CalSAWS OCAT
Weekly Status Report

Reporting Period: May 8, 2023, to May 14, 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 – April 2023	🟢	• FDEL Submitted: 5/3/23 • FDEL Comments Received: 5/11/23 • FDEL WAC Submitted: 5/11/23
NA	System Security Plan – 2022 update	🟢	• DDEL Submitted: 2/13/23 • DDEL Comments Received: 2/23/23 • FDEL Submitted: 3/3/23 • FDEL Comments Received: 4/14/23 • FDEL Submitted 5/5/23
12	System Documentation – 2023 update	🟢	• DDEL Submitted: 4/20/23 • DDEL Comments Received: 5/4/23 • FDEL Submitted: 5/11/23 • FDEL Comments Due: 5/18/23

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, May 12th

Table 3 – OCAT Production Usage Statistics: 05/08/23 – 05/14/23

Activity	CalWIN	CalSAWS	Total
User Logins	**419**	**1,671**	**2,090**

Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	391	1,505	1,896
Interviews Completed (OCAT Initiated)	2	10	12
Total	**393**	**1,515**	**1,908**

Help Desk Inquiries
► Provided Help Desk support to 2 OCAT county users
  ► 1 New ticket opened during the reporting period
  ► 1 Pending
  ► 1 Waiting for Customer

  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: 05/08/23 – 05/14/23

Request Type	Pending	Waiting for Customer	Total
Add User to LMS	1		1
Administrative Issue		1	1
Grand Total	**1**	**1**	**2**

Defect Summary
► 4 Defects:
  ► 1 Questionnaire / Recommendations Page (1 Medium)
  ► 1 AMAZON AWS/ Help Desk (1 Medium)
  ► 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 05/14/23

#	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/CA-260230)	ForgeRock / User Management	Open/Hold	11/09/22	Login issues or ForgeRock help with GUID	N/A	TBD

CalSAWS – California Statewide Automated Welfare System (CalSAWS)
CalSAWS OCAT Project
Weekly Status Report, Sunday, May 14, 2023
Period: Monday, May 8, 2023 to Sunday, May 14, 2023

#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
3	OP-2945	Medium	AWS Help Desk Calls Intermittently Failing to forward queue to cell	AWS	Open	05/08/23	May require some Users to callback if not connected	N/A	TBD
4	OP-2946	Medium	Recommendations Page Action Plans 2k Character Limitations Error Missing	Questionnaire	Open	05/12/23	Low impact – majority of interviewers do not exceed 2k (Only 13 instances found)	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