



# CalSAWS OCAT Weekly Status Report

**Reporting Period: February 6, 2023, to February 12, 2023**

**CalSAWS – California Statewide Automated Welfare System (CalSAWS)**  
**CalSAWS OCAT Project**

Weekly Status Report, Sunday, February 12, 2023

Period: Monday, February 6, 2023 to Sunday, February 12, 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"><li>DDEL Due: 2/13/23</li></ul>
06	Technical Design Document – 2023 update		<ul style="list-style-type: none"><li>DDEL Due: 2/17/23</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

#### 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, February 17<sup>th</sup>

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**Table 3 – OCAT Production Usage Statistics: 02/06/23 – 02/12/23**

Activity	CalWIN	CalSAWS	Total
User Logins	711	1,536	2,247

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	656	1,365	2,021
Interviews Completed (OCAT Initiated)	7	20	27
<b>Total</b>	<b>663</b>	<b>1,385</b>	<b>2,048</b>

**Help Desk Inquiries**

- Provided Help Desk support to 9 OCAT county users
  - 6 New tickets opened during the reporting period
  - 4 Waiting for Customer
  - 5 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: 02/06/23 – 02/12/23**

Request Type	Waiting for Customer	Resolved / Closed	Total
Add User to LMS	1	1	2
Administrative Issue	1	1	2
County IT Issue	1		1
Enhancement Request		1	1
ForgeRock Issue		1	1
Inactive Account		1	1
Report a System Problem	1		1
<b>Grand Total</b>	<b>4</b>	<b>5</b>	<b>9</b>

**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 02/12/23**

#	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

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#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
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