



CalSAWS OCAT Weekly Status Report

Reporting Period: April 10, 2023, to April 16, 2023

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

Weekly Status Report, Sunday, April 16, 2023
Period: Monday, April 10, 2023 to Sunday, April 16, 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 Submitted: 4/4/23FDEL Approved: 4/14/23
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 Comments Due: 4/14/23
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
 - ▶ Metrics were provided to RMs on Friday, April 14th

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Table 3 – OCAT Production Usage Statistics: 04/10/23 – 04/16/23

Activity	CalWIN	CalSAWS	Total
User Logins	592	1,488	2,080

Activity	CalWIN (0%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	572	1,424	1,996
Interviews Completed (OCAT Initiated)	1	11	12
Total	573	1,435	2,008

Help Desk Inquiries

- Provided Help Desk support to 13 OCAT county users
 - 10 New tickets opened during the reporting period
 - 3 Waiting for Customer
 - 10 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: 04/10/23 – 04/16/23

Request Type	Waiting for Customer	Resolved / Closed	Total
Add User to LMS		2	2
Administrative Issue	1	3	4
Bookmark / URL Issue		3	3
ForgeRock Issue	1	1	2
Inactive Account	1		1
Training Question		1	1
Grand Total	3	10	13

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 04/16/23

#	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