



CalSAWS OCAT Weekly Status Report

Reporting Period: October 21, 2024, to November 03, 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 – October 2024		<ul style="list-style-type: none"> FDEL Submitted: 10/31/24
N/A	System Security Plan – 2024 Update		<ul style="list-style-type: none"> DDEL Submitted 10/01/24 <ul style="list-style-type: none"> Final Update from EY Submitted 10/31/2024

- ▶ 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 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 **0.29%** for last two week's reporting period

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Table 3 – OCAT Production Usage Statistics: 10/21/24 – 11/04/24

Activity	Total
User Logins	4,472

Activity	Total (0.29%)
Interviews Completed (SAWS Initiated)	4,796
Interviews Completed (OCAT Initiated)	14
Total	4,810

Help Desk Inquiries

- ▶ Provided Help Desk support for **16** OCAT county Users
 - ▶ 16 New tickets opened during the reporting period
 - ▶ 2 Pending
 - ▶ 0 Waiting for Customer
 - ▶ 14 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: 10/21/24 – 11/04/24

Request Type	Pending	Waiting for Customer	Closed/Resolved	Total
Administrative Issue			5	5
Application Issue			1	1
Infrastructure Issue				
Access Issue			3	3
Report a System Problem				
Requests	2		4	6
Database Request			1	1
TOTAL	2		14	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 11/04/24

#	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

CalSAWS – California Statewide Automated Welfare System (CalSAWS)

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#	Defect #	Defect Severity	Defect Summary	Defect Type	Status	Log Date	Impact	Alt. Procedure	Planned Release
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 bi-weekly status materials for the project