



CalSAWS OCAT Weekly Status Report

Reporting Period: July 31, 2023, to August 6, 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 – July 2023 |  | <ul style="list-style-type: none"> FDEL Due: 8/7/23 |
| NA | System Security Plan – 2022 update |  | <ul style="list-style-type: none"> FDEL Submitted 5/5/23 FDEL comments submitted and being addressed by EY |

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, August 4th

Table 3 – OCAT Production Usage Statistics: 07/31/23 – 08/06/23

| Activity | CalWIN | CalSAWS | Total |
|-------------|--------|---------|-------|
| User Logins | 267 | 1,854 | 2,121 |

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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| Activity | CalWIN (>1%) | CalSAWS (>1%) | Total (>1%) |
|---------------------------------------|--------------|---------------|--------------|
| Interviews Completed (SAWS Initiated) | 225 | 1,812 | 2,037 |
| Interviews Completed (OCAT Initiated) | 2 | 10 | 12 |
| Total | 227 | 1,822 | 2,049 |

Help Desk Inquiries

- ▶ Provided Help Desk support to 5 OCAT county users
 - ▶ 5 New tickets opened during the reporting period
 - ▶ 4 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: 07/31/23 – 08/06/23

| Request Type | Waiting for Customer | Resolved/Closed | Total |
|---------------------------|----------------------|-----------------|----------|
| Administrative Issue | | 2 | 2 |
| ForgeRock/OCAT GUID Issue | 1 | 2 | 3 |
| Grand Total | 1 | 4 | 5 |

Defect Summary

- ▶ 3 Defects:
 - ▶ 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 08/06/23

| # | 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 | N/A |

Activities for the Next Reporting Period

Project Management

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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- ▶ 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