



# CalSAWS OCAT Weekly Status Report

**Reporting Period: September 9, 2024, to September 22, 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"><li>FDEL WAC Approval: 09/16/24</li></ul>
N/A	System Security Plan – 2024 Update		<ul style="list-style-type: none"><li>DDEL Due: 10/01/24</li></ul>

- ▶ 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 20<sup>th</sup>

**CalSAWS – California Statewide Automated Welfare System (CalSAWS)**

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**Table 3 – OCAT Production Usage Statistics: 09/09/24 – 09/22/24**

Activity	Total
User Logins	4,790

Activity	Total (0.2%)
Interviews Completed (SAWS Initiated)	4,863
Interviews Completed (OCAT Initiated)	10
<b>Total</b>	<b>4,873</b>

**Help Desk Inquiries**

- ▶ Provided Help Desk support for **12** OCAT county Users
  - ▶ 10 New tickets opened during the reporting period
  - ▶ 11 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: 09/09/24 – 09/22/24**

Request Type	Waiting for Customer	Closed/Resolved	Total
Administrative Issue	0	7	7
Training Question	0	4	4
<b>TOTAL</b>	<b>0</b>	<b>11</b>	<b>11</b>

**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**

## 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