue		1	1
Inactive Account		1	1
Report a System Problem		1	1
Training Question	2		2
Grand Total	3	4	7

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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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 07/31/22

#	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	System Test	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
3	OP-2912	Medium	Print Questionnaire System Error (37jobs in Employment History Table)	OCAT	Open	4/3/22	System Error when attempting to print a questionnaire – 30 second timeout occurring when attempting to generate PDF; employment history table has an outlier amount of 37 jobs listed.	Print Employment section separately from remaining questionnaire.	TBD

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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