



CalSAWS OCAT Weekly Status Report

Reporting Period: August 26, 2024, to September 08, 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	DATES/NOTES
03	Monthly Status Report – August 2024		<ul style="list-style-type: none"> FDEL Due 09/09/24; Submitted: 09/09/24
N/A	System Security Plan – 2024 Update		<ul style="list-style-type: none"> DDEL Due: 10/01/24

- ▶ 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 **0.4%** for last two week's reporting period
 - ▶ Metrics were provided to RMs on Friday, September 6th

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Table 3 – OCAT Production Usage Statistics: 08/26/24 – 09/08/24

Activity	Total
User Logins	4,238

Activity	Total (0.4%)
Interviews Completed (SAWS Initiated)	4,267
Interviews Completed (OCAT Initiated)	16
Total	4,283

Help Desk Inquiries

- ▶ Provided Help Desk support for **6** OCAT county Users
 - ▶ 6 New ticket opened during the reporting period
 - ▶ 2 Waiting for Customer
 - ▶ 4 Resolved/Closed (Including tickets opened in prior reporting periods)

The table below summarizes all Help Desk tickets that were active (open and/or closed) during the reporting period.

Table 4 – OCAT Help Desk Tickets: 08/26/24 – 09/08/24

Request Type	Waiting for Customer	Closed/Resolved	Total
Administrative Issue	0	3	3
ForgeRock/OCAT GUID Issue	1	0	1
Training Question	1	1	2
TOTAL	2	4	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 09/08/24

#	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

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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