



# USA Staffing

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## USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

*December 21, 2021*

*We will start at approx. 1:03 EDT to allow time for people to sign in*

*Created by the OPM Federal Staffing Center*

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# Agenda

- **Program Updates**
  - Power BI Update
  - Reporting User Satisfaction Survey
  - Cognos Training Program
  - Retiring Data Packages
    - New Hire (End of Day)
    - Staffing Analytics
- **Modifications to Reports and Data Models**
  - Reports
  - Data Models
- **Cognos Tip**
  - Cognos Upgrade
- **API Updates**
- **Open Demo and Q&A**



```
graph TD; A[User Research] --- B[User Testing]; A --- C[Report Design & Data Prep]; B --- D[Dashboard Design MVP]; C --- E[Performance Testing]; D --- F[Dashboard Design Prototype & Data Model MVP]; E --- F; F --- G[Authority to Operate]; F --- H[Dashboard and Data Set Published for Customers];
```

**User Research** ✓

**User Testing**

**Authority to Operate**

**Report Design & Data Prep** 📍

**Dashboard Design MVP**

**Dashboard and Data Set Published for Customers**

**Performance Testing**

**Dashboard Design Prototype & Data Model MVP**



# Power BI Implementation Milestones

## User Research Activities ✓

- ✓ User research interviews and focus groups
- ✓ Summarize user research
- ✓ Analyze report usage data

## Report Design and Data Prep 📍

- Create report design assets (e.g., data visualization guide)
- Evaluate current reports to identify common use cases for standard report development
- Identify core features to meet the needs of the majority of report consumers
- Collaborate with developers to define data model requirements
- Dashboard/report prototyping
- Security model development



## Reporting User Satisfaction Survey

The **bi-annual customer satisfaction survey** launched on Monday October 18, 2021 and was open until **Friday, November 19, 2021**.

The survey is designed to gather in-depth and comprehensive feedback about products and services provided by the USA Staffing Reporting teams over the last 6 months, including:

- Business Intelligence tool
- Data available for reporting
- Standard reports
- Interconnections
- Workgroups
- Training
- Support

**707**

Total Recipients

**141**

Respondents

**20%**

Response Rate



## Reporting User Satisfaction Survey

**66%**

Percent Positive

**-3.2%**

Percent Positive Change

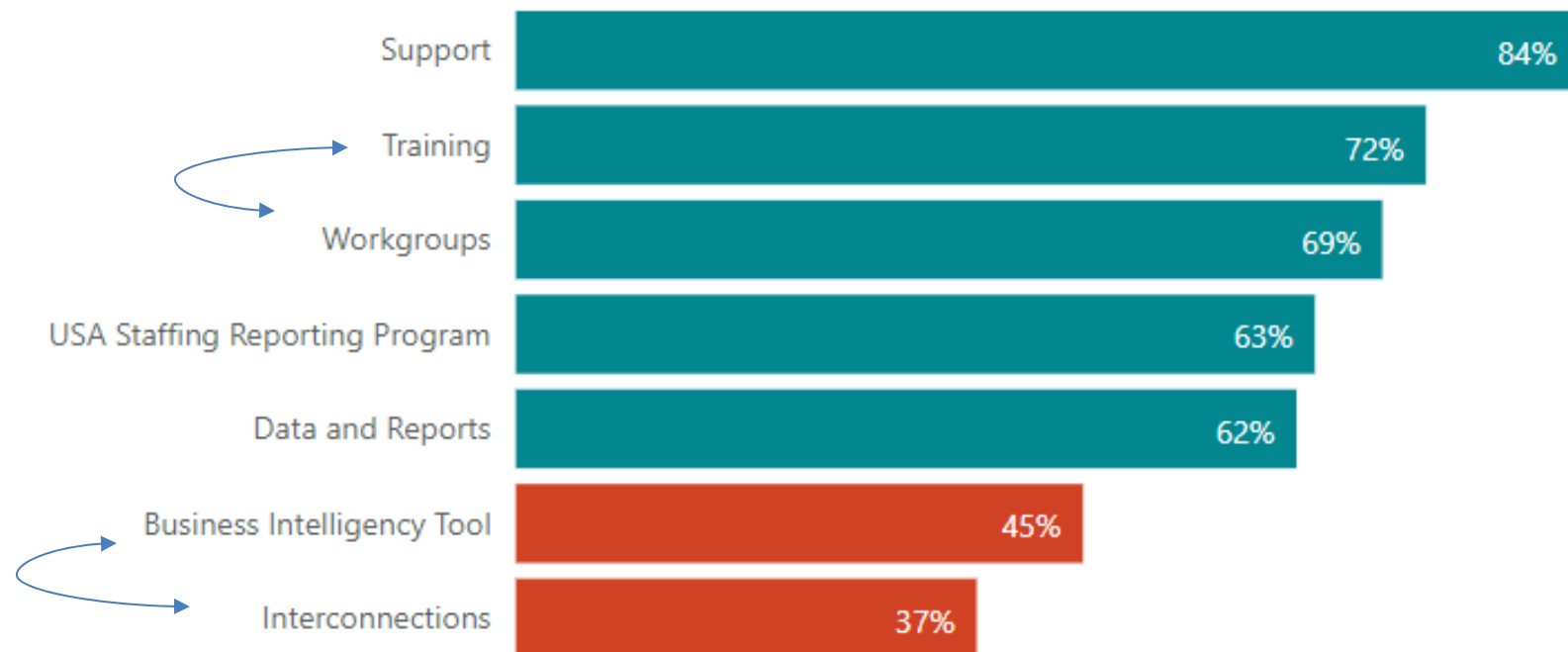
**3.7**

Average Response Value

**-0.1**

Average Response Change

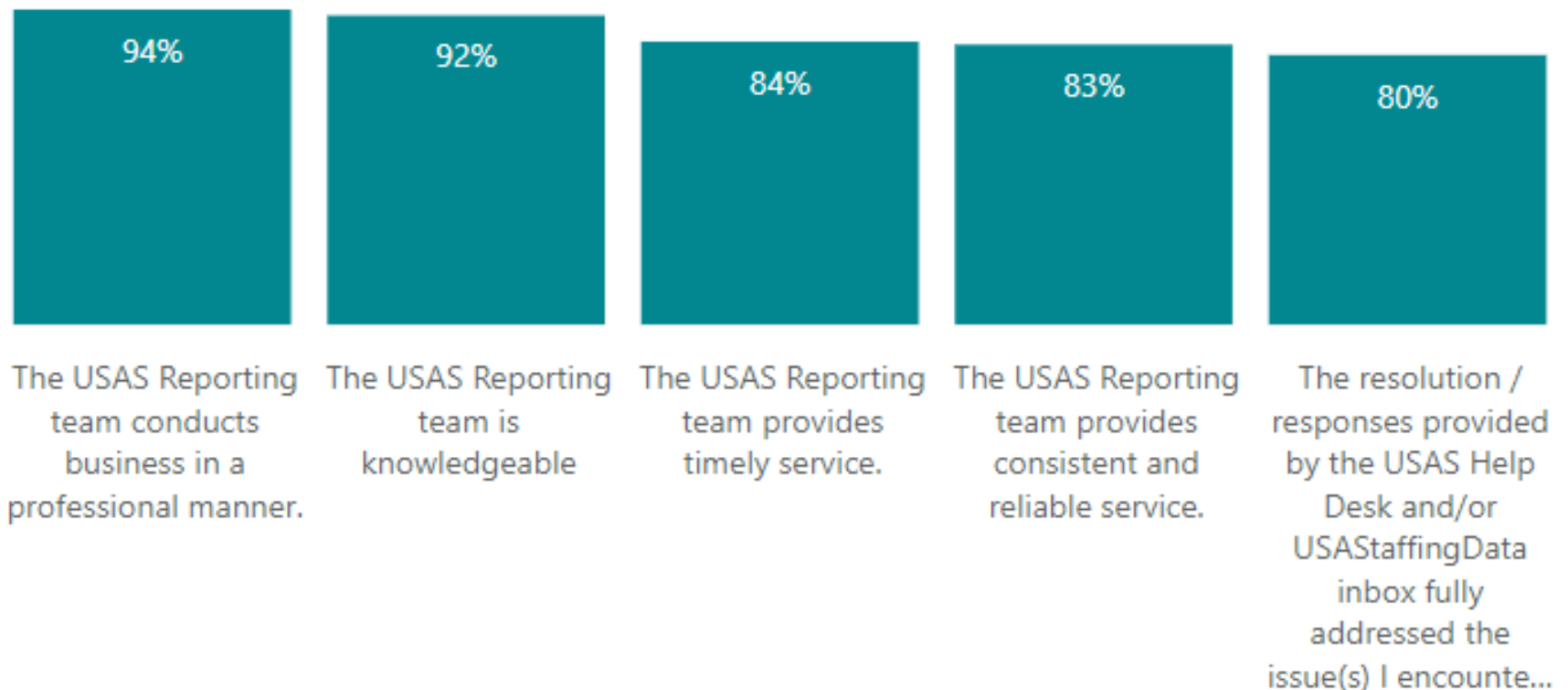
### Survey Sections by Percent Positive





# Reporting User Satisfaction Survey

## Top Five Questions by Percent Positive

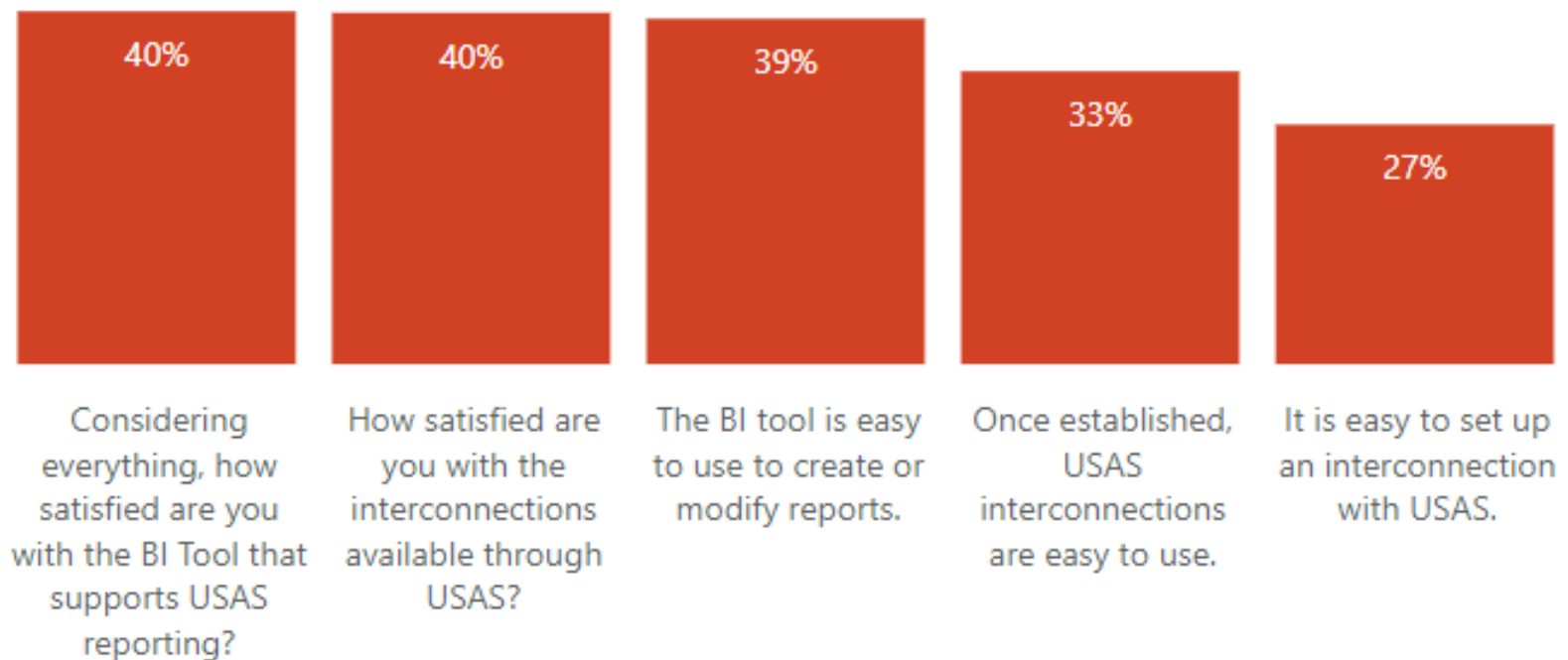


\*The top 4 items were also the top 4 from the Spring 2021 survey.



# Reporting User Satisfaction Survey

## Bottom Five Questions by Percent Positive



\*2 of the bottom 5 were also in the bottom 5 from the Spring 2021 survey.





# Reporting User Satisfaction Survey

## USA Staffing Reporting Program

**63%**

Percent Positive

**-0.9%**

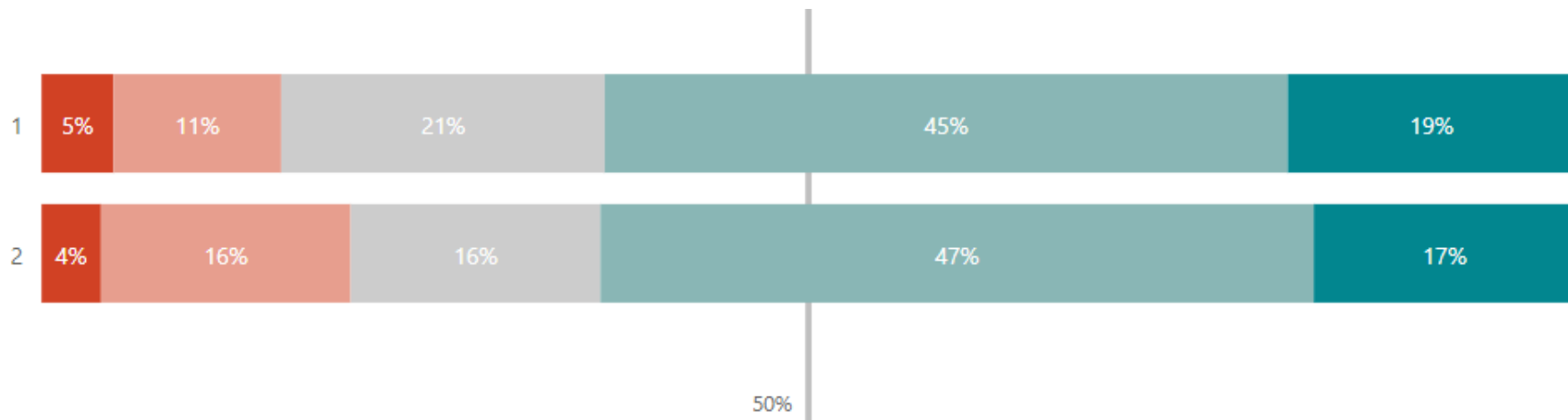
Percent Positive Change

**3.6**

Average Response Value

**0.0**

Average Response Change

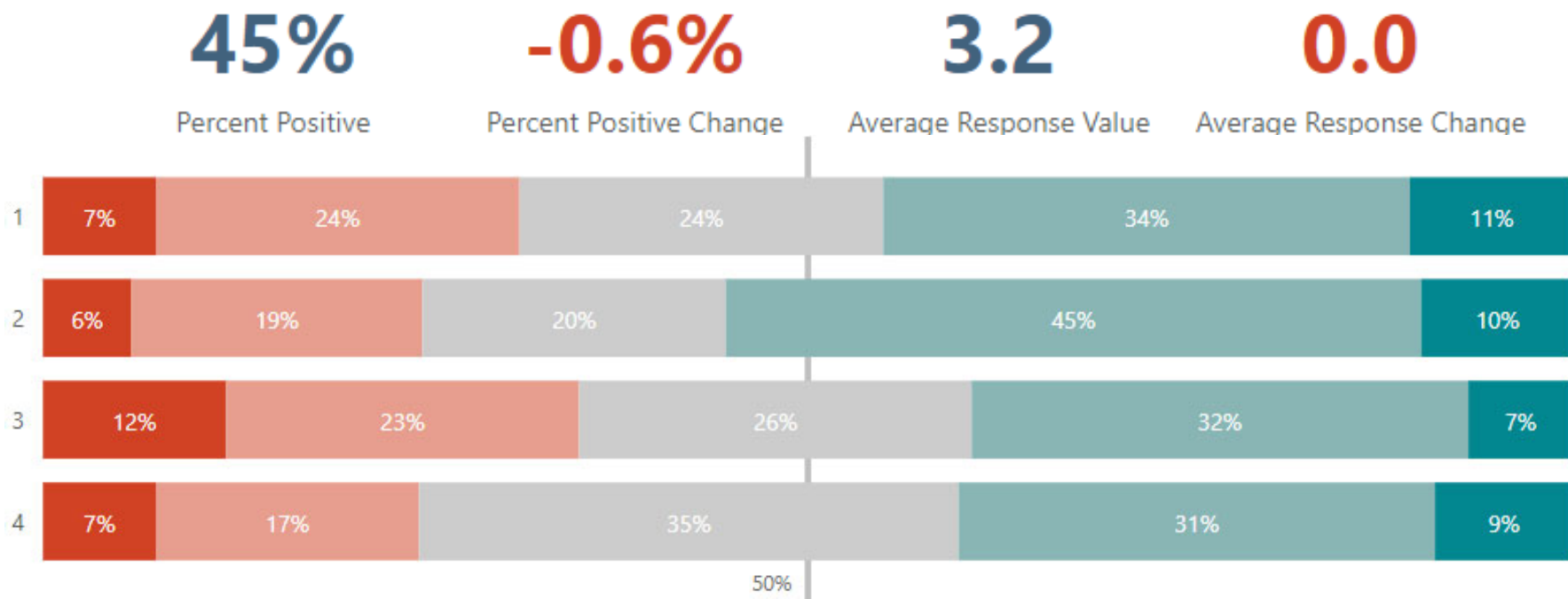


1. I would recommend USAS reporting products and services to other government organizations.
2. Considering all your experiences with USAS Reporting, how satisfied are you with reporting products and services?



# Reporting User Satisfaction Survey

## Business Intelligence Tool

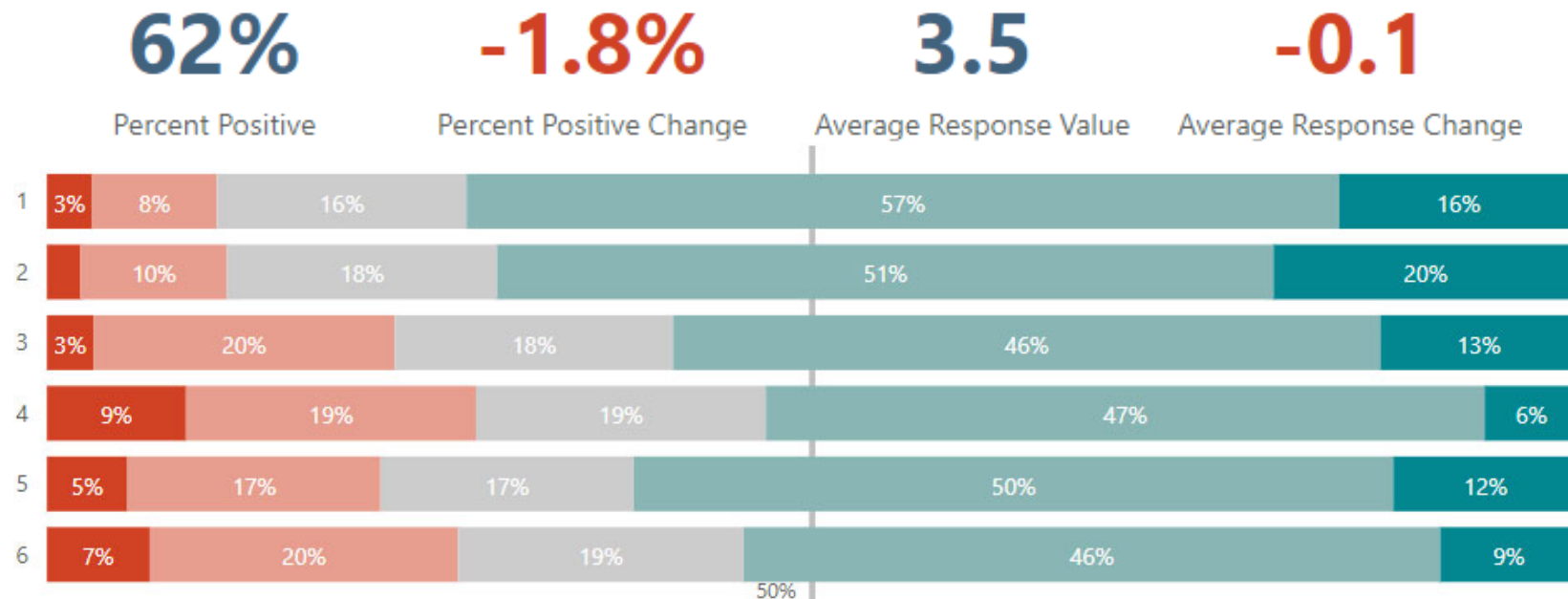


1. The BI tool is easy to navigate to locate the reports and data I need.
2. The BI tool is easy to use to run reports.
3. The BI tool is easy to use to create or modify reports.
4. Considering everything, how satisfied are you with the BI tool that supports USAS reporting?



# Reporting User Satisfaction Survey

## Data and Reports



1. The data I need to report on is available through USAS Reporting.
2. I have confidence that the data provided through USAS reports is accurate.
3. The library of standard reports managed by the USAS Reporting team provides the information I need to do my job.
4. It is easy to navigate the library of standard reports to find what I need.
5. How satisfied are you with the success rate of reports you run?
6. How satisfied are you with the typical amount of time it takes for reports you run to complete?



# Reporting User Satisfaction Survey

## Interconnections

**37%**

Percent Positive

**-23.4%**

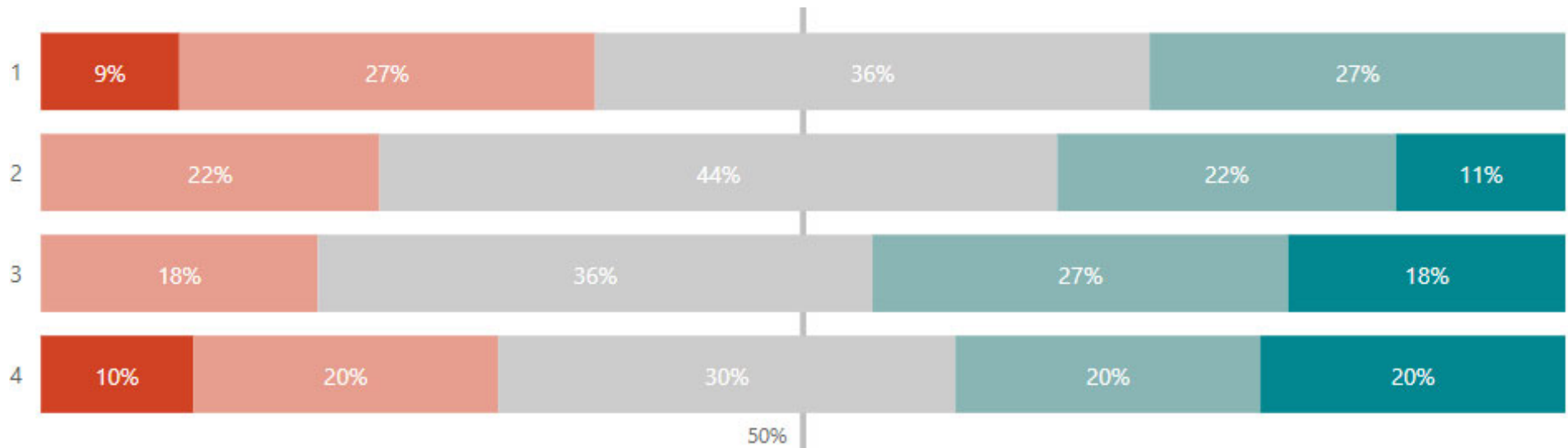
Percent Positive Change

**3.2**

Average Response Value

**-0.3**

Average Response Change

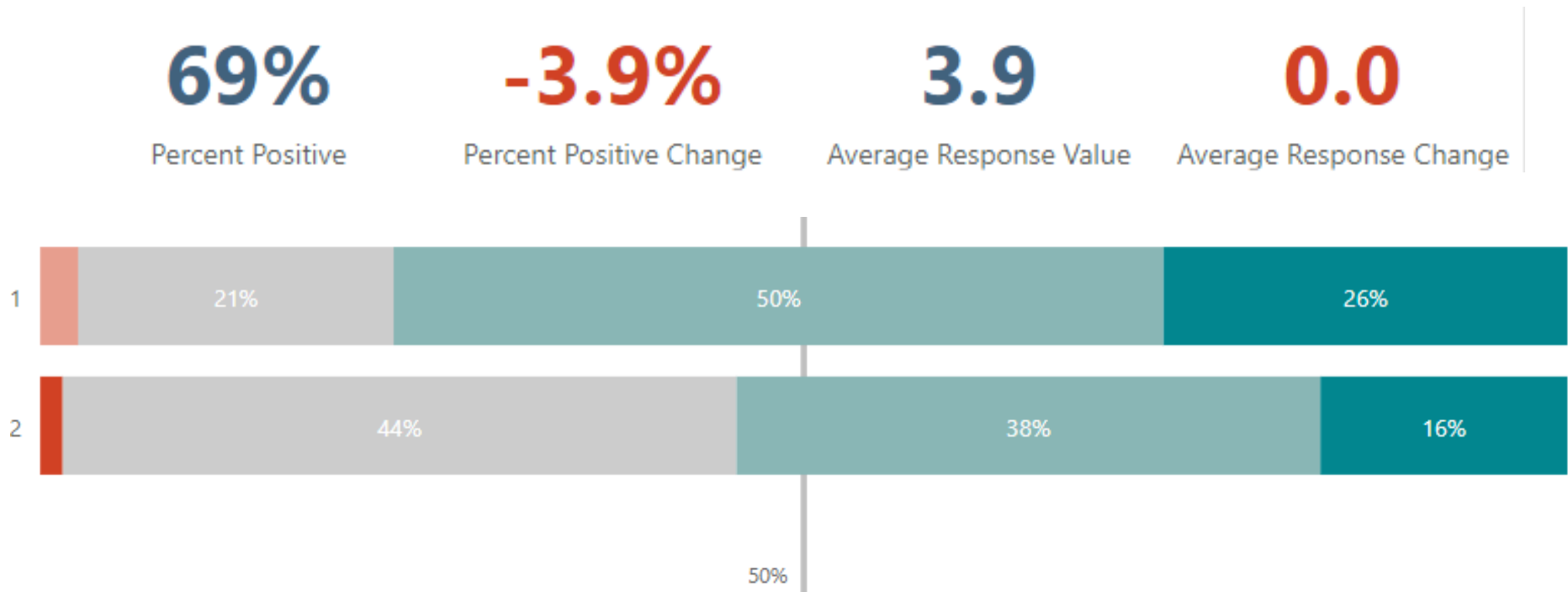


1. It is easy to set up an interconnection with USAS.
2. Once established, USAS interconnections are easy to use.
3. How satisfied are you with the resources and guides provided to support USAS interconnections?
4. How satisfied are you with the interconnections available through USAS?



# Reporting User Satisfaction Survey

## Workgroups

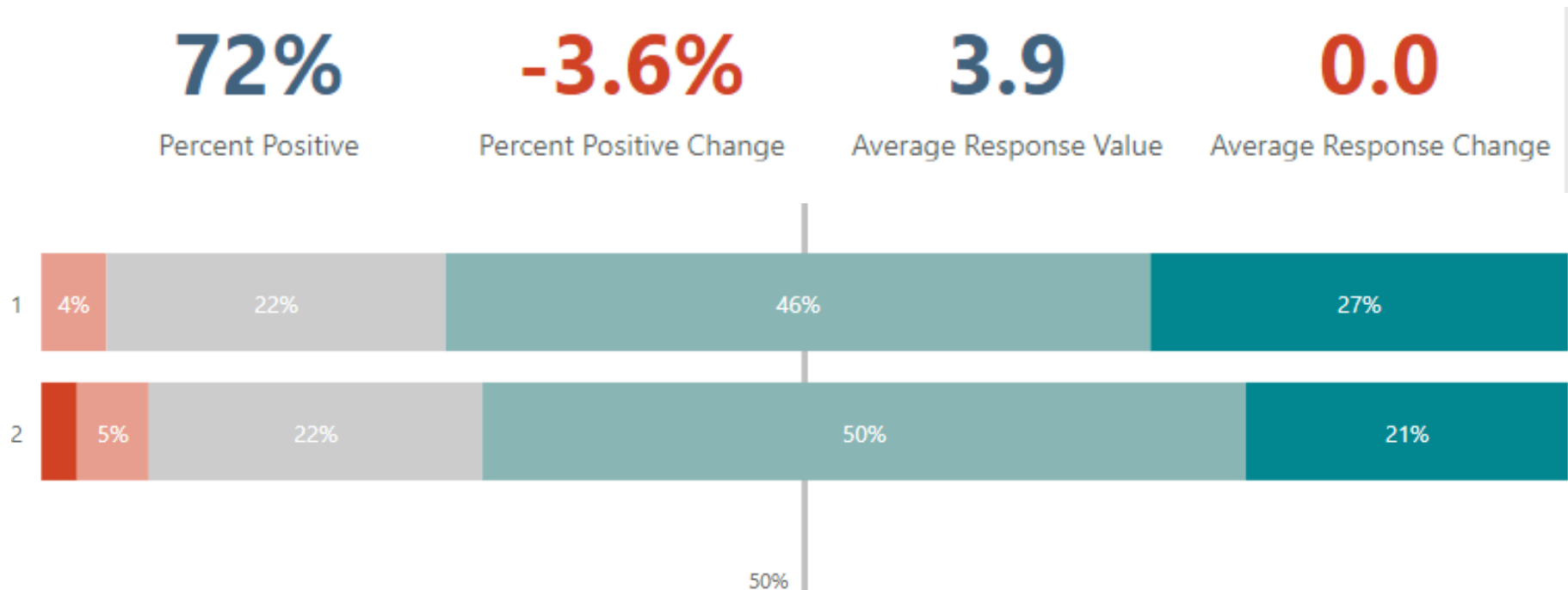


1. How satisfied are you with the Reporting and Analytics Workgroup?
2. How satisfied are you with the Applicant Flow Data Workgroup?



# Reporting User Satisfaction Survey

## Training



1. How satisfied are you with the trainings offered by the USAS Reporting team?
2. How satisfied are you with the resources, guides, and/or job aids that have been provided by the USAS Reporting team?



# Reporting User Satisfaction Survey

## Support

84%

Percent Positive

-4.9%

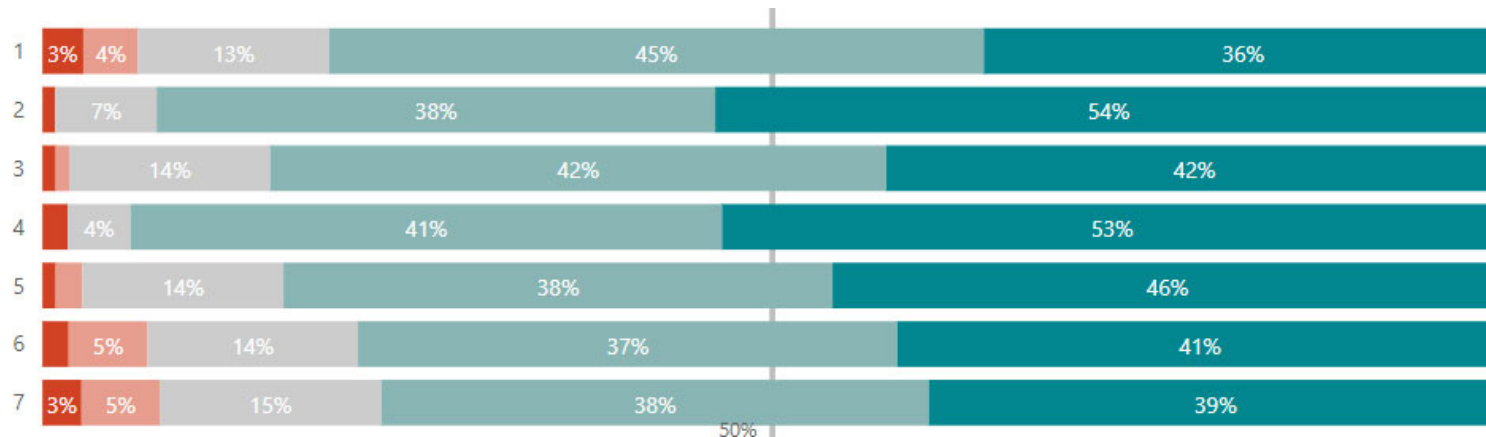
Percent Positive Change

4.2

Average Response Value

-0.1

Average Response Change



1. The resolution/responses provided by the USAS Help Desk and/or USAStaffingData inbox fully addressed the issue(s) I encountered.
2. The USAS Reporting team is knowledgeable.
3. The USAS Reporting team provides timely service.
4. The USAS Reporting team conducts business in a professional manner.
5. The USAS Reporting team provides consistent and reliable service.
6. How satisfied are you with the timeliness of the resolution/responses provided through the USAS Help Desk and/or USAStaffingData inbox?
7. Considering everything, how satisfied are you with the reporting support provided through the USAS Help Desk and/or USAStaffingData inbox?



# Reporting User Satisfaction Survey

## **Selected Comments (Trends) – What does USA Staffing do well?**

- "For the reports in the warehouse, they run quickly and efficiently...We really like the new dashboards in the HDW."
- "The Hiring Data warehouse contains pretty much everything we need to pull reports for workload, metrics, etc. Feel it's a valuable tool."
- "Training and author workgroups is a great resource for information and best practices."
- "USAS Help Desk Reporting team is wonderful! They are customer oriented and provide timely responses. I am new user to USAS and reports and my experience with the help desk has been excellent."
- "The variety of canned reports is very useful."





# Reporting User Satisfaction Survey

## **Selected Comments (Trends) – What can USA Staffing do to improve?**

- “Better communication when data is not accurate in Cognos such as when HDW is not refreshed. Please do not wait until the end users submit tickets asking why the HDW is not refreshed.”
- “Having more reportable data from the Admin section would help my group’s quality management efforts...More robust reporting on features like user accounts, eligibility language, and template usage could provide greater transparency into our users’ behavior.”
- “Reports are not easy to find, and new reports are extremely time consuming...Data is not easy to find.”
- “We need Microsoft Power BI to be instituted quickly so that the report author process is more intuitive.”
- “It is very difficult to find the data I need in the different areas when creating custom reports, which is what I have to do regularly since the data I need for reports is not in the standard reports.”



# Cognos Training Program



# Cognos Training Program

## Report Consumer Training

## Report Author Training

## Advanced Author Forum

<b>Who?</b>	• New USA Staffing reports users	• New report authors	• Experienced report authors
<b>What?</b>	• How to navigate to and run reports	• How to get started building reports	• Open forum for authors to ask questions
<b>Time?</b>	• ½ day	• 1 ½ days	• 1 hour
<b>When?</b>	One session per month, alternating between each Report Consumer Training and Report Author Training		• The first Thursday of each month at 11:00 AM EDT
<b>How?</b>	Contact your USA Staffing Account Manager to sign-up.		• All report authors are welcome. Questions can be submitted in advance



## Cognos Training Dates

### Report Consumer Training

### Report Author Training

### Advanced Author Forum

#### Dates

Tuesday, January 25  
1:00 – 4:00 PM EDT

Wednesday, March 30  
1:00 – 4:00 PM EDT

Tuesday, February 22  
10:00 AM – 3:00 PM EDT

+

Wednesday, February 23  
10:00 AM – 3:00 PM EDT

Thursday, January 6  
11:00 AM – 12:00 PM EDT

Thursday, February 3  
11:00 AM – 12:00 PM EDT

Thursday, March 3  
11:00 AM – 12:00 PM EDT

Thursday, April 7  
11:00 AM – 12:00 PM EDT

#### How to Register

Contact your USA Staffing Account Manager.

No registration required.  
Questions can be submitted in advance.



# Retiring Data Packages

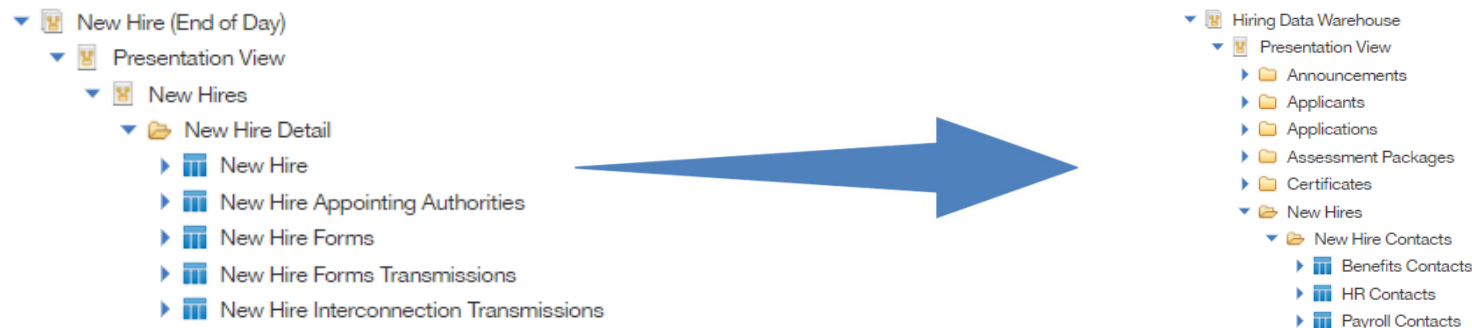


## Retiring New Hire (End of Day)

Data items reportable using New Hire (End of Day) are now all available via the Hiring Data Warehouse.

Run the Cognos Reports List report (selecting New Hire (End of Day) in the prompt) to obtain a list of reports for your office/organization.

**297 NHEOD reports currently exist**



**The retirement of New Hire (End of Day) has been extended to February 4, 2022**

USA Staffing Account Managers have been provided with a list of reports using New Hire (End of Day) and will be reaching out to help provide or coordinate support for meeting this timeline.

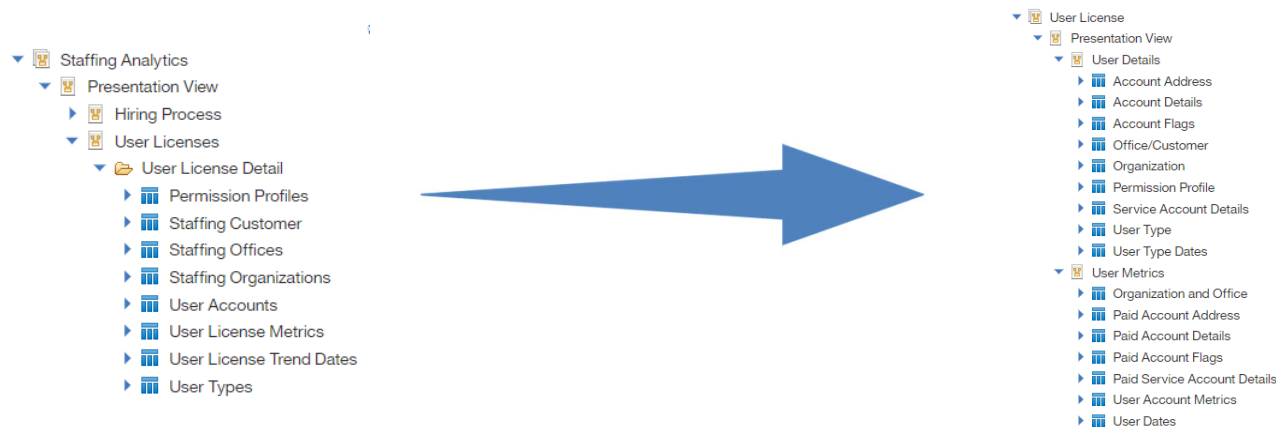


# Retiring Staffing Analytics

Data items reportable using Staffing Analytics for user license reporting are now all available via the User License data warehouse.

Run the Cognos Reports List report (selecting Staffing Analytics in the prompt) to obtain a list of reports for your office/organization.

**189 Staffing Analytics reports currently exist**



**The retirement of Staffing Analytics has been extended to February 4, 2022**

USA Staffing Account Managers have been provided with a list of reports using Staffing Analytics and will be reaching out to help provide or coordinate support for meeting this timeline.



# Modifications to Reports and Data Models

**Sprint 12 deployed to Production on November 24<sup>th</sup>**

**Sprint 13 deployed to Production on December 8<sup>th</sup>**

**Sprint 14 will be deployed to Production on December 22<sup>nd</sup>**





# HDW Reports

## New/Modified Reports

### **Active and Pending Tasks Report – deployed December 8<sup>th</sup>**

The Active and Pending Tasks Report was modified. This report provides tabular data displaying pending or active staffing and onboarding tasks by announcement, vacancy, request, and/or new hire number, including the owner and key milestones. The report was updated to include grouping and to modify the report grouping setting to ungroup when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Tasks

### **Areas of Waste Report – deployed November 24<sup>th</sup>**

The Areas of Waste Report was modified. This report provides tabular data to identify potential waste from cancelled vacancies and certificates, unreleased vacancies, certificates without selections, certificate reviews that were recalled, and certificate reviews that are overdue. The report was updated to include grouping and to modify the report grouping setting to ungroup when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Production Metrics



# HDW Reports

## New/Modified Reports

### **Claimed Reasonable Accommodation Report – deployed December 8<sup>th</sup>**

The Claimed Reasonable Accommodation Report was modified. This report provides tabular data displaying applicants who have claimed a reasonable accommodation eligibility and the status of the adjudication process. The report was updated to include a column for USAJOBS Job Status. The report was also updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Vacancy

### **eOPF Transmission Report – deployed November 24<sup>th</sup>**

The eOPF Transmission Report was modified. This report provides tabular data displaying the onboarding documents and forms and the status of transmission to the eOPF. The report was modified to add columns for Form Status and Projected Start Date as well as to add Projected Start Date as a date type option on the date prompt. The report was also updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > New Hire



# HDW Reports

## New/Modified Reports

### **Production Statistics Dashboard – deployed December 8<sup>th</sup>**

The Production Statistics Dashboard was modified. This report provides visualizations and tabular data showing the most common production statistics (announcements, applications, certificates, selections, tentative offers, official offers, and entries on duty). The report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Production Metrics

### **Request Overview Dashboard – deployed November 24<sup>th</sup>**

The Request Overview Dashboard was modified. This report provides visualizations and tabular data showing the status of requests. The report was modified to include a column for Personnel Action Date to the By Request page/tab. Additionally, the date prompt was updated to allow for the selection of the date type. Available options are: Request Creation Date, Approval Date/Time, Hiring Validation Date, and Personnel Action Date. Finally, the report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Request



# HDW Reports

## New/Modified Reports

### **Request Overview Report – deployed November 24<sup>th</sup>**

The Request Overview Report was modified. This report provides tabular data showing the status of requests. The report was modified to include a column for Personnel Action Date on all pages/tabs. Additionally, the date prompt was updated to allow for the selection of the date type. Available options are: Request Creation Date, Approval Date/Time, Hiring Validation Date, and Personnel Action Date. Finally, the report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Request



# HDW Reports

## New/Modified Reports

### **Request Vacancy Information – deployed November 24<sup>th</sup>**

The Request Vacancy Information report was modified. This report provides tabular data displaying details about the vacancies associated with requests. The report was updated to remove the following columns to minimize row duplication: Vacancy Pay Plan, Vacancy Series, Vacancy Grade, Vacancy Specialty, Announcement Location Description, Vacancy Position Description Number, and Vacancy Position Description Title. New concatenated columns were added to replace some of the removed columns, including Vacancy Pay Plan-Series-Grade and Announcement Locations. Additional new columns were added to enable reporting on vacancy tags (Vacancy Appointing Authorities and Vacancy Mission Critical Occupations), USAJOBS Job Status, and key vacancy metrics (Total Applications, Total Eligible Applications, Total Referred Applications, Total Selected Applications, Total Hired Applications, Total Entered On Duty). Finally, the report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Request



# HDW Reports

## New/Modified Reports

### **Staffing Process Tracking Report – deployed November 24<sup>th</sup>**

The Staffing Process Tracking Report was modified. This report provides tabular data displaying the request, vacancy, announcement, and certificate numbers as well as certificate review data and milestone dates in the staffing process for both New Vacancy and Additional Selection requests. The report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Request

### **Tasks by Staffing Number – deployed December 8<sup>th</sup>**

The Tasks by Staffing Number report was modified. This report provides tabular data displaying all staffing and/or onboarding tasks by staffing number (i.e., announcement number, new hire number, request number, or vacancy number). The report was updated to include grouping and to modify the report grouping setting to ungroup rows when exporting to Excel.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Tasks

### **Vacancy Documentation Report – deployed December 8<sup>th</sup>**

The Vacancy Documentation Report was created. This report provides tabular data identifying the documents uploaded to the vacancy case file and notes on the vacancy.

- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Vacancy



# Hiring Data Warehouse

## Data Model Changes

### **Announcement Links – deployed December 8<sup>th</sup>**

New query items were added to enable reporting on the benefits, marketing, and marketing video links included in the announcement.

Announcements folder > Announcement Information sub-folder

- Announcement query subject
  - [Presentation View].[Announcement].[Benefits Link]
  - [Presentation View].[Announcement].[Marketing Link]
  - [Presentation View].[Announcement].[Marketing Video Link]



# Hiring Data Warehouse

## Data Model Changes

### **Announcement Locations – deployed December 8<sup>th</sup>**

New query items were added to enable reporting on the location label and number of openings by location

Announcements folder > Announcement Information sub-folder

- Announcement Locations query subject
  - [Presentation View].[Announcement Locations].[Announcement Location Label]
  - [Presentation View].[Announcement Locations].[Announcement Location Openings]





# Hiring Data Warehouse

## Data Model Changes

### **Task Instructions and Results – will be deployed December 22<sup>nd</sup>**

New query items were added to enable reporting on the instructions and results associated with tasks.

- Comprehensive Onboarding Tasks query subject
  - [Presentation View].[Comprehensive Onboarding Tasks].[Onboarding Task Instructions]
  - [Presentation View].[Comprehensive Onboarding Tasks].[Onboarding Task Result]
- Comprehensive Staffing Tasks query subject
  - [Presentation View].[Comprehensive Staffing Tasks].[Staffing Task Instructions]
  - [Presentation View].[Comprehensive Staffing Tasks].[Staffing Task Result]



# API Updates



## USA Staffing Data APIs

### **Applications API – deployed December 8<sup>th</sup>**

The Applications API was created. This API provides detailed data about each application and applicant submitted to USA Staffing. Direct links to associated APIs are provided in the returned JSON for offices, vacancies, and certificate applications APIs. The Applications API will also return links to the following sub-entities:

- Applicant
- Announcement Items and Responses
- Assessment Items and Responses
- Eligibilities
- Locations
- Ratings
- Recruitment Sources



## USA Staffing Data APIs

### **Certificate Applications API – deployed December 8<sup>th</sup>**

The Certificate Applications API was created. This API provides detailed data about each application that is added to a USA Staffing certificate. Direct links to associated APIs are provided in the returned JSON for the certificates API. The Certificate Applications API will also return links to the following sub-entities:

- Applicants
- Applications

### **Reviews API – deployed November 24<sup>th</sup>**

The Reviews API was created. This API provides detailed data about a review created in USA Staffing. Direct links to associated APIs provided in the returned JSON for the vacancies, assessments, certificates, and requests. The Reviews APIs links to the sub-entity:

- Reviewers



## USA Staffing Data APIs

### **USAJOBS History JOA API – deployed November 24<sup>th</sup>**

The USAJOBS History JOA API was created. This API allows users to obtain job postings filtered by a standard set of parameters. Documentation can be found at <https://developer.usajobs.gov/Tutorials/Past-job-announcements>. The base URL to retrieve JOAs before applying parameters in the Stage and Production environments are:

- Stage: <https://developer-stage.usastaffing.gov/api/historicjoa>
- Production: <https://data.usajobs.gov/api/historicjoa>

### **Sorting and Performance Enhancements – will be deployed December 22<sup>nd</sup>**

The Certificates, Request, Onboarding Tasks, and Staffing Tasks APIs were updated to ensure users see their most recently updated records first. Additional updates to improve performance were also made.



# Cognos Tip

*Upgrade to Cognos 11.1.7*



# Upgrade to Cognos 11.1.7

Cognos is being **updated from version 11.0.13.1 to 11.1.7** because IBM discontinued support of version 11.0.x as of September 30, 2021.

The screenshot shows the USA Staffing Cognos Reporting and Analytics dashboard. The interface includes a dark blue sidebar on the left with navigation links: Home, Search, My content, Team content, and Recent. The main content area has a header with 'USA Staffing', a 'Welcome' dropdown, and utility icons for Survey, notifications, and user profile. A 'Show welcome' toggle is visible. The main content area displays a 'Hello. Welcome to Reporting and Analytics.' message and a 'Recent' section with four report cards. Each card shows a report icon, the report name, a 'Report' button, and the last modified date. At the bottom of the main content area, there is a prompt: 'Drag and drop files, open Quick launch or Browse'.

Report Name	Last Modified
Unit Test UL 2.0 report	8/10/2021, 10:34 AM
Joyce Testing_vac filter	6/30/2020, 8:07 AM
Joyce Testing	6/30/2020, 7:52 AM
Request Ov...st Prompts	6/26/2020, 12:14 PM



# Upgrade to Cognos 11.1.7

## Additional visualization types

Visualization gallery

Find

All (34)  
Area (4)  
Boxplot (1)  
Bubble (5)  
Bullet (1)  
Column (8)  
Combination (2)  
Custom (0)  
Dial (1)  
Heat map (1)  
Line (3)  
Map (1)  
Marimekko (1)  
Network (1)

Area  
Box plot  
Bubble  
Bullet  
Clustered bar  
Clustered column  
Clustered combi...  
Floating bar  
Floating column  
Heat map  
Hierarchical pac...  
Line  
Map  
Marimekko  
Network  
Packed bubble  
Pie  
Point  
Radar  
Radial

11.1 visualizations  
11.1 visualizations  
11.0 visualizations  
Legacy visualizations  
Charts

**Area**  
Area charts are like line charts, but the areas below the lines are filled with colors or patterns. Stacked charts are useful for comparing proportional contributions within a category. They plot the relative value that each data series contributes to the total.

**Data:** Tabular data set  
categories only (2), values only (1),  
categories or values (0)

**Tags:** Area

OK Cancel





# Upgrade to Cognos 11.1.7

## New Scheduling Interface

Staffing®

Welcome ▾

Survey

...

🔔

👤

Vacancy Close-Out Report ×

Schedule

Options

Prompts

Frequency

TypeWeekly ▾

Repeat every1 ▴ ▾ week

Repeat onM T W T F S S

Period

Start2021-12-20 1:57 PM

☒ No end date

Advanced

Summary

Schedule

Run every 1 week(s) from December 20, 2021 at 1:57 PM on Monday.

Credentials

Joyce Wentz  
joyce.wentz@opm.gov

Priority

3

Format

HTML

Delivery

Save

Languages

English (United States)

[Reset default options](#)

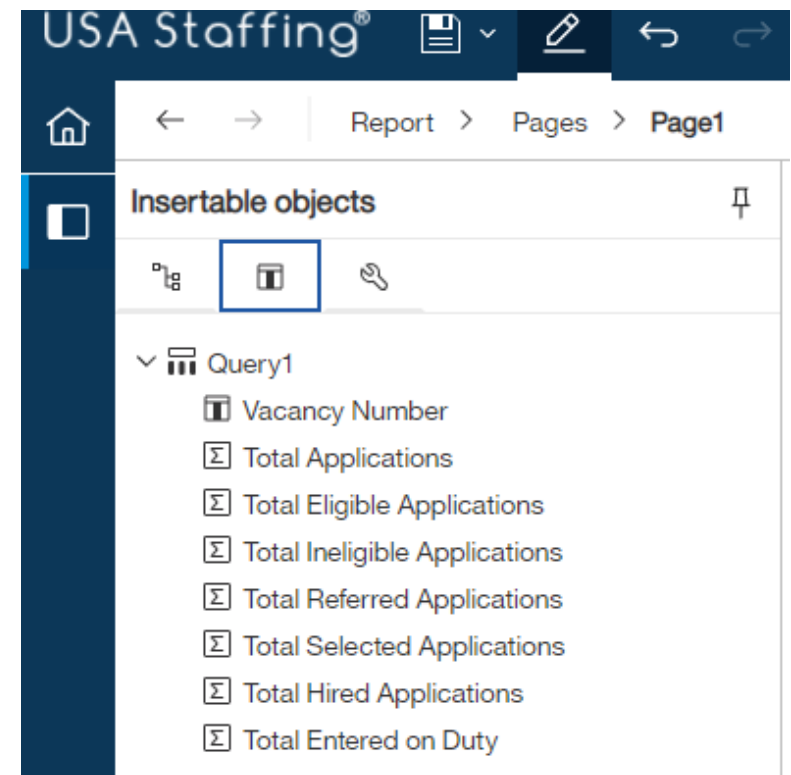
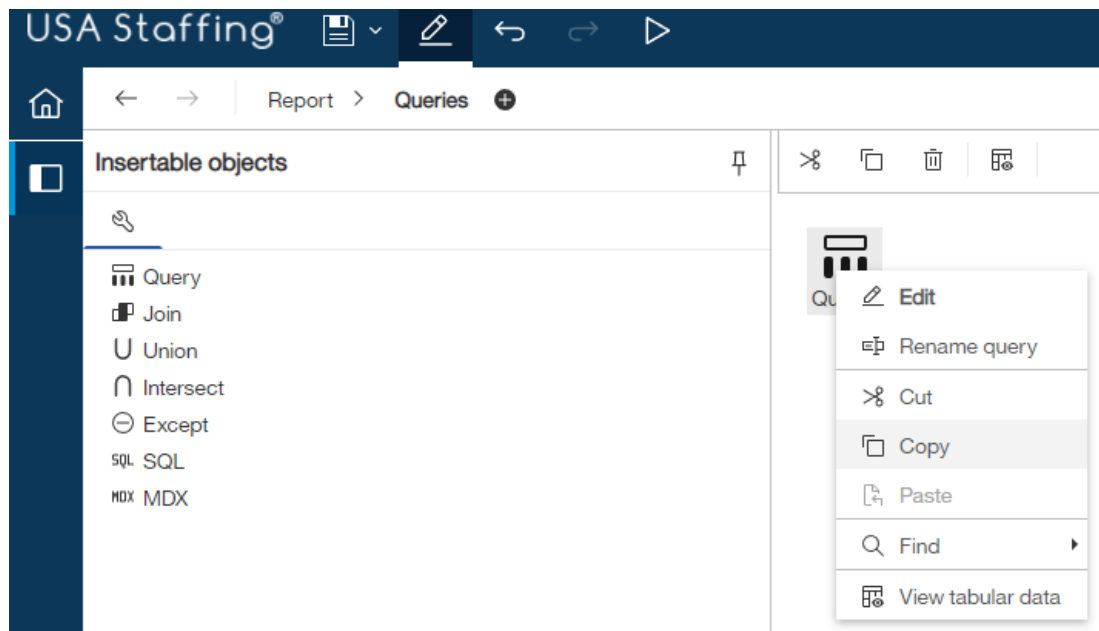
Save

Cancel



# Upgrade to Cognos 11.1.7

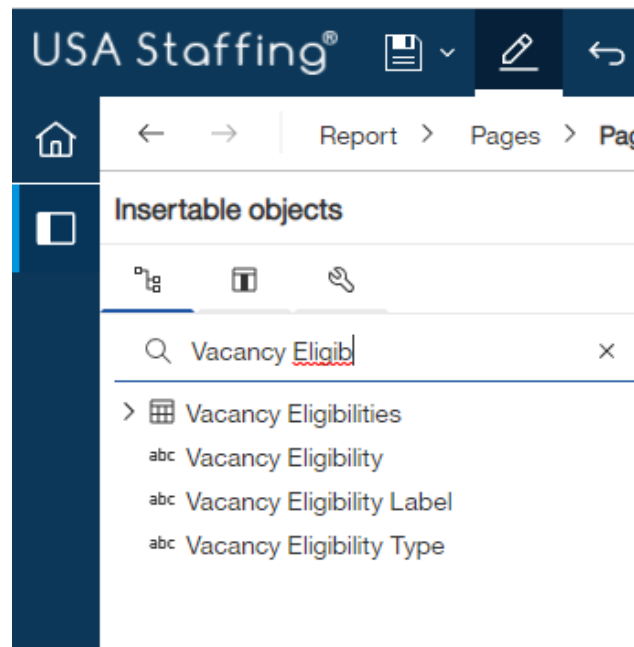
## Copy/Paste from one report to another





# Upgrade to Cognos 11.1.7

**Search Function to Locate Query Items:**

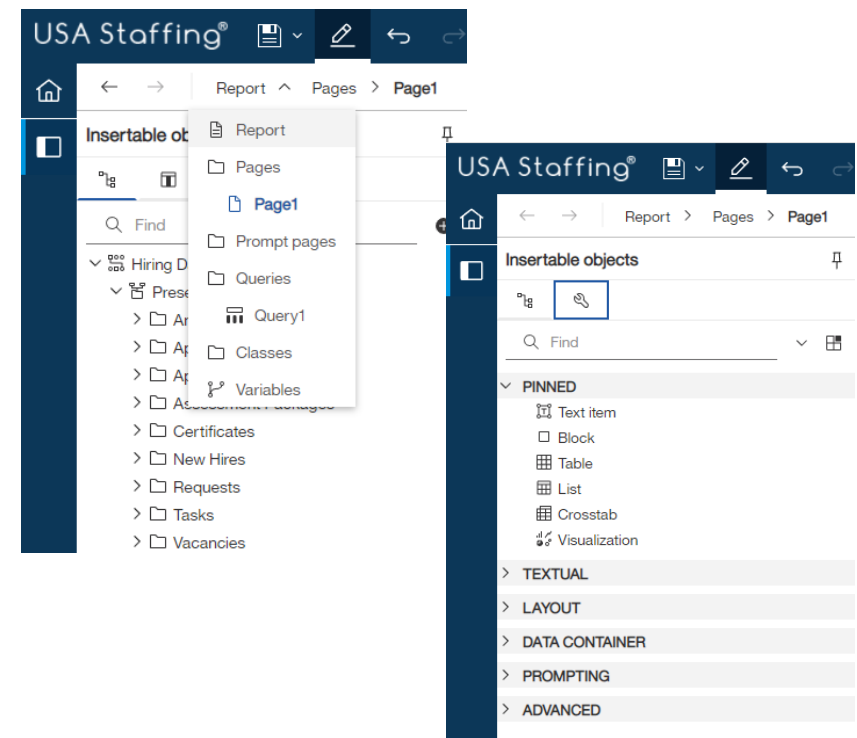
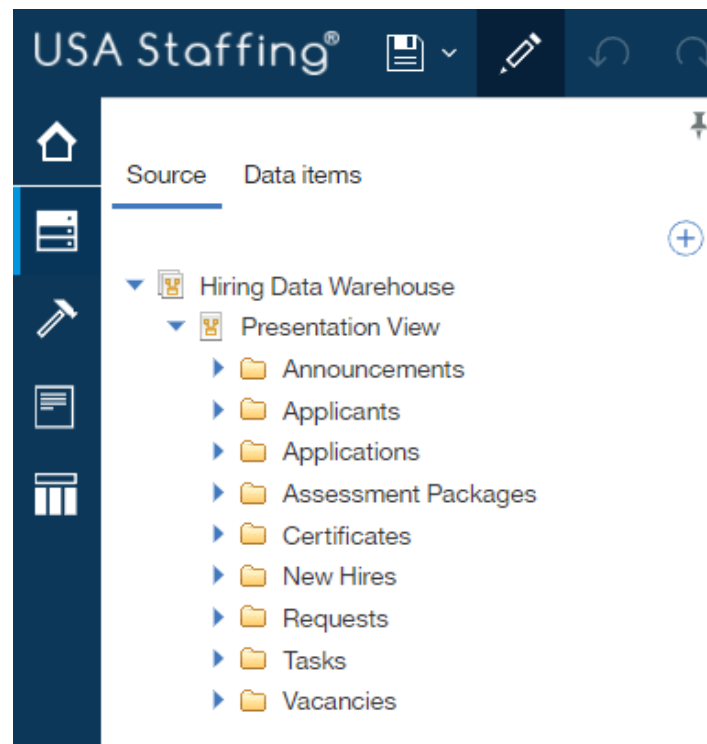




# Upgrade to Cognos 11.1.7

## Report Authoring Consideration:

- Certain buttons and functionality are located in different areas of the page



As Cognos is updated, we will be updating our report author and report consumer training materials to include new screenshots for key functions.



## Open Demo and Q&A



## Resources and Contacts

### IBM Cognos Analytics User Guide

The official IBM user guide for Reporting via Cognos Analytics:

[https://www.ibm.com/support/knowledgecenter/SSEP7J\\_11.0.0/com.ibm.swg.ba.cognos.ug\\_cr\\_rptstd.doc/ug\\_cr\\_rptstd.pdf?view=kc](https://www.ibm.com/support/knowledgecenter/SSEP7J_11.0.0/com.ibm.swg.ba.cognos.ug_cr_rptstd.doc/ug_cr_rptstd.pdf?view=kc)

### USA Staffing Resource Center

Under the Reports and Analytics section, you'll find presentations from previous workgroup sessions and other resources:

[https://help.usastaffing.gov/ResourceCenter/index.php?title=USA\\_Staffing\\_Resource\\_Center](https://help.usastaffing.gov/ResourceCenter/index.php?title=USA_Staffing_Resource_Center)

### Need Help?

If you are experiencing issues accessing Cognos or need help to create or troubleshoot a report, submit a HelpDesk ticket through USA Staffing. If you are unable to submit a HelpDesk ticket, please contact us at

[USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)