



# CalSAWS OCAT Weekly Status Report

**Reporting Period: January 9, 2023, to January 15, 2023**

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CalSAWS OCAT Project

Weekly Status Report, Sunday, January 8, 2023

Period: Monday, January 9, 2023 to Sunday, January 15, 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"> <li>FDEL Submitted: 1/9/23</li> <li>FDEL Approval Due: 1/17/23</li> </ul>
05	General Design Document – 2022 update		<ul style="list-style-type: none"> <li>FDEL Submitted: 12/19/22</li> <li>FDEL Approval Due: 1/17/23</li> </ul>
01	Project Control Document – 2023 update		<ul style="list-style-type: none"> <li>DDEL submitted: 1/6/23</li> <li>DDEL Comments: 1/12/23</li> <li>FDEL Submitted: 1/13/23</li> <li>FDEL Comments Due: 1/19/23</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 – California Statewide Automated Welfare System (CalSAWS)

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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 last week's reporting period
  - ▶ Metrics will be provided to RMs on Friday, January 20<sup>th</sup>

**Table 3 – OCAT Production Usage Statistics: 01/09/23 – 01/15/23**

Activity	CalWIN	CalSAWS	Total
User Logins	738	1,513	2,251

Activity	CalWIN (2%)	CalSAWS (<1%)	Total (1%)
Interviews Completed (SAWS Initiated)	648	1,385	2,033
Interviews Completed (OCAT Initiated)	10	13	23
<b>Total</b>	<b>658</b>	<b>1,398</b>	<b>2,056</b>

##### Help Desk Inquiries

- ▶ Provided Help Desk support to 8 OCAT county users
    - ▶ 8 New tickets opened during the reporting period
    - ▶ 1 Waiting for Customer
    - ▶ 1 Pending
    - ▶ 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: 01/09/23 – 01/15/23**

Request Type	Waiting for Customer	Pending	Resolved / Closed	Total
Administrative Issue			4	4
County IT Issue	1			1
Database Request		1		1
ForgeRock Issue			1	1
Training Question			1	1
<b>Grand Total</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>8</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 01/15/23**

#	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/CA-254280)	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