



# CalSAWS OCAT Weekly Status Report

**Reporting Period: October 17, 2022, to October 23, 2022**

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CalSAWS OCAT Project

Weekly Status Report, Sunday, October 23, 2022

Period: Monday, October 17, 2022 to Sunday, October 23, 2022

## 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
03.38	Monthly Status Report (September 2022)		<ul style="list-style-type: none"><li>FDEL Submitted: 10/6/22</li><li>FDEL Approval Due: 10/13/22</li></ul>
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"><li>DDEL Due: 2/13/23</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

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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 **0%** for this week's reporting period
  - ▶ Metrics were provided to RMs on Friday, October 14<sup>th</sup>

**Table 3 – OCAT Production Usage Statistics: 10/17/22 – 10/23/22**

Activity	CalWIN	CalSAWS	Total
User Logins	882	1,629	2,511

Activity	CalWIN (1%)	CalSAWS (0%)	Total (0%)
Interviews Completed (SAWS Initiated)	701	1,542	2,243
Interviews Completed (OCAT Initiated)	10	4	14
<b>Total</b>	<b>711</b>	<b>1,546</b>	<b>2,257</b>

#### Help Desk Inquiries

- ▶ Provided Help Desk support to xx OCAT county users
  - ▶ 9 New tickets opened during the reporting period
  - ▶ 9 Resolved/Closed (includes issues opened during the prior period)
  - ▶ 2 Waiting for Customer
  - ▶ 1 Pending

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: 10/17/22 – 10/23/22**

Request Type	Resolved/ Closed	Waiting for Customer	Pending	Total
Account Issue			1	1
Add User to LMS	1			1
Administrative Issues	4	1		5
Inactive Account	2	1		3
Report a System Problem	1			1
Training Question	1			1
<b>Grand Total</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>12</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 10/24/22**

#	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