CalSAWS OCAT
Weekly Status Report

Reporting Period: December 19, 2022, to January 1, 2023

Table of Contents

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)	🟢	• DDEL Due: 1/9/23
05	General Design Document – 2022 update	🟢	• DDEL Submitted: 11/30/22 • DDEL Comments Received: 12/15/22 • FDEL Submitted: 12/19/22 • FDEL Comments Due: 1/17/23
01	Project Control Document – 2023 update	🟢	• DDEL submitted: 1/6/23 • DDEL Comments Due: 1/30/23
NA	System Security Plan – 2022 update	🟢	• 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

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 2 weeks reporting period
  ► Metrics will be provided to RMs on Friday, January 6th

Table 3 – OCAT Production Usage Statistics: 12/19/22 – 01/01/23

Activity	CalWIN	CalSAWS	Total
User Logins	**1,115**	**2,123**	**3,238**

Activity	CalWIN (1%)	CalSAWS (0%)	Total (1%)
Interviews Completed (SAWS Initiated)	1,009	2,059	3,068
Interviews Completed (OCAT Initiated)	7	10	17
Total	**1,016**	**2,069**	**3,085**

Help Desk Inquiries
► Provided Help Desk support to 14 OCAT county users
  ► 9 New tickets opened during the reporting period
  ► 1 Waiting for Customer
  ► 1 Escalated
  ► 11 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: 12/19/22 – 01/01/23

Request Type	Resolved / Closed	Escalated	Waiting for Customer	Total
Administrative Issue	10			10
ForgeRock Issue	1	1		2
Training Question			1	1
Grand Total	**11**	**1**	**1**	**13**

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 01/01/23

#	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