CalSAWS OCAT
Weekly Status Report

Reporting Period: May 6, 2024, to May 19, 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 – April 2024	🟢	• FDEL Submitted: 05/06/24 • FDEL Comments Submitted: 05/13/24 • Awaiting WAC approval
12	System Documentation – 2024 Update	🟢	• DDEL Submitted: 04/16/24 • DDEL Comments Received: 05/03/24 • FDEL Submitted: 05/13/24 • FDEL Comments Due: 05/20/24

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, May 17th

Table 3 – OCAT Production Usage Statistics: 05/06/24 – 05/19/24

Activity	Total
User Logins	**4,412**

Activity	Total (0%)
Interviews Completed (SAWS Initiated)	4,326
Interviews Completed (OCAT Initiated)	12
Total	**4,338**

Help Desk Inquiries

► Provided Help Desk support for **4** OCAT county Users
  ► 4 New tickets opened during the reporting period
  ► 3 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: 05/06/24 – 05/19/24

Request Type	Waiting for Customer	Resolved/Closed	Total
Administrative Issue		1	1
ForgeRock/OCAT GUID Issue	3		3
Total	**3**	**1**	**4**

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 05/19/24

#	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