



# CalSAWS OCAT Weekly Status Report

**Reporting Period: May 29, 2023, to June 4, 2023**

**CalSAWS OCAT Project**

Weekly Status Report, Sunday, June 4, 2023

Period: Monday, May 29, 2023 to Sunday, June 4, 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, June 4, 2023

Period: Monday, May 29, 2023 to Sunday, June 4, 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
03	Monthly Status Report – May 2023		<ul style="list-style-type: none"> <li>FDEL Due: 6/7/23</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>Schedule currently being revised</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 will be provided to RMs on Friday, June 9<sup>th</sup>

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

### CalSAWS OCAT Project

Weekly Status Report, Sunday, June 4, 2023

Period: Monday, May 29, 2023 to Sunday, June 4, 2023

**Table 3 – OCAT Production Usage Statistics: 05/29/23 – 06/04/23**

Activity	CalWIN	CalSAWS	Total
User Logins	314	1,349	1,663

Activity	CalWIN (0%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	345	1,329	1,674
Interviews Completed (OCAT Initiated)	0	13	13
<b>Total</b>	<b>345</b>	<b>1,342</b>	<b>1,687</b>

### Help Desk Inquiries

- ▶ Provided Help Desk support to 1 OCAT county users
  - ▶ 1 New ticket opened during the reporting period

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: 05/29/23 – 06/04/23**

Request Type	Waiting for Customer	Total
Administrative Issue	1	1
<b>Grand Total</b>	<b>1</b>	<b>1</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 06/04/23**

#	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

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

### CalSAWS OCAT Project

Weekly Status Report, Sunday, June 4, 2023

Period: Monday, May 29, 2023 to Sunday, June 4, 2023

#	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