



CalSAWS OCAT Weekly Status Report

Reporting Period: August 29, 2022, to September 4, 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">FDEL Due: 9/8/22
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

CalSAWS OCAT Project

Weekly Status Report, Sunday, September 4, 2022

Period: Monday, August 29, 2022 to Sunday, September 4, 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 were provided to RMs on Friday, September 2nd

Table 3 – OCAT Production Usage Statistics: 08/29/22 – 09/04/22

Activity	CalWIN	CalSAWS	Total
User Logins	863	1,644	2,507

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	744	1,526	2,270
Interviews Completed (OCAT Initiated)	10	14	24
Total	754	1,540	2,294

Help Desk Inquiries

- ▶ Provided Help Desk support to 11 OCAT county users
 - ▶ 9 New tickets opened during the reporting period
 - ▶ 2 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: 08/29/22 – 09/04/22

Request Type	Waiting for Customer	Resolved/ Closed	Total
Account Issue	1	3	4
Add User to LMS	1	1	2
Bookmark/URL Issue		2	2
ForgeRock Issue		3	3
Grand Total	2	9	11

CalSAWS OCAT Project

Weekly Status Report, Sunday, September 4, 2022

Period: Monday, August 29, 2022 to Sunday, September 4, 2022

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 09/04/22

#	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