



CalSAWS OCAT Weekly Status Report

Reporting Period: November 28, 2022, to December 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
03.40	Monthly Status Report (November 2022)		<ul style="list-style-type: none"> FDEL Due: 12/7/22
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> DDEL Due: 2/13/23

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

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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 will be provided to RMs on Friday, December 9th

Table 3 – OCAT Production Usage Statistics: 11/28/22 – 12/04/22

Activity	CalWIN	CalSAWS	Total
User Logins	792	1,508	2,300

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	693	1,410	2,103
Interviews Completed (OCAT Initiated)	9	8	17
Total	702	1,418	2,120

Help Desk Inquiries

- ▶ Provided Help Desk support to 5 OCAT county users
 - ▶ 5 New tickets opened during the reporting period
 - ▶ 3 Resolved/Closed (includes issues opened during the prior period)
 - ▶ 2 Waiting for Customer

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: 11/28/22 – 12/04/22

Request Type	Resolved / Closed	Waiting for Customer	Total
Administrative Issue	1		1
Bookmark / URL Issue	1		1
Inactive Account		1	1
Report a System Problem		1	1
Training Question	1		1
Grand Total	3	2	5

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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 12/04/22

#	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