



# CalSAWS OCAT Weekly Status Report

**Reporting Period: December 4, 2023, to December 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 – November 2023		<ul style="list-style-type: none"> <li>FDEL Submitted: 12/7/23</li> <li>FDEL Review Due: 12/13/23</li> </ul>
05	General Design Document – 2023 Update		<ul style="list-style-type: none"> <li>DDEL Submitted: 12/01/23</li> <li>DDEL Review Due: 12/15/23</li> </ul>
01	Project Control Document – 2024 Update		<ul style="list-style-type: none"> <li>DDEL Due: 1/8/24</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 **1%** for last week's reporting period
  - ▶ Metrics were provided to RMs on Thursday, December 7<sup>th</sup>

Table 3 – OCAT Production Usage Statistics: 12/04/23 – 12/10/23

Activity	Total
User Logins	2043

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

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Activity	Total (1%)
Interviews Completed (SAWS Initiated)	2009
Interviews Completed (OCAT Initiated)	11
<b>Total</b>	<b>2,020</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support for 2 OCAT county Users
  - ▶ 6 New tickets opened during the reporting period
  - ▶ 1 Waiting for Customer
  - ▶ 1 Resolved/Closed (including tickets opened in prior reporting periods)

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: 12/04/23 – 12/10/23**

Request Type	Waiting for Customer	Resolved/Closed	Total
Administrative Issue	1	5	6
<b>Total</b>	<b>1</b>	<b>5</b>	<b>6</b>

**Defect Summary**

- ▶ 3 Defects:
  - ▶ 1 Amazon AWS/ Help Desk (1 Low)
  - ▶ 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 12/03/23**

#	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)	FR/ 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)	FR/ User Management	Open/Hold	11/09/22	Login issues or ForgeRock help with GUID	N/A	TBD
3	OP-2945	Low	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

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

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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