



# CalSAWS OCAT Weekly Status Report

**Reporting Period: June 19, 2023, to June 25, 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>WAC Approved 06/21/23</li> </ul>
PH2 Transit ion Plan	Transition Plan – 2023 update		<ul style="list-style-type: none"> <li>DDEL Due: 7/10/23</li> </ul>
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> <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 **2%** for last week's reporting period
  - ▶ Metrics were provided to RMs on Friday, June 23<sup>rd</sup>

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

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**Table 3 – OCAT Production Usage Statistics: 06/19/23 – 06/25/23**

Activity	CalWIN	CalSAWS	Total
User Logins	412	1,440	1,852

Activity	CalWIN (3%)	CalSAWS (2%)	Total (2%)
Interviews Completed (SAWS Initiated)	372	1,344	1,716
Interviews Completed (OCAT Initiated)	12	25	37
<b>Total</b>	<b>384</b>	<b>1,369</b>	<b>1,753</b>

### Help Desk Inquiries

- ▶ Provided Help Desk support to 13 OCAT county users
  - ▶ 10 New tickets opened during the reporting period
  - ▶ 8 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: 06/19/23 – 06/25/23**

Request Type	Waiting for Customer	Resolved/ Closed	Total
Administrative Issue	1	3	4
CalSAWS Issue	3	3	6
ForgeRock Issue	1	1	2
Training Question		1	1
<b>Grand Total</b>	<b>5</b>	<b>8</b>	<b>13</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 06/25/23**

#	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

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#	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	In Production	05/12/23	Low impact – majority of interviewers do not exceed 2k (Only 13 instances found)	N/A	06/25/23

### 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