CalSAWS OCAT
Weekly Status Report

Reporting Period: November 27, 2023, to December 3, 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 – October 2023	🟢	• FDEL Submitted: 11/07/23 • FDEL Approved: 11/27/23
05	General Design Document – 2023 Update	🟢	• DDEL Submitted: 12/01/23 • DDEL Review Due: 12/15/23

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, December 8th

Table 3 – OCAT Production Usage Statistics: 11/27/23 – 12/03/23

Activity	Total
User Logins	**2,145**

Activity	Total (1%)
Interviews Completed (SAWS Initiated)	2,143
Interviews Completed (OCAT Initiated)	16
Total	**2,159**

Help Desk Inquiries

► Provided Help Desk support for 2 OCAT county Users
  ► 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: 11/27/23 – 12/03/23

Request Type	Waiting for Customer	Resolved/Closed	Total
Add User to LMS	1		1
Training Question		1	1
Total	**1**	**1**	**2**

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

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