



CalSAWS OCAT Weekly Status Report

Reporting Period: June 17, 2024, to June 30, 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		<ul style="list-style-type: none"> FDEL Submitted: 06/04/24 FDEL Comments Received: 06/14/24 FDEL Approved: 06/26/24
N/A	System Security Plan – 2024 Update		<ul style="list-style-type: none"> 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 28th

Table 3 – OCAT Production Usage Statistics: 06/17/24 – 06/30/24

Activity	Total
User Logins	4,372

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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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 **6** OCAT county Users
 - ▶ 6 New tickets opened during the reporting period
 - ▶ 1 Waiting for Customer
 - ▶ 5 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: 06/17/24 – 06/30/24

Request Type	Waiting for Customer	Resolved/Closed	Total
Administrative Issue		5	5
Training Question	1		1
Total	1	5	6

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 06/30/24

#	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

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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- ▶ 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