



CalSAWS OCAT Weekly Status Report

Reporting Period: March 27, 2023, to April 2, 2023

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

Weekly Status Report, Sunday, April 2, 2023

Period: Monday, March 27, 2023 to Sunday, April 2, 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
03	Monthly Status Report – March 2023	●	<ul style="list-style-type: none">FDEL Due: 4/7/23
NA	System Security Plan – 2022 update	●	<ul style="list-style-type: none">DDEL Submitted: 2/13/23DDEL Comments Received: 2/23/23FDEL Submitted: 3/3/23FDEL Approval Due: 3/8/23
06	Technical Design Document – 2023 update	●	<ul style="list-style-type: none">DDEL Submitted: 2/17/23DDEL Comments Received: 3/7/23FDEL Submitted: 3/13/23FDEL Approved: 3/29/23
12	System Documentation – 2023 update	●	<ul style="list-style-type: none">DDEL Due: 4/20/23

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

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- Metrics were provided to RMs on March 31st

Table 3 – OCAT Production Usage Statistics: 03/27/23 – 04/02/23

Activity	CalWIN	CalSAWS	Total
User Logins	516	1,356	2,016

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	509	1,348	1,857
Interviews Completed (OCAT Initiated)	4	8	12
Total	513	1,356	1,869

Help Desk Inquiries

- Provided Help Desk support to 7 OCAT county users
 - 7 New tickets opened during the reporting period
 - 3 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: 03/27/23 – 04/02/23

Request Type	Waiting for Customer	Resolved / Closed	Total
Administrative Issues	1	1	2
CalSAWS Issue		1	1
Inactive Account		2	2
Report a System Problem	1		1
Training Question	1		1
Total	3	4	7

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 04/02/23

#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
1	OP-2924	Low	Solutions Tracking for ForgeRock – OCAT FR Profile Issue	ForgeRock / User Management	Open/ Hold	11/08/22	Login issues or ForgeRock help w/GUID	N/A	TBD
2	OP-2927	Low	Solutions Tracking for CalSAWS – OCAT/FR Profile Issue (CA-254280)	ForgeRock / User Management	Open/ Hold	11/09/22	Login issues or ForgeRock help w/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