CalSAWS OCAT
Weekly Status Report

Reporting Period: August 22, 2022, to August 28, 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
M&O	OCAT database upgrade was successfully completed on 8/28/22

Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03.36	Monthly Status Report (July 2022)	🟢	• FDEL Submitted: 8/2/22 • FDEL Approved: 8/22/22
NA	System Security Plan – 2022 update	🟢	• 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

CalSAWS – California Statewide Automated Welfare System (CalSAWS)
CalSAWS OCAT Project
Weekly Status Report, Sunday, August 28, 2022
Period: Monday, August 22, 2022 to Sunday, August 28, 2022

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 will be provided to RMs on Friday, September 2nd

Table 3 – OCAT Production Usage Statistics: 08/22/22 – 08/28/22

Activity	CalWIN	CalSAWS	Total
User Logins	**926**	**1,719**	**2,645**

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	800	1,545	2,345
Interviews Completed (OCAT Initiated)	11	9	20
Total	**811**	**1,554**	**2,365**

Help Desk Inquiries
► Provided Help Desk support to 11 OCAT county users
  ► 9 New tickets opened during the reporting period
  ► 1 Waiting for Customer
  ► 1 Waiting for Approval
  ► 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: 08/22/22 – 08/28/22

Request Type	Waiting for Customer	Waiting for Approval	Resolved/ Closed	Total
Account Issue		1	1	**2**
Bookmark/URL Issue	1		1	**2**
ForgeRock Issue			2	**2**
Report a System Problem			2	**2**
Training Question			3	**3**
Grand Total	**1**	**1**	**9**	**11**

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 08/28/22

#	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 Production**	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-Aug28-2022
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 (37 jobs in Employment History Table)	OCAT	Open	4/3/22	One User Only is encountering a system error when trying to print the questionnaire PDF due to an unusually high amount of data in the employment section. However, the User could obtain the materials needed via a quick workaround. No other Users or cases were affected.	Print Employment section separately from remaining questionnaire.	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