



# CalSAWS OCAT Weekly Status Report

**Reporting Period: June 5, 2023, to June 11, 2023**

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CalSAWS OCAT Project

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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 – May 2023		<ul style="list-style-type: none"> <li>FDEL Submitted: 6/2/23</li> <li>FDEL Approval Due: 6/13/23</li> </ul>
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> <li>FDEL Submitted: 3/3/23</li> <li>FDEL Comments Received: 4/14/23</li> <li>FDEL Submitted 5/5/23</li> <li>FDEL to be reviewed by Consortium and comments addressed by EY by 7/28/23</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 Friday, June 9<sup>th</sup>

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

### CalSAWS OCAT Project

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**Table 3 – OCAT Production Usage Statistics: 06/05/23 – 06/11/23**

Activity	CalWIN	CalSAWS	Total
User Logins	427	1,626	2,053

Activity	CalWIN (0%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	459	1,495	1,954
Interviews Completed (OCAT Initiated)	0	15	15
<b>Total</b>	<b>459</b>	<b>1,510</b>	<b>1,969</b>

#### Help Desk Inquiries

- ▶ Provided Help Desk support to 6 OCAT county users
  - ▶ 4 New tickets opened during the reporting period
  - ▶ 5 Resolved/Closed (including those opened in prior reporting periods)
  - ▶ 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: 06/05/23 – 06/11/23**

Request Type	Waiting for Customer	Resolved/ Closed	Total
Administrative Issue		3	3
<b>Inactive Account</b>	1	2	3
<b>Grand Total</b>	<b>1</b>	<b>5</b>	<b>6</b>

#### 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 06/11/23**

#	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
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

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#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
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	RIs-Jul-2023

### 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