



# CalSAWS OCAT Weekly Status Report

**Reporting Period: March 13, 2023, to March 19, 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, March 19, 2023

Period: Monday, March 13, 2023 to Sunday, March 19, 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
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> <li>• DDEL Submitted: 2/13/23</li> <li>• DDEL Comments Received: 2/23/23</li> <li>• FDEL Submitted: 3/3/23</li> <li>• FDEL Approval Due: 3/8/23</li> </ul>
06	Technical Design Document – 2023 update		<ul style="list-style-type: none"> <li>• DDEL Submitted: 2/17/23</li> <li>• DDEL Comments Received: 3/7/23</li> <li>• FDEL Submitted: 3/13/23</li> <li>• FDEL Approval Due: 3/20/23</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 were provided to RMs on March, February 17<sup>th</sup>

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, March 19, 2023

Period: Monday, March 13, 2023 to Sunday, March 19, 2023

**Table 3 – OCAT Production Usage Statistics: 03/13/23 – 03/19/23**

Activity	CalWIN	CalSAWS	Total
User Logins	584	1,619	2,203

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	548	1,581	2,129
Interviews Completed (OCAT Initiated)	5	11	16
<b>Total</b>	<b>553</b>	<b>1,592</b>	<b>2,145</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support to 6 OCAT county users
    - ▶ 4 New tickets opened during the reporting period
    - ▶ 2 Waiting for Customer
    - ▶ 4 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: 03/13/23 – 03/19/23**

Request Type	Waiting for Customer	Resolved / Closed	Total
Administrative Issue	1	1	2
Bookmark / URL Issue	1		1
ForgeRock Issue		1	1
Training Question		2	2
<b>Grand Total</b>	<b>2</b>	<b>4</b>	<b>6</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 03/19/23**

#	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

## CalSAWS – California Statewide Automated Welfare System (CalSAWS)

### CalSAWS OCAT Project

Weekly Status Report, Sunday, March 19, 2023

Period: Monday, March 13, 2023 to Sunday, March 19, 2023

#	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