



CalSAWS OCAT Weekly Status Report

Reporting Period: May 20, 2024, to June 2, 2024

Table of Contents

1.0 Online CalWORKs Appraisal Tool (OCAT)..... 2

 Status Agenda Topics..... 2

 Deliverable Management 2

 Highlights of the Reporting Period 2

 Activities for the Next Reporting Period 4

 Deviations from Plan/Adjustments 4

CalSAWS OCAT Project

Weekly Status Report, Sunday, June 2, 2024

Period: Monday, May 20, 2024 to Sunday, June 2, 2024

1.0 Online CalWORKs Appraisal Tool (OCAT)



Status Agenda Topics

Table 1 – CalSAWS OCAT Status Agenda Topics

STATUS REPORT SUB-SECTION	STATUS AGENDA TOPIC
N/A	N/A

Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03	Monthly Status Report – April 2024		<ul style="list-style-type: none"> FDEL Submitted: 05/06/24 FDEL Comments Submitted: 05/13/24 FDEL Approved: 05/21/24
12	System Documentation – 2024 Update		<ul style="list-style-type: none"> DDEL Submitted: 04/16/24 DDEL Comments Received: 05/03/24 FDEL Submitted: 05/13/24 FDEL Comments Received: 05/20/24 FDEL Approval Due: 05/22/24

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 **2%** for last two week's reporting period
 - ▶ Metrics were provided to RMs on Friday, May 31st

Table 3 – OCAT Production Usage Statistics: 05/20/24 – 06/02/24

Activity	Total
User Logins	3,884

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

Weekly Status Report, Sunday, June 2, 2024

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Activity	Total (2%)
Interviews Completed (SAWS Initiated)	3,397
Interviews Completed (OCAT Initiated)	63
Total	3,460

Help Desk Inquiries

- ▶ Provided Help Desk support for **17** OCAT county Users
 - ▶ 17 New tickets opened during the reporting period
 - ▶ 15 Waiting for Customer
 - ▶ 2 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: 05/20/24 – 06/02/24

Request Type	Waiting for Customer	Resolved/Closed	Total
Administrative Issue	1	1	2
ForgeRock Issue	13		13
ForgeRock/OCAT GUID Issue	1	1	2
Total	15	2	17

Defect Summary

- ▶ 2 Defects:
 - ▶ 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 06/02/24

#	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

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

CalSAWS OCAT Project

Weekly Status Report, Sunday, June 2, 2024

Period: Monday, May 20, 2024 to Sunday, June 2, 2024

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