CalSAWS

California Statewide Automated Welfare System

Bi-Weekly Status Report

OCAT

Reporting Period: November 18, 2024 – December 01, 2024

Table of Contents

1 EXECUTIVE SUMMARY 2
1.1 Highlights of the Reporting Period 2
1.2 Deliverable Summary 2
2 MAINTENANCE & OPERATIONS 3
2.1 Production Usage 3
2.1.1 Help Desk Inquiries 3
2.1.2 Defect Summary 3

TABLE OF TABLES

Table 1: Bi-Weekly Status Agenda Topics 2
Table 2: Deliverable Summary 2

TABLE OF FIGURES

NO TABLE OF FIGURES ENTRIES FOUND.

Bi-Weekly Status – OCAT

1 EXECUTIVE SUMMARY

1.1 Highlights of the Reporting Period

Table 1: Bi-Weekly Status Agenda Topics

STATUS REPORT SECTION	STATUS AGENDA TOPIC
N/A	▪ Continued Operations for OCAT

1.2 Deliverable Summary

Table 2: Deliverable Summary

DEL #	DELIVERABLE NAME	STATUS	NEXT DEADLINE
N/A			

2 MAINTENANCE & OPERATIONS

2.1 Production Usage

- (0) unplanned outages to report for the last 2 weeks
- The table below provides OCAT production usage statistics
  - OCAT Initiated Interviews at **0.18%** for last two week's reporting period

Activity	Total
User Logins	3,416

Activity	Total (0.18%)
Interviews Completed (SAWS Initiated)	3,410
Interviews Completed (OCAT Initiated)	6
Total	**3,416**

2.1.1 Help Desk Inquiries

The table below summarizes help desk contact through CalSAWS SNOW during this reporting period

1. Provided Help Desk support for (2) OCAT users

Request Type	Pending	Waiting for Customer	Closed/Resolved
Administrative Issue			
Application Issue	1		
Infrastructure Issue			
Access Issue			1
Report a System Problem			
Requests			
Database Request			
TOTAL	1		1

2.1.2 Defect Summary

This section contains open defects at the time of submission

#	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