



# CalSAWS OCAT Weekly Status Report

**Reporting Period: September 5, 2022, to September 11,  
2022**

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CalSAWS OCAT Project

Weekly Status Report, Sunday, September 11, 2022

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## 1.0 Online CalWORKs Appraisal Tool (OCAT)



### Status Agenda Topics

Table 1 – CalSAWS OCAT Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
	None

### Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.37	Monthly Status Report (August 2022)		<ul style="list-style-type: none"> <li>FDEL Submitted: 9/7/22</li> <li>FDEL Approval Due: 9/14/22</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 – California Statewide Automated Welfare System (CalSAWS)

### CalSAWS OCAT Project

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#### 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 **1%** for this week's reporting period
  - ▶ Metrics were provided to RMs on Friday, September 16th

**Table 3 – OCAT Production Usage Statistics: 09/05/22 – 09/11/22**

Activity	CalWIN	CalSAWS	Total
User Logins	694	1329	2,023

Activity	CalWIN (2%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	539	1,238	1,777
Interviews Completed (OCAT Initiated)	10	6	16
<b>Total</b>	<b>549</b>	<b>1,244</b>	<b>1,793</b>

##### Help Desk Inquiries

- ▶ Provided Help Desk support to 9 OCAT county users
    - ▶ 7 New tickets opened during the reporting period
    - ▶ 0 Waiting for Customer
    - ▶ 9 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: 09/05/22 – 09/11/22**

Request Type	Resolved/ Closed	Total
Account Issue	3	3
Add User to LMS	1	1
Bookmark/URL Issue	2	2
ForgeRock Issue	2	2
Inactive Account	1	1
<b>Grand Total</b>	<b>9</b>	<b>9</b>

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**Defects Summary**

- ▶ 1 Defect:
  - ▶ 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 09/11/22**

#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
1	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

**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

**Deviations from Plan/Adjustments**

- ▶ None