



CalSAWS OCAT Weekly Status Report

Reporting Period: June 12, 2023, to June 18, 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 – May 2023		<ul style="list-style-type: none"> FDEL Submitted: 6/2/23 FDEL Approval Due: 6/13/23
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> FDEL Submitted: 3/3/23 FDEL Comments Received: 4/14/23 FDEL Submitted 5/5/23 FDEL to be reviewed by Consortium and comments addressed by EY by 7/28/23

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 **0%** for last week’s reporting period
 - ▶ Metrics will be provided to RMs on Friday, June 23rd

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Table 3 – OCAT Production Usage Statistics: 06/12/23 – 06/18/23

Activity	CalWIN	CalSAWS	Total
User Logins	436	1,657	2,093

Activity	CalWIN (0%)	CalSAWS (0%)	Total (0%)
Interviews Completed (SAWS Initiated)	444	1,561	2,005
Interviews Completed (OCAT Initiated)	2	6	8
Total	446	1,567	2,013

Help Desk Inquiries

- ▶ Provided Help Desk support to 8 OCAT county users
 - ▶ 6 New tickets opened during the reporting period
 - ▶ 3 Resolved/Closed (including those opened in prior reporting periods)
 - ▶ 5 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: 06/12/23 – 06/18/23

Request Type	Waiting for Customer	Resolved/ Closed	Total
Add User to LMS	1		1
Administrative Issue	1		1
Enhancement Request		1	1
ForgeRock Issue	1		1
Inactive Account		1	1
Report a System Problem	1		1
Training Question	1	1	2
Grand Total	5	3	8

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 06/18/23

#	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/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
4	OP-2946	Medium	Recommendations Page Action Plans 2k Character Limitations Error Missing	Questionnaire	UAT	05/12/23	Low impact – majority of interviewers do not exceed 2k (Only 13 instances found)	N/A	Rls-Jun-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