



CalSAWS OCAT Weekly Status Report

Reporting Period: January 30, 2023, to February 5, 2023

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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
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> • DDEL Due: 2/13/23
06	Technical Design Document – 2023 update		<ul style="list-style-type: none"> • DDEL Due: 2/17/23

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 last week's reporting period
 - ▶ Metrics were provided to RMs on Friday, February 3rd

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Table 3 – OCAT Production Usage Statistics: 01/30/23 – 02/05/23

Activity	CalWIN	CalSAWS	Total
User Logins	771	1,552	2,323

Activity	CalWIN (2%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	659	1,402	2,061
Interviews Completed (OCAT Initiated)	13	11	24
Total	672	1,413	2,085

Help Desk Inquiries

- ▶ Provided Help Desk support to 14 OCAT county users
 - ▶ 10 New tickets opened during the reporting period
 - ▶ 3 Waiting for Customer
 - ▶ 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: 01/30/23 – 02/05/23

Request Type	Waiting for Customer	Resolved / Closed	Total
Administrative Issue	1	6	7
County IT Issue	1		1
Enhancement Request	1		1
ForgeRock Issue		2	2
Inactive Account		2	2
Training Question		1	1
Grand Total	3	11	14

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 01/29/23

#	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

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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