



CalSAWS OCAT Weekly Status Report

Reporting Period: January 2, 2023, to January 8, 2023

Table of Contents

1.0 Online CalWORKs Appraisal Tool (OCAT) 2

 Status Agenda Topics 2

 Deliverable Management..... 2

 Highlights of the Reporting Period 2

 Activities for the Next Reporting Period 4

 Deviations from Plan/Adjustments..... 4

CalSAWS OCAT Project

Weekly Status Report, Sunday, January 8, 2023

Period: Monday, January 2, 2023 to Sunday, January 8, 2023

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 (December 2022)		<ul style="list-style-type: none"> FDEL Due: 1/9/23
05	General Design Document – 2022 update		<ul style="list-style-type: none"> FDEL Submitted: 12/19/22 FDEL Approved: 12/21/21
01	Project Control Document – 2023 update		<ul style="list-style-type: none"> DDEL submitted: 1/6/23 DDEL Comments Due: 1/30/23
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

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

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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 the last weeks reporting period
 - ▶ Metrics were provided to RMs on Friday, January 6th

Table 3 – OCAT Production Usage Statistics: 01/02/23 – 01/08/23

Activity	CalWIN	CalSAWS	Total
User Logins	556	1,195	1,751

Activity	CalWIN (3%)	CalSAWS (0%)	Total (1%)
Interviews Completed (SAWS Initiated)	434	1,065	1,499
Interviews Completed (OCAT Initiated)	12	4	16
Total	446	1,069	1,115

Help Desk Inquiries

- ▶ Provided Help Desk support to 6 OCAT county users
 - ▶ 5 New tickets opened during the reporting period
 - ▶ 6 Resolved/Closed (includes issues opened during prior periods)
- 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: 01/02/23 – 01/08/23

Request Type	Resolved / Closed	Total
Account Issue	1	1
Database Request	1	1
ForgeRock Issue	1	1
Training Question	3	3
Grand Total	6	6

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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 01/08/23

#	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