CalSAWS OCAT
Weekly Status Report

Reporting Period: June 3, 2024, to June 16, 2024

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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
N/A	N/A

Deliverable Management

Table 2 – Overall Summary of Deliverable Status

DEL #	DELIVERABLE NAME		STATUS
03	Monthly Status Report – May 2024	🟢	• FDEL Submitted: 06/04/24 • FDEL Comments Received: 06/14/24 • FDEL Approval Due: 06/19/24
12	System Documentation – 2024 Update	🟢	• DDEL Submitted: 04/16/24 • DDEL Comments Received: 05/03/24 • FDEL Submitted: 05/13/24 • FDEL Comments Received: 05/20/24 • FDEL Approved: 06/10/24
N/A	System Security Plan – 2024 Update	🟢	• DDEL Due: 08/01/24

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 **0%** for last two week's reporting period
    ► Metrics were provided to RMs on Friday, June 14th

CalSAWS – California Statewide Automated Welfare System (CalSAWS)
CalSAWS OCAT Project
Weekly Status Report, Sunday, June 16, 2024
Period: Monday, Jue 3, 2024 to Sunday, June 16, 2024

Table 3 – OCAT Production Usage Statistics: 06/03/24 – 06/16/24

Activity	Total
User Logins	**4,372**

Activity	Total (0%)
Interviews Completed (SAWS Initiated)	4,249
Interviews Completed (OCAT Initiated)	19
Total	**4,268**

Help Desk Inquiries
► Provided Help Desk support for **16** OCAT county Users
    ► 4 New tickets opened during the reporting period
    ► 3 Waiting for Customer
    ► 13 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: 06/03/24 – 06/16/24

Request Type	Waiting for Customer	Resolved/Closed	Total
Add User to LMS		1	1
Administrative Issue	3	1	4
ForgeRock Issue		11	11
Total	**3**	**13**	**16**

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 06/16/24

#	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

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