



CalSAWS OCAT Weekly Status Report

Reporting Period: September 4, 2023, to September 10, 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

Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03	Monthly Status Report – August 2023		<ul style="list-style-type: none"> FDEL Submitted: 9/8/23

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 **1%** for last week's reporting period
 - ▶ Metrics will be provided to RMs on Friday, September 15th

Table 3 – OCAT Production Usage Statistics: 09/04/23 – 09/10/23

Activity	CalWIN	CalSAWS	Total
User Logins	95	1,589	1,684

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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Activity	CalWIN (1%)	CalSAWS (1%)	Total (1%)
Interviews Completed (SAWS Initiated)	21	1,526	1,547
Interviews Completed (OCAT Initiated)	2	142	144
Total	23	1,668	1,691

Help Desk Inquiries

- ▶ Provided Help Desk support to 10 OCAT county users
 - ▶ 4 New tickets opened during the reporting period
 - ▶ 7 Resolved/Closed (including those opened in prior reporting periods)
 - ▶ 2 Waiting for Customer
 - ▶ 1 In Progress

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: 09/04/23 – 09/10/23

Request Type	In Progress	Waiting for Customer	Resolved/Closed	Total
Administrative Issue	-	2	5	7
Database Request	-	-	1	1
Training Question	-	-	1	1
Report a System Problem	1	-	-	1
Grand Total	1	2	7	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 09/10/23

#	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 Users to callback if not connected	N/A	N/A

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