



# CalSAWS OCAT Weekly Status Report

**Reporting Period: September 12, 2022, to September 18,  
2022**

**CalSAWS – California Statewide Automated Welfare System (CalSAWS)**  
**CalSAWS OCAT Project**

Weekly Status Report, Sunday, September 18, 2022

Period: Monday, September 12, 2022 to Sunday, September 18, 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 (in process of replanning)</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

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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: 09/12/22 – 09/18/22**

Activity	CalWIN	CalSAWS	Total
User Logins	854	1,655	2,509

Activity	CalWIN (2%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	698	1,504	2,202
Interviews Completed (OCAT Initiated)	14	13	27
<b>Total</b>	<b>712</b>	<b>1,517</b>	<b>2,229</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to **3** OCAT county users
    - ▶ 3 New tickets opened during the reporting period
    - ▶ 1 Waiting for Customer
    - ▶ 2 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: 09/12/22 – 09/18/22**

Request Type	Waiting for Customer	Resolved/ Closed	Total
ForgeRock Issue	0	1	1
Inactive Account	1	1	2
<b>Grand Total</b>	<b>1</b>	<b>2</b>	<b>3</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