



CalSAWS OCAT Weekly Status Report

Reporting Period: August 14, 2023, to August 20, 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 Submitted: 8/7/23 FDEL Comments Received: 8/11/23 WAC Submitted for signature: 8/11/23
NA	System Security Plan – 2022 update		<ul style="list-style-type: none"> FDEL Submitted 5/5/23 All FDEL comments have been addressed and cleared by QA and Consortium

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 18th

Table 3 – OCAT Production Usage Statistics: 08/14/23 – 08/20/23

Activity	CalWIN	CalSAWS	Total
User Logins	293	1,804	2,215

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Activity	CalWIN (0%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	334	1,840	2,174
Interviews Completed (OCAT Initiated)	1	12	13
Total	335	1,852	2,187

Help Desk Inquiries

- ▶ Provided Help Desk support to 10 OCAT county users
 - ▶ 9 New tickets opened during the reporting period
 - ▶ 8 Resolved/Closed (including those opened in prior reporting periods)
 - ▶ 1 Waiting for Customer
 - ▶ 1 Pending (Waiting on Vendor)

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: 08/14/23 – 08/20/23

Request Type	Waiting for Customer	Pending	Resolved/Closed	Total
Administrative Issue			5	5
Database Request		1		1
ForgeRock/OCAT GUID Issue	1		3	4
Grand Total	1	1	8	10

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 08/20/23

#	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

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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