



# CalSAWS OCAT Weekly Status Report

**Reporting Period: November 21, 2022, to November 27, 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
03.40	Monthly Status Report (November 2022)		<ul style="list-style-type: none"><li>FDEL Due: 12/7/22</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

### 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

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, November 27, 2022

Period: Monday, November 21, 2022 to Sunday, November 27, 2022

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**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 Wednesday, November 23<sup>rd</sup>

**Table 3 – OCAT Production Usage Statistics: 11/21/22 – 11/27/22**

Activity	CalWIN	CalSAWS	Total
User Logins	466	800	1,266

Activity	CalWIN (2%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	426	756	1,182
Interviews Completed (OCAT Initiated)	7	7	14
<b>Total</b>	<b>433</b>	<b>763</b>	<b>1,196</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to 2 OCAT county users
    - ▶ 2 New tickets opened during the reporting period
    - ▶ 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: 11/21/22 – 11/27/22**

Request Type	Resolved / Closed	Total
Administrative Issue	1	1
Bookmark / URL Issue	1	1
<b>Grand Total</b>	<b>2</b>	<b>2</b>

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**Defect Summary**

- ▶ **2 Defects:**
  - ▶ 2 ForgeRock / User Management (2 low)

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 11/27/22**

#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
1	OP-2924	Low	Solutions Tracking for ForgeRock Profile Issue (OP-2880)	ForgeRock / User Management	Open/Hold	11/08/22	Login issues or ForgeRock help with GUID	N/A	TBD
2	OP-2927	Low	Solutions Tracking for CalSAWS - OCAT User & ForgeRock Profile Issue (OP-2880)	ForgeRock / User Management	Open/Hold	11/09/22	Login issues or ForgeRock help with GUID	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