



USA Staffing

USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

March 2, 2021

Created by the OPM Federal Staffing Center

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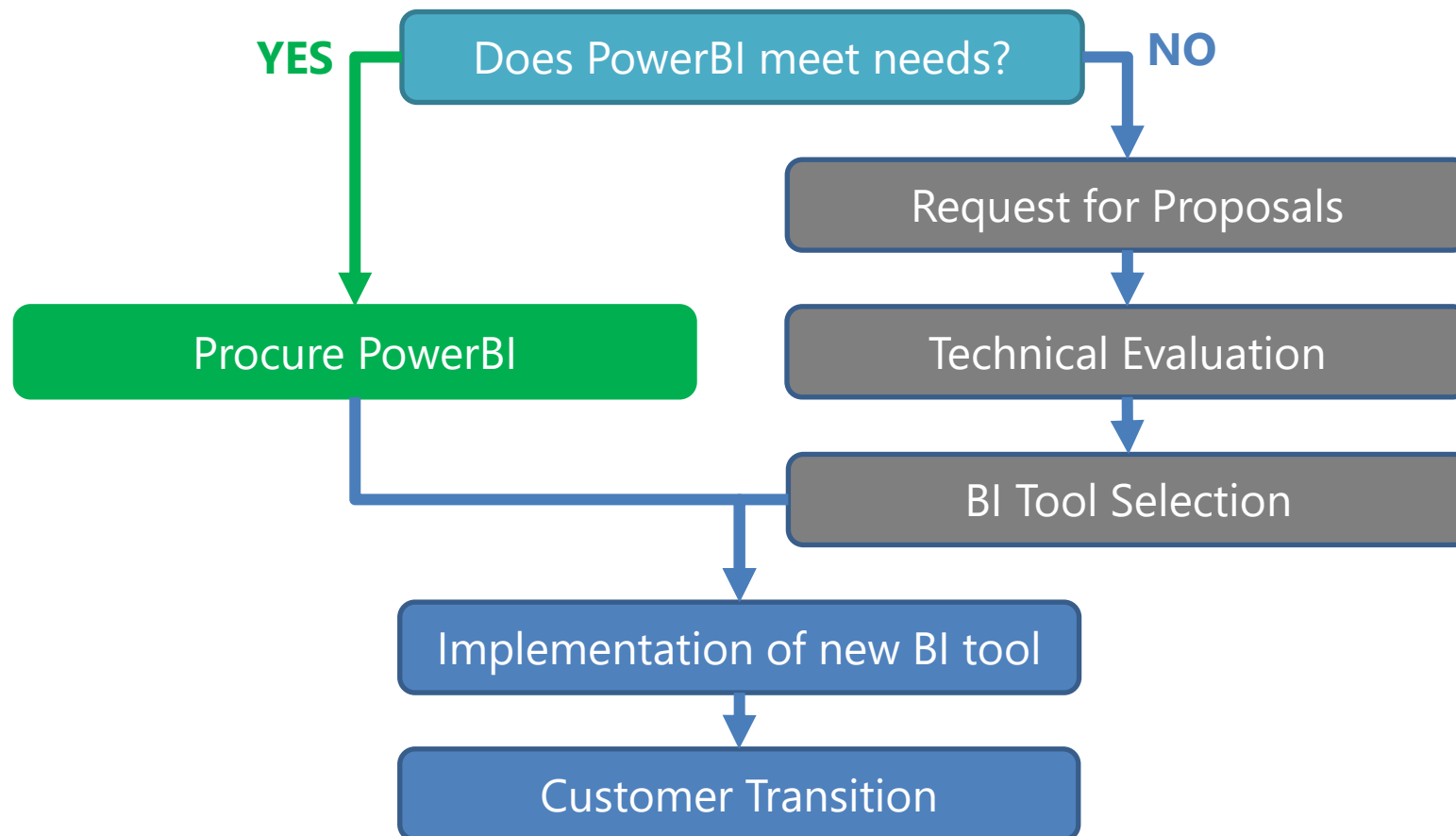
Agenda

- **Program Updates**
 - BI Tool Evaluation Update
 - Cognos Performance Metrics
 - Foresee Survey Metrics
 - Cognos Training Program
 - Retiring New Hire (End of Day)
 - Scheduled Downtimes
 - API Development
- **Modifications to Reports and Data Models**
 - Reports
 - Data Models
- **Cognos Tips**
 - Certificate Metrics
 - Workload Metrics
- **Open Demo and Q&A**



BI Tool Evaluation Update

We are currently conducting an evaluation of PowerBI to determine if it meets USA Staffing Reporting needs.

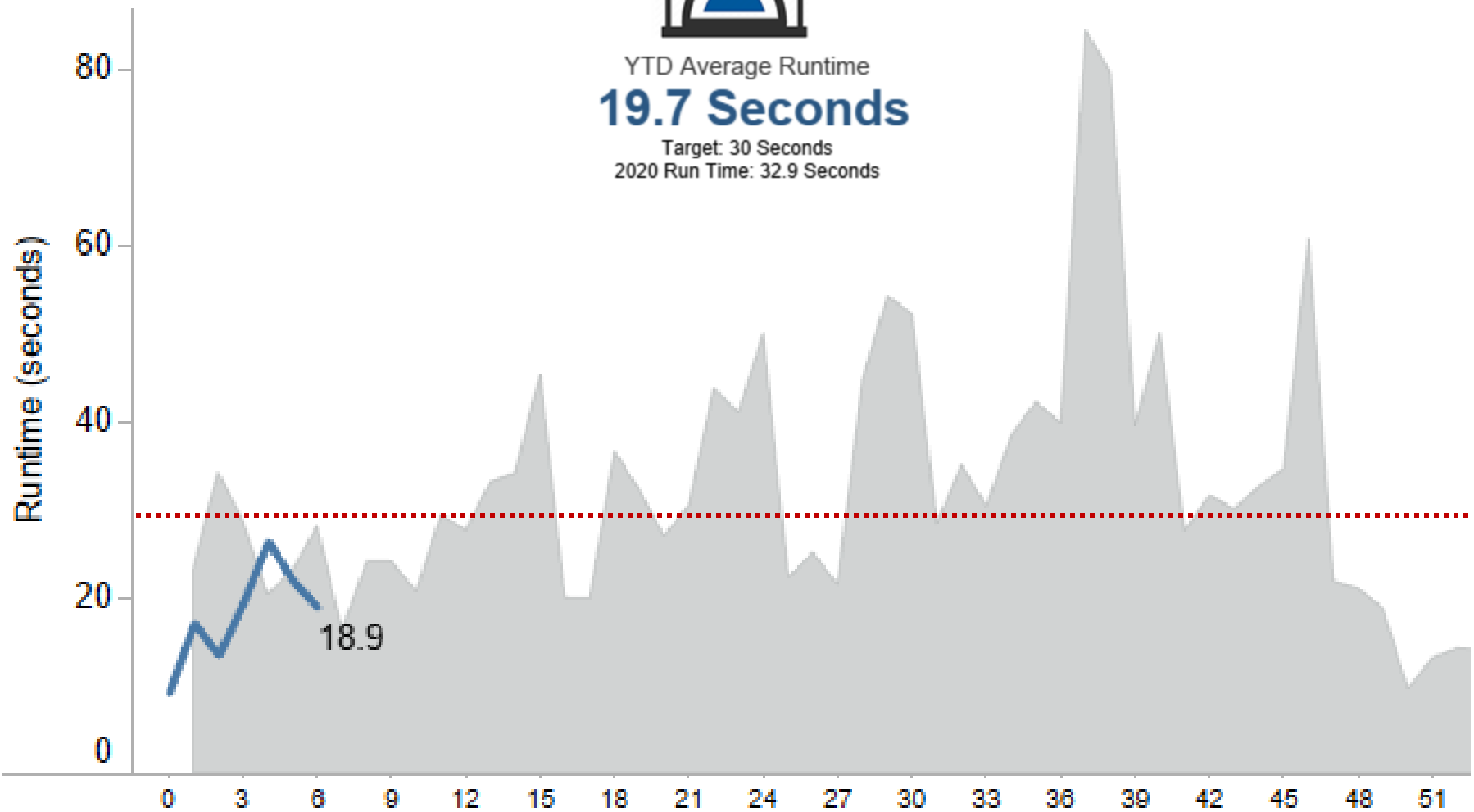




Cognos Performance Metrics



YTD Average Runtime
19.7 Seconds
Target: 30 Seconds
2020 Run Time: 32.9 Seconds



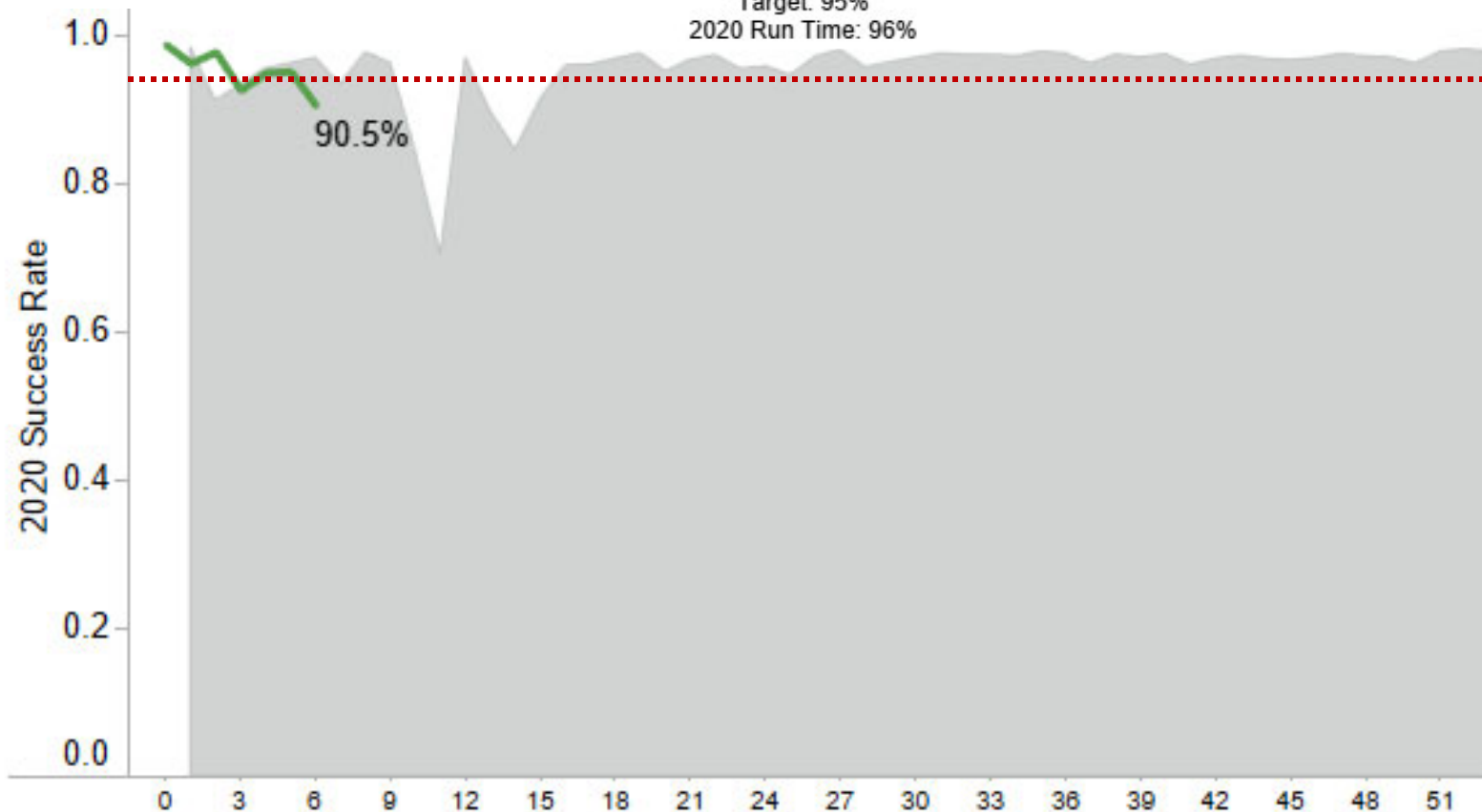


YTD Success Rate

94.6%

Target: 95%

2020 Run Time: 96%

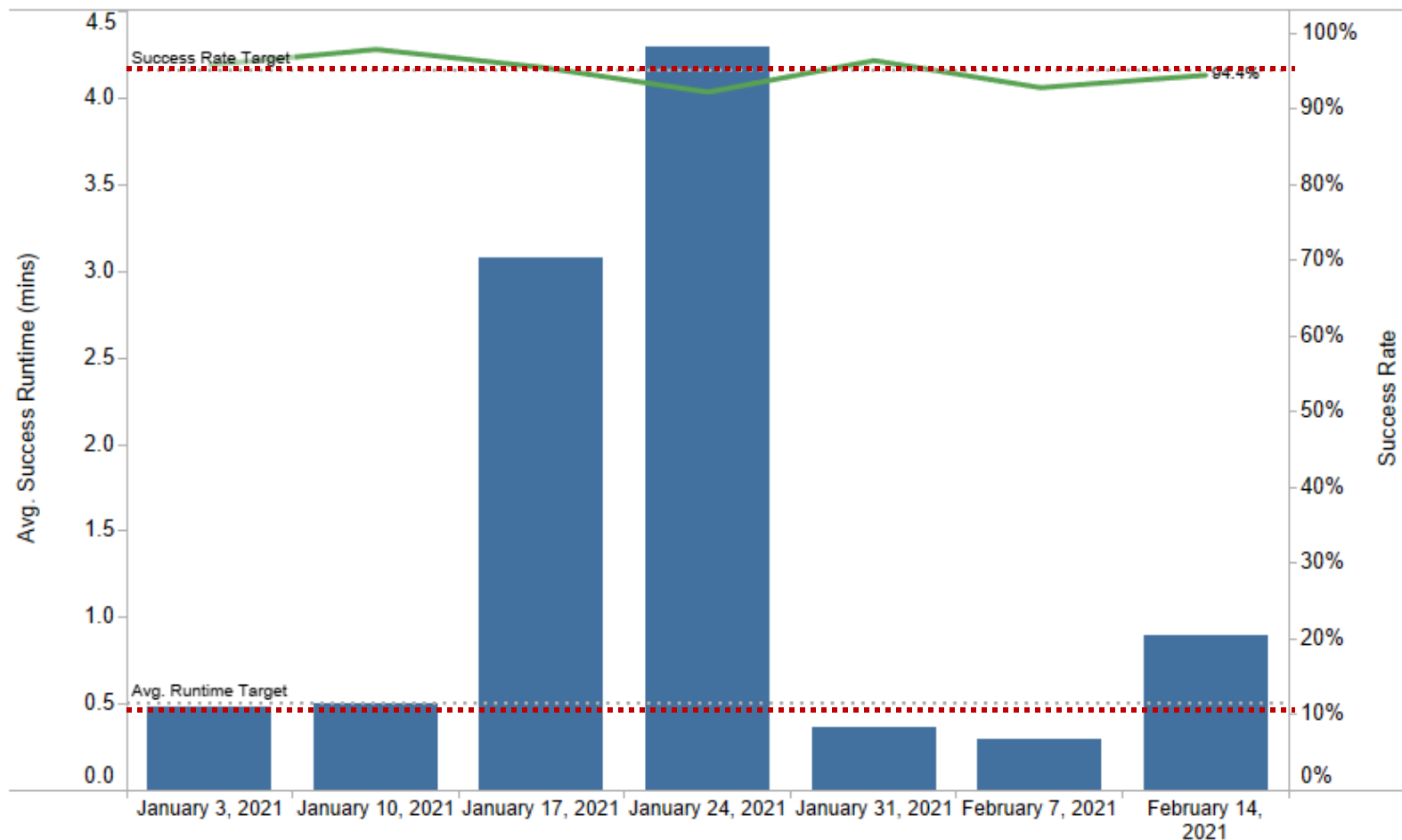




HDW Standard Report Performance

YTD Average Runtime
1.44 Minutes

YTD Success Rate
95%





HDW Standard Report Metrics

Report Name	Report Runs	Avg Success Rate	Avg Runtime (mins)
Applicant List Report	293	90.4%	1.17
Announcement Status Report	486	97.3%	0.04
Vacancy Overview Report	308	99.0%	0.04
Announcement Status Dashboard	272	98.2%	0.04
Applicant Dashboard	119	93.3%	0.15
Staffing Process Tracking Report	108	93.5%	0.23
Certificate Status Report	213	94.4%	0.19
Certificate Status Dashboard	115	92.2%	0.88
USA Hire Tracking Report	77	97.4%	0.04
Certificate Activity Report	158	93.7%	0.03
Vacancy Overview Dashboard	171	97.1%	0.15
Request Overview Report	114	97.4%	14.94
Application History Report	102	99.0%	0.25
Certificate Activity Dashboard	72	97.2%	0.02
Areas of Waste Report	210	82.2%	0.88
Referrals by Certificate Report	25	100.0%	0.23
Request Overview Dashboard	113	96.5%	7.60
Delegated Examining Audit Report	26	88.5%	0.03
Request Vacancy Information	53	98.1%	0.02
Assessment, Items, and Competency Usage ..	40	100.0%	0.02
Assessment Content Report	41	100.0%	0.23



Foresee Survey



A **survey** is available in Cognos to **collect feedback** on your experience and **measure the effectiveness** of the interface.

What is your overall level of satisfaction with Cognos reporting today?



What types of reports did you use today? (Select all that apply)

- | |
|---|
| <input type="checkbox"/> Standard reports |
| <input type="checkbox"/> Custom reports developed by the USA Staffing Program Office |
| <input type="checkbox"/> Custom reports developed by someone in my organization or office |
| <input type="checkbox"/> Custom reports that I developed |

Additional comments?

- | |
|---|
| <input type="radio"/> a. General Feedback |
| <input type="radio"/> b. Technical Issue |
| <input type="radio"/> c. Compliment |
| <input type="radio"/> d. Suggestion for Improvement |

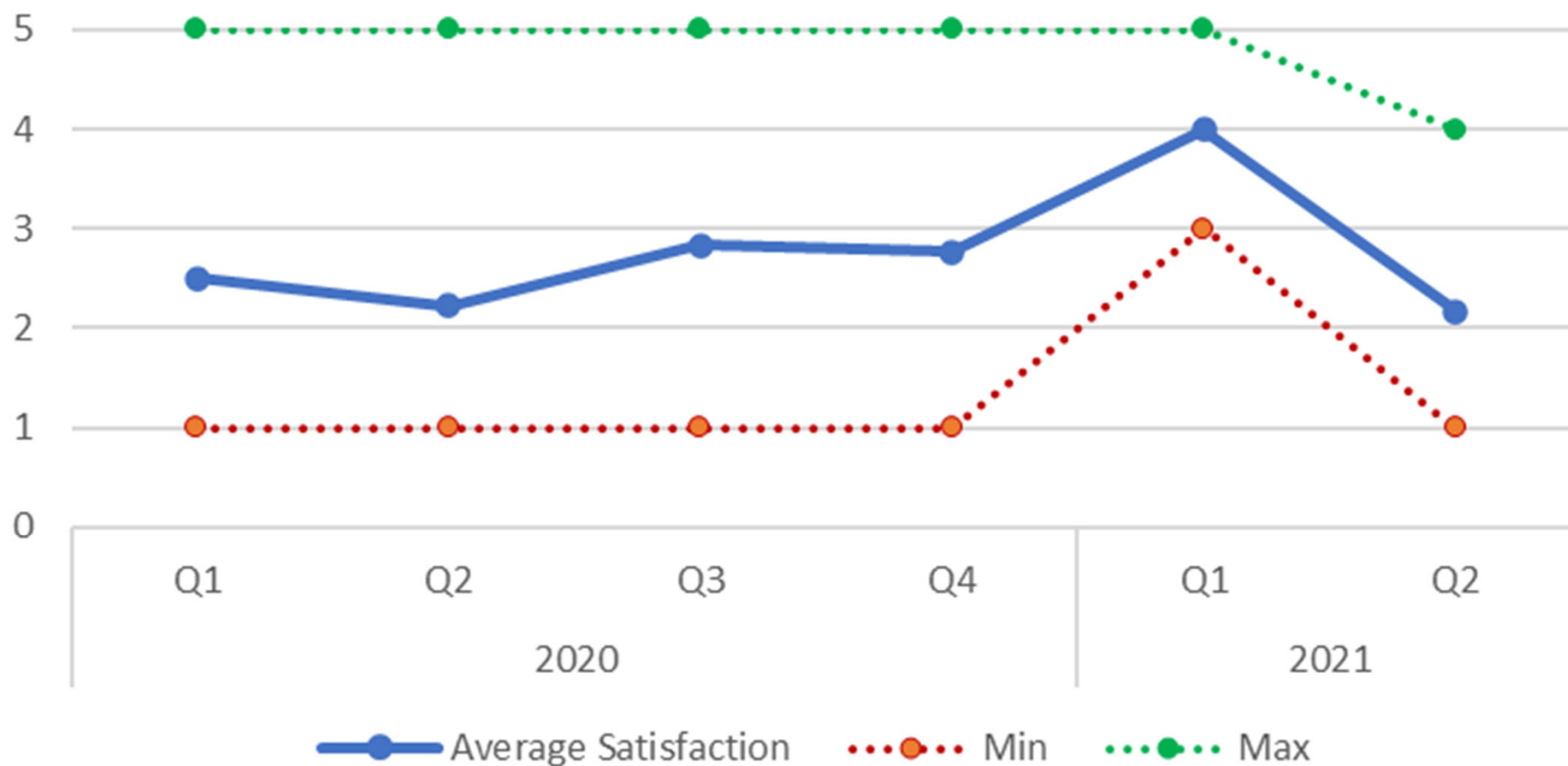
We need and value your *anonymous* feedback!



Overall Satisfaction

What is your overall level of satisfaction with Cognos reporting today?

Overall Average = 2.62 (▼ 0.10) N = 50

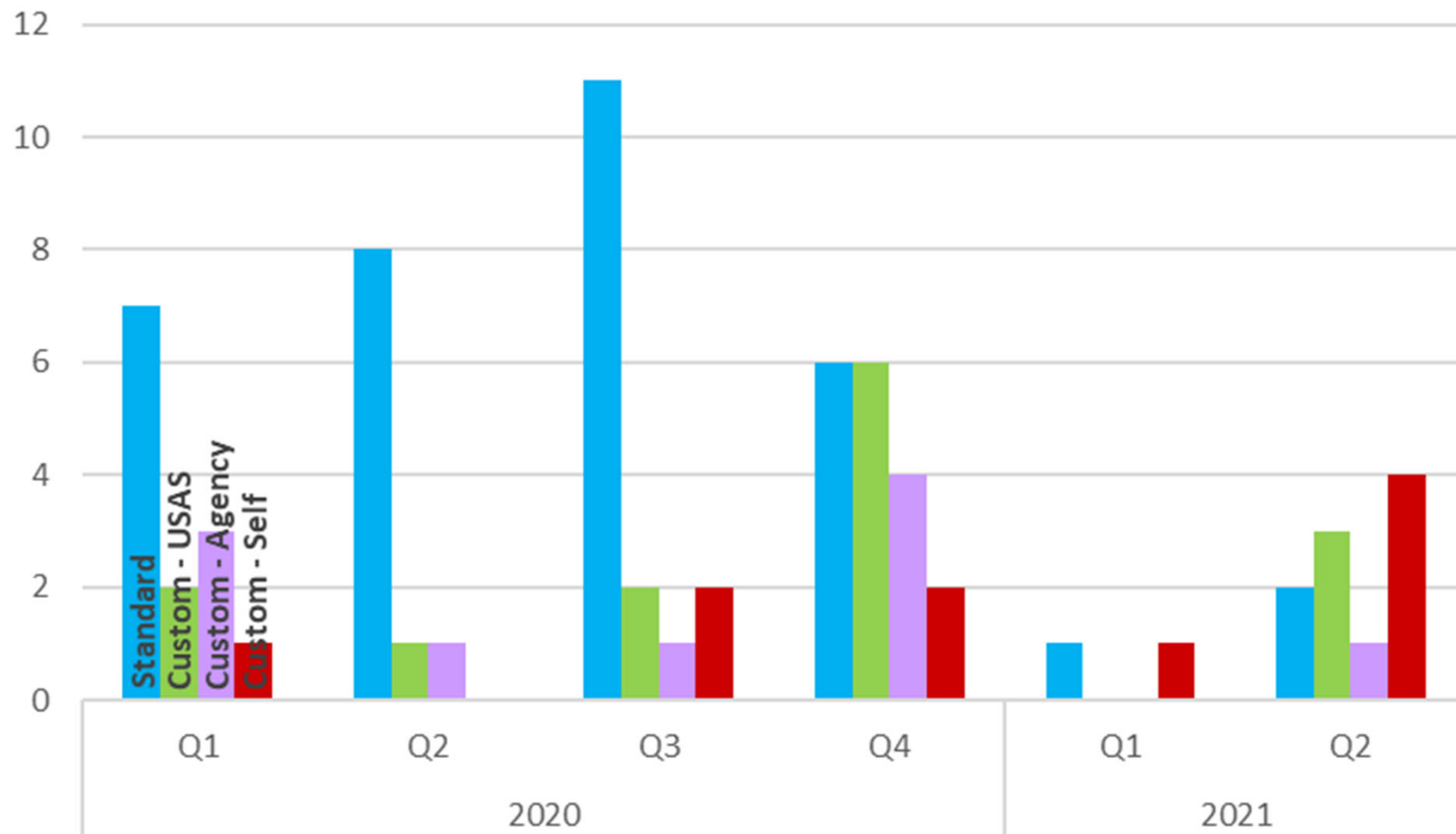




Type(s) of Reports

What types of reports did you use today? (Select all that apply)

Most respondents (70%) are using standard reports





Navigation

I was able to easily navigate the folder structure to find the report(s) I needed.

46% Positive Responses (▼ -3%)



■ a. Strongly Agree ■ b. Agree ■ c. Neither Agree Nor Disagree ■ d. Disagree ■ e. Strongly Disagree



Report Runtime

I was able to access the data I needed in a reasonable amount of time

28% Positive Responses (▼ -2%)



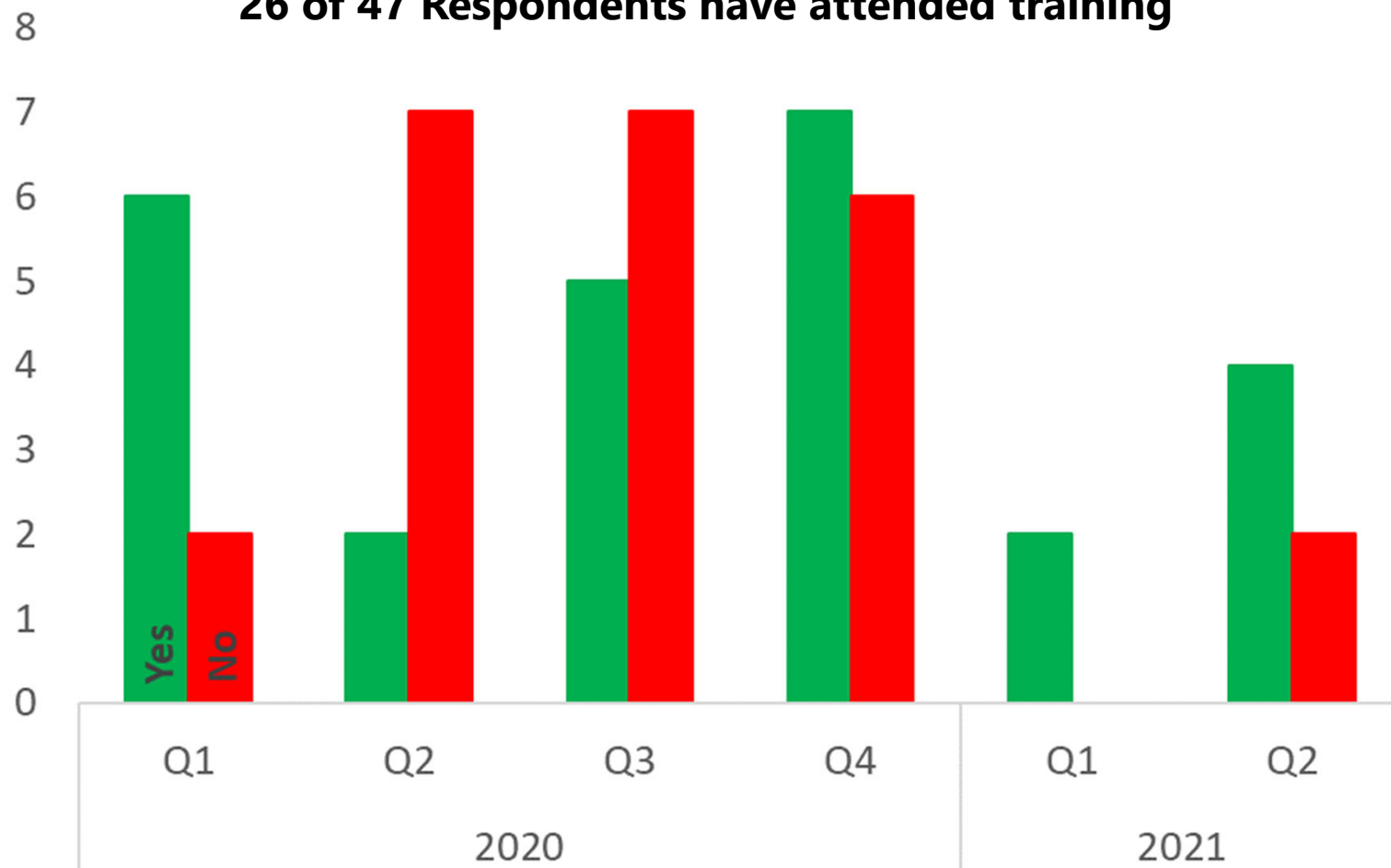
■ a. Strongly Agree ■ b. Agree ■ c. Neither Agree Nor Disagree ■ d. Disagree ■ e. Strongly Disagree



Report Training

Have you attended reports training (for report authors or report consumers) offered by the USA Staffing Program Office?

26 of 47 Respondents have attended training





Comments

Comments and suggestions from FY2021

Many HR Specialist...and leadership do not know how to use the reports featurue (sic) I can't pull a simple report to show me the jobs I poste (sic) within the last year to close them out. This reports page is not user friendly, please make it simple.

I suggest a new standard metric: Number of Consecutive Days System is up and running. Currently, you're having difficulty keeping the system up and running for more than 2 days at a time. The ramifications of this are all encompassing, and they overshadow the other improvements, which I should note, are many. It's great that reports are running faster, and it's great that reports are running successfully, but if the system isn't up, what good are these?



Cognos Training Program

Report Consumer Training

Report Author Training

Advanced Author Forum

Who?	• New USA Staffing reports users	• New report authors	• Experienced report authors
What?	• How to navigate to and run reports	• How to get started building reports	• Open forum for authors to ask questions
Time?	• ½ day	• 1 ½ days	• 1 hour
When?	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
How?	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, March 9
12:30 – 4:30 PM EDT

Tuesday, May 11
12:30 – 4:30 PM EDT

Tuesday, April 13
10:00 AM – 4:00 PM EDT

+

Wednesday, April 14
10:00 AM – 3:00 PM EDT

Thursday, March 4
11:00 AM – 12:00 PM EDT

Thursday, April 1
11:00 AM – 12:00 PM EDT

Thursday, May 6
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 New Hire (End of Day)

The New Hire (End of Day) data package was intended to supplement or replace the New Hire namespace in the Staffing Reports data package.

- ▼ New Hire (End of Day)
 - ▼ Presentation View
 - ▼ New Hires
 - ▼ New Hire Detail
 - ▶ New Hire
 - ▶ New Hire Appointing Authorities
 - ▶ New Hire Forms
 - ▶ New Hire Forms Transmissions
 - ▶ New Hire Interconnection Transmissions
 - ▶ New Hire Job Offers
 - ▶ New Hire Mission Critical Occupations
 - ▶ New Hire Notifications
 - ▶ New Hire Onboarding Benefits Contacts
 - ▶ New Hire Onboarding Documents
 - ▶ New Hire Onboarding Documents Transmissions
 - ▶ New Hire Onboarding HR Contacts
 - ▶ New Hire Onboarding Invitations
 - ▶ New Hire Onboarding Payroll Contacts
 - ▶ New Hire Phone Numbers
 - ▶ New Hire Tenant
 - ▶ New Hire Request Detail
 - ▶ New Hire Task Detail
 - ▶ New Hire Vacancy Detail

Migrate reports using
New Hire (End of Day)
to Hiring Data
Warehouse



Contact
USASTaffingData@opm.gov
or submit a HD ticket if you
need assistance.

- ▼ Hiring Data Warehouse
 - ▼ Presentation View
 - ▶ Announcements
 - ▶ Applicants
 - ▶ Applications
 - ▶ Assessment Packages
 - ▶ Certificates
 - ▼ New Hires
 - ▼ New Hire Contacts
 - ▶ Benefits Contacts
 - ▶ HR Contacts
 - ▶ Payroll Contacts
 - ▼ New Hire Information
 - ▶ Agency and Duty Locations
 - ▶ Aliases
 - ▶ Interconnection Transmissions
 - ▶ New Hire
 - ▶ New Hire Address
 - ▶ New Hire Offices
 - ▶ New Hire Organizations
 - ▶ New Hire Phone Numbers
 - ▶ New Hire Position
 - ▼ New Hire Notifications
 - ▶ Job Offers
 - ▶ Onboarding Invitations
 - ▶ Onboarding Notifications
 - ▶ New Hire Request Information
 - ▼ Onboarding Forms and Documents
 - ▶ Forms
 - ▶ Onboarding Documents



Retiring New Hire (End of Day)

The following data items in New Hire (End of Day) are **planned for HDW** but are **still in development**.

Fields in New Hire (End of Day) that are in development for HDW:

- New Hire Veterans Preference Status
- New Hire Form Status
- New Hire Request Customer...
 - Department Code
 - Department Name
 - eOPF Instance
 - Fax Number
- New Hire and Request tags
 - Appointing Authorities
 - Mission Critical Occupations



Retiring New Hire (End of Day)

HDW will contain nearly all items included in the New Hire (End of Day) package, with a **few exceptions**.

Fields in New Hire (End of Day) that are not planned for HDW:

- New Hire Customer ID
- New Hire Duty Location
 - HDW has individual fields, just not a concatenated one
- New Hire Duty Location Code
 - Returned city rather than the code – HDW does include Duty Location City
- New Hire ID
- New Hire Applicant ID and New Hire Application Number
 - HDW Certificate Application and Certificate Applicant fields can be used
- Tenant As Of Date
 - HDW updates every ~8 hours
- Customer_Office ID
- Request Maximum and Minimum Age
 - These are set by vacancy and are reportable there

*If your agency requires any of these fields, please notify USAStaffingData@opm.gov.



HDW Scheduled Downtime



On the weekend of **March 6 – 7, 2021** the Hiring Data Warehouse will be **unavailable for reporting**.

- HDW is being taken offline to perform maintenance to the underlying tables.
- Other reporting packages (Staffing Reports, Applicant Flow Data Analytics, etc.) will still be available.



Please **cancel or reschedule** any HDW reports planned for those dates.



Cognos Scheduled Downtime



On **March 13, 2021** Cognos will be **unavailable for reporting from 8:00 AM EDT to 12:00 PM EDT**.

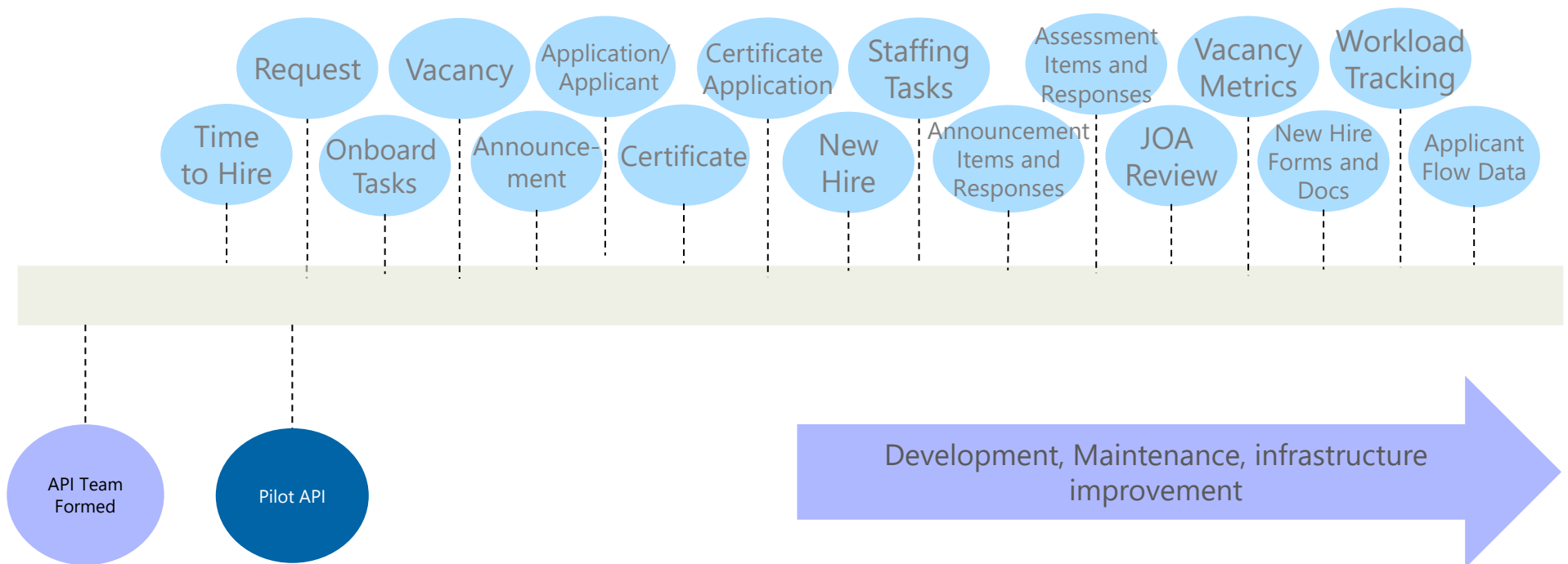
- Cognos is being taken offline to perform maintenance to databases that support reporting.
- All reporting packages (Staffing Reports, Applicant Flow Data Analytics, etc.) will still be offline.



Please **cancel or reschedule** any reports planned for this timeframe.



USA Staffing Data API Development





Modifications to Reports and Data Models

Sprint 56 deployed to Production on February 3rd

Sprint 57 deployed to Production on February 19th

Sprint 58 will be deployed to Production on March 3rd



Reports

New/Modified Reports

Applicant List Report – deployed February 3rd

The Applicant List Report was modified. This report displays a list of all applicants and applicants by eligibility for one or more vacancies. The report was modified to include an additional page to list applicants by location and to add an optional prompt for application location.

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

Applicant Scores by Assessment Report – deployed February 17th

The Applicant Scores by Assessment Report was created. This report identifies the score(s) an applicant received on each assessment completed for each rating combination to which they applied.

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



Reports

New/Modified Reports

Production Statistics Dashboard – will be deployed March 3rd

The Production Statistics Dashboard was created. This report displays visualizations and tabular data related to the most common production statistics (announcements, applications, certificates, selections, tentative offers, official offers, and entries on duty).

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

Recruitment Sources Dashboard – will be deployed March 3rd

The Recruitment Sources Dashboard was created. This report contains visualizations and tabular data on recruitment sources by organization, office, and vacancy.

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

Recruitment Sources Report – deployed February 17th

The Recruitment Sources Report was created. This tabular report displays recruitment sources by organization, office, and vacancy.

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



Reports

New/Modified Reports

Request Overview Dashboard – deployed February 17th

The Request Overview Dashboard was modified. This report provides visualizations and tabular data showing the status of requests. The report was modified to update the queries to use data from the main Requests folder and the New Hire Request area to ensure that all request types are included in the report.

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

Request Overview Report – deployed February 17th

The Request Overview Report was modified. This report provides tabular data showing the status of requests. The report was modified to update the queries to use data from the main Requests folder and the New Hire Request area to ensure that all request types are included in the report.

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



Hiring Data Warehouse

Data Model Changes

Announcement Questionnaire Screen-Outs – deployed February 17th

A new query subject and associated query items were added to enable reporting on the screen-out criteria established for an announcement questionnaire.

- Announcements folder
 - Announcement Questionnaire Information sub-folder
 - Announcement Screen-Outs query subject
 - [Presentation View].[Announcement Screen-Outs].[Announcement Screen-Out Ineligibility Code]
 - [Presentation View].[Announcement Screen-Outs].[Announcement Screen-Out Item Headers]
 - [Presentation View].[Announcement Screen-Outs].[Announcement Screen-Out Name]
 - [Presentation View].[Announcement Screen-Outs].[Announcement Screen-Out Rating Combinations]
 - [Presentation View].[Announcement Screen-Outs].[Announcement Screen-Out Type]



Hiring Data Warehouse

Data Model Changes

Applicant Responses to Questionnaire Items – deployed February 17th

A new query subject and associated query items were added to enable reporting on the assessment questionnaire items and applicant responded to and the responses provided to those items.

- Applications folder
 - Assessments sub-folder
 - Application Assessment Items and Responses query subject
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item ID]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Number]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Rating Scale]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Required?]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Response Type]



Hiring Data Warehouse

Data Model Changes

Applicant Responses to Questionnaire Items (continued)

- Applications folder
 - Assessments sub-folder
 - Application Assessment Items and Responses query subject
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Text]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Used for Screen-Out?]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Response Option]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Response Text]
 - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Type]
 - [Presentation View].[Application Assessment Items and Responses].[Application Item Linked Competency]



Hiring Data Warehouse

Data Model Changes

Certificate Applications – deployed February 17th

New query items were added to the existing query subject to enable reporting on the full name of a referred application as well as concatenated fields related to eligibility.

- Certificates folder
 - Certificate Information sub-folder
 - Certificate Applications query subject
 - [Presentation View].[Certificate Applications].[Certificate Application Eligibility Adjudication Status]
 - [Presentation View].[Certificate Applications].[Certificate Application Eligibility Claimed]
 - [Presentation View].[Certificate Applications].[Certificate Application Eligible Series]
 - [Presentation View].[Certificate Applications].[Certificate Application Name]



Hiring Data Warehouse

Data Model Changes

Certificate Workload Metrics – deployed February 17th

A new query subject and associated query items were added to enable the use of built-in metrics for reporting on the number of certificates issued, cancelled, and audited along with other conditions associated with determining the workload of HR Specialists managing vacancies.

- Certificates folder
 - Certificate Metrics sub-folder
 - Workload Metric query subject
 - [Presentation View].[Workload Metric].[Audited and Unused Certificates]
 - [Presentation View].[Workload Metric].[Audited and Unused Certificates with Veterans]
 - [Presentation View].[Workload Metric].[Audited and Unused Certificates without Veterans]
 - [Presentation View].[Workload Metric].[Audited and Used Certificates]
 - [Presentation View].[Workload Metric].[Audited and Used Certificates with Veterans]
 - [Presentation View].[Workload Metric].[Audited and Used Certificates without Veterans]
 - [Presentation View].[Workload Metric].[Audited Certificates]
 - [Presentation View].[Workload Metric].[Audited Certificates with Veterans]
 - [Presentation View].[Workload Metric].[Audited Certificates without Veterans]



Hiring Data Warehouse

Data Model Changes

Certificate Workload Metrics (continued)

- Certificates folder
 - Certificate Metrics sub-folder
 - Workload Metric query subject
 - [Presentation View].[Workload Metric].[Cancelled Certificates]
 - [Presentation View].[Workload Metric].[Issued Certificates]



Hiring Data Warehouse

Data Model Changes

New Hire Request Locations – deployed February 17th

A new query subject and associated query items were added to enable reporting on the locations associated with a request associated with a new hire.

- New Hires folder
 - New Hire Request Information sub-folder
 - New Hire Request Locations query subject
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location City]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location Country]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location County]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location Description]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location Duty Station Code]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location State]
 - [Presentation View].[New Hire Request Locations].[New Hire Request Location State Abbreviation]



Hiring Data Warehouse

Data Model Changes

Vacancy Supporting Documents – deployed February 17th

A new sub-folder, query subject, and associated query items were added to enable reporting on the supporting documents accepted and required during the application process for a vacancy.

- Vacancies folder
 - Vacancy Information sub-folder
 - Supporting Documents query subject
 - [Presentation View].[Supporting Documents].[Supporting Document Required?]
 - [Presentation View].[Supporting Documents].[Supporting Document Type]
 - [Presentation View].[Supporting Documents].[Supporting Document Visible in New Hire Record?]
 - [Presentation View].[Supporting Documents].[Supporting Document Visible to Hiring Manager?]



Hiring Data Warehouse

Data Model Changes

Vacancy Settings – **deployed February 17th**

New query items were added to enable reporting on additional vacancy settings.

- Vacancies folder
 - Vacancy Information sub-folder
 - Vacancy query subject
 - [Presentation View].[Vacancy].[All Items Required?]
 - [Presentation View].[Vacancy].[Application Confirmation?]
 - [Presentation View].[Vacancy].[Application Update Restricted?]
 - [Presentation View].[Vacancy].[Automatic Response?]
 - [Presentation View].[Vacancy].[Collect Service Computation Date?]
 - [Presentation View].[Vacancy].[Do Not Age Screen?]
 - [Presentation View].[Vacancy].[Do Not Collect Lowest Acceptable Grade?]
 - [Presentation View].[Vacancy].[Do Not Collect Veterans Preference?]
 - [Presentation View].[Vacancy].[Exclude Land Management Eligibles from Age Screening?]
 - [Presentation View].[Vacancy].[Exclude Veterans from Age Screening?]
 - [Presentation View].[Vacancy].[Expire Applications?]
 - [Presentation View].[Vacancy].[Require Eligibility Documents?]
 - [Presentation View].[Vacancy].[Require Veteran Documents?]
 - [Presentation View].[Vacancy].[USA Hire Notifications?]
 - [Presentation View].[Vacancy].[USA Hire Used?]



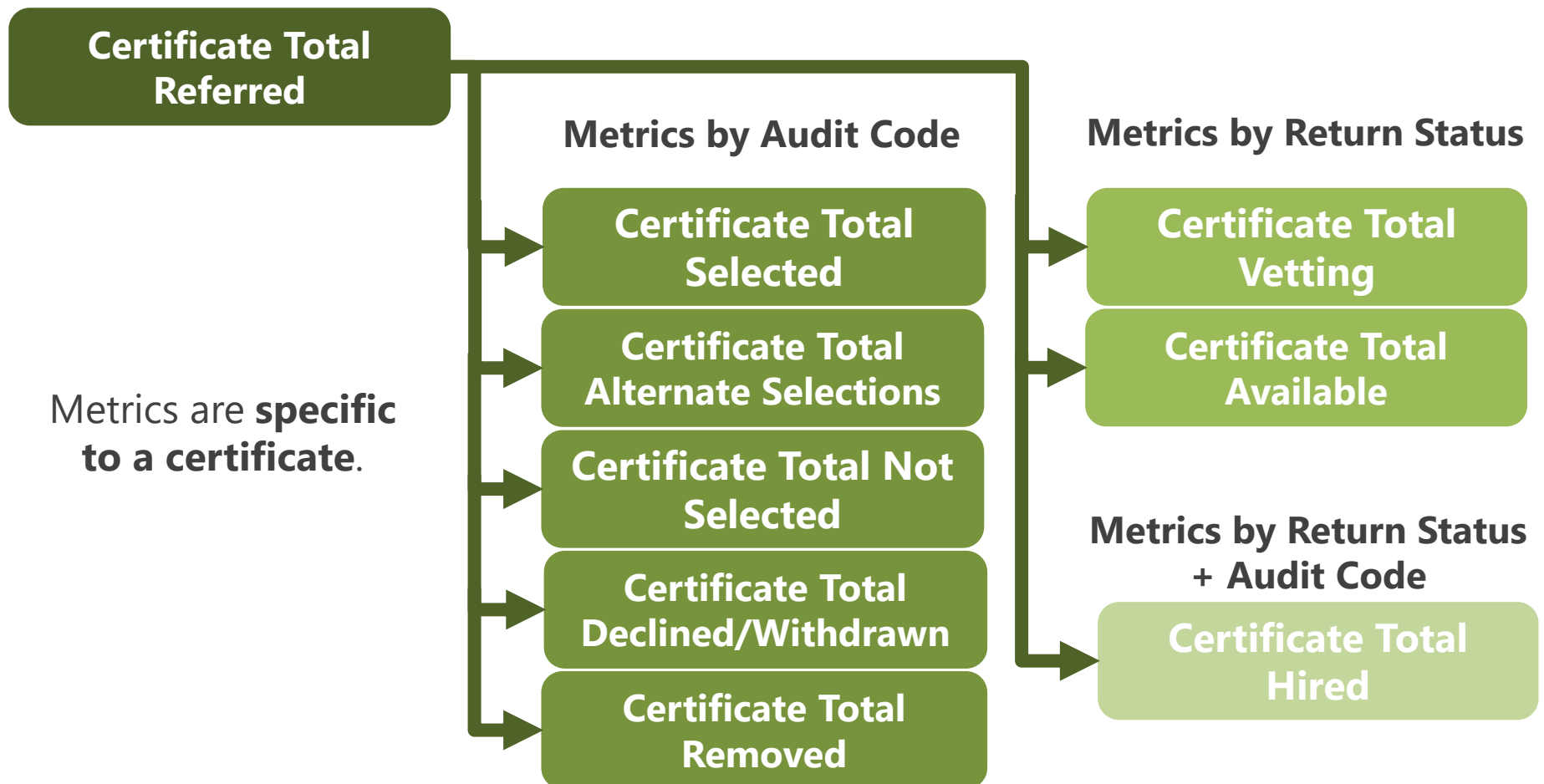
Cognos Tip

Certificate Metrics



Certificate Metrics

Metrics to enable reporting on the **total number of applications referred** and **total number of unique applications in various statuses** on the basis of return status, audit code, and/or veterans status.





Certificate Metrics

Each metric uses **defined criteria** to determine the **status of applications** on a **specific** certificate.

Certificate Metric	Criteria
Certificate Total Referred	Count of the unique applications referred on a certificate.
Certificate Total Selected	Count of the unique applications referred on a certificate where the audit code is Selected.
Certificate Total Vetting	Count of the unique applications referred on a certificate where the return status is Vetting.
Certificate Total Hired	Count of the unique applications referred on a certificate where the audit code is Selected and return status is Hired.
Certificate Total Alternate Selections	Count of the unique applications referred on a certificate where the audit code is Alternate Selection.
Certificate Total Not Selected	Count of the unique applications referred on a certificate where the audit code is Not Selected, Selected on a Different Certificate, or Not Selected Pending Passover Approval.



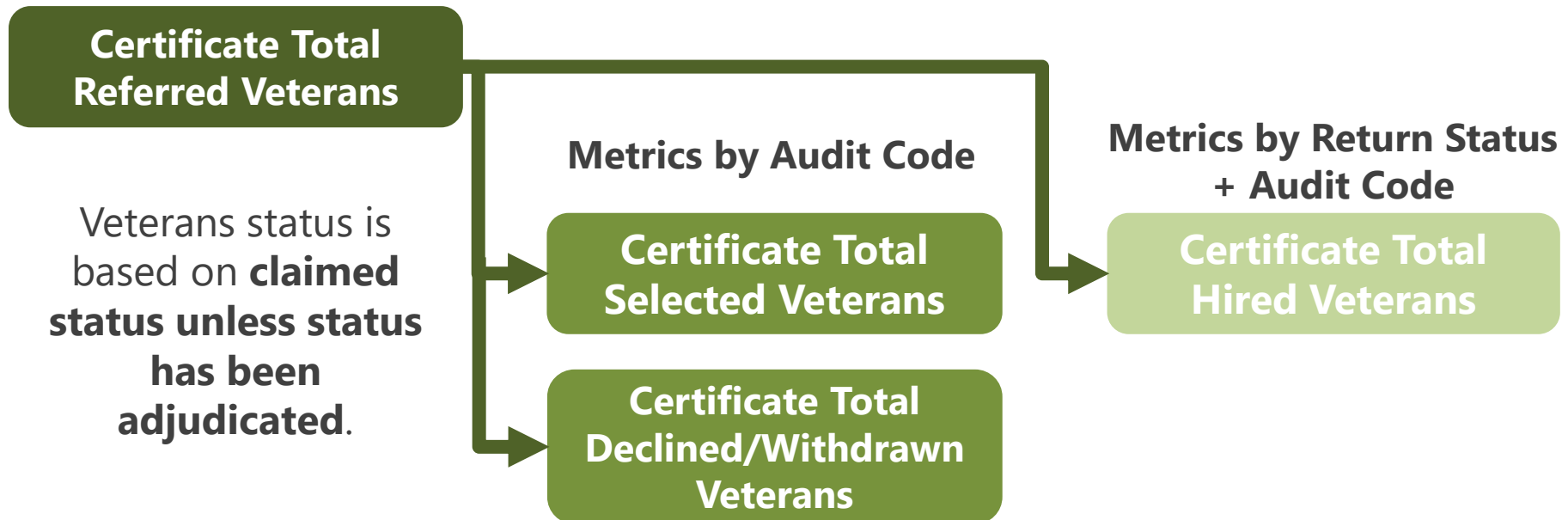
Certificate Metrics

Certificate Metric	Criteria
Certificate Total Declined/Withdrawn	Count of the unique applications referred on a certificate where the audit code is Withdrawn from Consideration, Declined Position, Declined Salary/Grade, Declined Location, Decline Interview/Assessment, Declined During Negotiations, Accepted Another Position with Agency, or Failed to Reply.
Certificate Total Removed	Count of the unique applications referred on a certificate where the audit code is Removed from Consideration, Removed – Current Employee, Removed – Drug Test, Removed – Security, Removed – Suitability, Removed – Qualifications, or Removed – Medical.
Certificate Total Available	Count of the unique applications referred on a certificate where the return status is Available.



Certificate Metrics for Veterans

Metrics to enable reporting on the **total number of veteran applications referred** and **total number of unique applications in various statuses** on the basis of return status and/or audit code.



If the vacancy is not set to collect veterans preference information, each metric will be 0.



Certificate Metrics for Veterans

Each metric uses **defined criteria** to determine the **status of veteran applications** on a **specific** certificate.

Certificate Metric	Criteria
Certificate Total Referred Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP.
Certificate Total Selected Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP and the audit code is Selected.
Certificate Total Hired Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP, the audit code is Selected, and the return status is Hired.
Certificate Total Declined/ Withdrawn Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP and the audit code is Withdrawn from Consideration, Declined Position, Declined Salary/Grade, Declined Location, Decline Interview/Assessment, Declined During Negotiations, Accepted Another Position with Agency, or Failed to Reply.

For all metrics, if veterans preference has not been adjudicated, claimed preference is used. If veterans preference has been adjudicated, adjudicated preference is used. If the vacancy is not set to collect veterans preference, these metrics will be 0.



Certificate Metrics

Certificate Metrics **must be used** with the Certificate Number query item and **can be used** with other certificate-level query items (i.e., other query items in the Certificate query subject).

Certificate Number	Certificate Total Referred	Certificate Total Selected	Certificate Total Vetting	Certificate Total Hired	Certificate Total Alternate Selections	Certificate Total Not Selected	Certificate Total Declined/Withdrawn	Certificate Total Removed	Certificate Total Available
20200825-AR-001	6	0	0	0	0	0	0	0	0
20200822-PH-001	4	0	0	0	0	0	0	0	0
20200819-JJS-001	1	0	0	0	0	0	0	0	0
20200818-NW-001	3	0	0	0	0	0	0	0	0
20200817-NW-001	5	1	0	1	0	0	0	0	0
20200817-JJWQ-001	2	1	0	1	0	0	0	0	0
20200814-JJWQ-002	3	0	0	0	0	0	0	0	0
20200814-JJWQ-001	3	0	0	0	0	3	0	0	3
20200807-JJWQ-001	8	1	0	1	0	0	0	0	0
20200807-JJS-002	1	0	0	0	0	0	0	0	0
20200807-JJS-001	43	43	42	1	0	0	0	0	0
20200807-DS-001	1	1	0	0	0	0	0	0	0
20200806-JJWQ-005	2	0	0	0	0	2	0	0	2
20200806-JJWQ-004	2	0	0	0	0	2	0	0	2
20200806-JJWQ-003	2	1	0	1	0	1	0	0	1
20200806-JJWQ-002	2	0	0	0	1	0	0	0	1
20200806-JJWQ-001	2	0	0	0	0	0	0	0	0
20200731-PH-002	1	1	0	1	0	0	0	0	0
20200731-PH-001	5	5	5	0	0	0	0	0	0
20200731-NW-001	5	1	0	1	0	4	0	0	4

*If used without Certificate Number, each metric will automatically summarize based on the lowest level included. Depending on the lowest level query item used, this may result in inflated or inaccurate data.



Certificate Metrics

Certificate Metrics **can be used** with higher-level query items (e.g., Vacancy Number, Staffing Office Name, Staffing Organization Name).

Staffing Office Name	Vacancy Number	Certificate Number	Certificate Total Referred	Certificate Total Selected	Certificate Total Vetting	Certificate Total Hired	Certificate Total Alternate Selections	Certificate Total Not Selected	Certificate Total Declined/Withdrawn	Certificate Total Removed	Certificate Total Available
Washington Services Branch	10004052	20160524-WA-001	1	1	0	1	0	0	0	0	0
Washington Services Branch	10004071	20171205-WA-001	1	1	0	1	0	0	0	0	0
Washington Services Branch	10005122	20160726-WA-001	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023470	20170328-WA-004	2	1	0	1	1	0	0	0	1
Washington Services Branch	10023470	20170328-WA-005	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-001	4	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-002	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-003	4	1	0	1	0	3	0	0	3
Washington Services Branch	10052923	20171025-WA-001	3	0	0	0	0	0	0	0	3
Washington Services Branch	10052923	20171025-WA-002	2	0	0	0	0	0	0	0	0
Washington Services Branch	10061945	20180315-WA-001	3	1	0	1	0	0	0	0	0
Washington Services Branch	10064936	20180613-WA-001	9	0	0	0	0	0	0	0	0
Washington Services Branch	10076802	20181127-WA-001	4	1	0	1	0	0	0	0	0
Washington Services Branch	10079379	20190114-WA-001	9	1	0	0	0	8	0	0	0
Washington Services Branch	10079379	20190114-WA-002	8	2	0	0	0	0	1	0	0
Washington Services Branch	10083468	20190409-WA-001	3	1	0	1	0	2	0	0	2
Washington Services Branch	10084153	20190625-WA-001	20	1	0	1	0	0	0	0	0
Washington Services Branch	10085139	20190521-WA-001	4	1	0	1	0	3	0	0	3
Washington Services Branch	10085139	20190521-WA-002	5	1	0	0	1	3	0	0	0
Washington Services Branch	10085139	20190521-WA-003	5	0	0	0	0	0	0	0	0

*When adding query items, always consider if the relationship is one-to-one, one-to-many, or many-to-many with a certificate to determine if the query item is at a higher, same, or lower level. If the relationship is not one-to-one, metrics may be inflated or repeated.



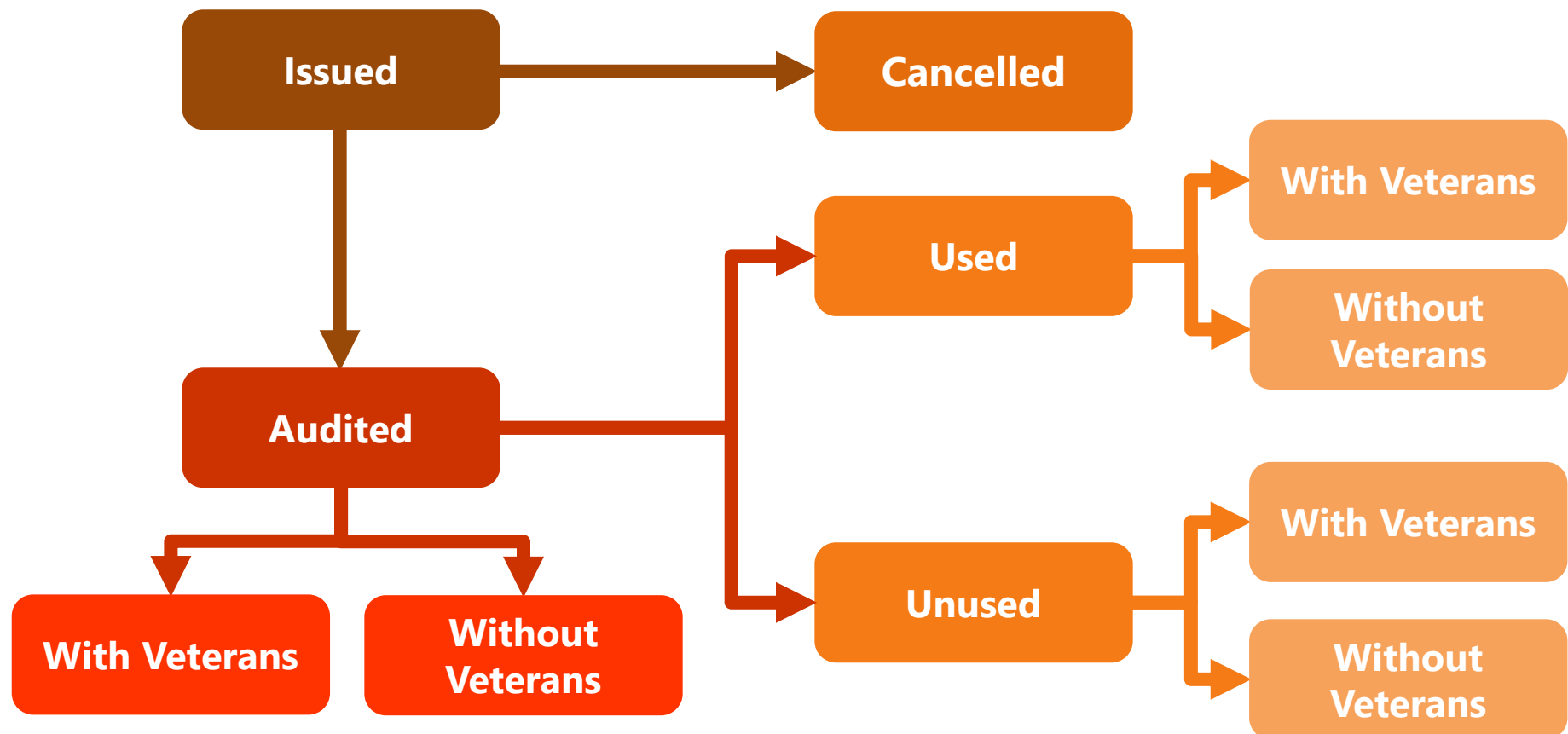
Cognos Tip

Workload Metrics



Workload Metrics

Metrics to enable reporting on the **number of certificates in various states** on the basis of certificate status, audited status, and veteran referrals.





Workload Metrics

Each metric uses **defined criteria** to determine the **state of certificates**.

Workload Metric	Criteria
Issued Certificates	Count of the unique certificates issued.
Cancelled Certificates	Count of the unique certificates that have been cancelled.
Audited Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled.
Audited Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled and at least one veteran was referred.
Audited Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled and no veterans were referred.
Audited and Used Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled and at least one application was selected (i.e., Audit Code = Selected).
Audited and Used Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, at least one veteran was referred, and at least one application was selected (i.e., Audit Code = Selected).



Workload Metrics

Each metric uses **defined criteria** to determine the **state of certificates**.

Workload Metric	Criteria
Audited and Used Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, no veterans were referred, and at least one application was selected (i.e., Audit Code = Selected).
Audited and Unused Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled and no applications were selected.
Audited and Unused Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, at least one veteran was referred, and no applications were selected.
Audited and Unused Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, no veterans were referred, and no applications were selected.

For metrics referencing veterans, if veterans preference has not been adjudicated, claimed preference is used. If veterans preference has been adjudicated, adjudicated preference is used. If a vacancy is not set to collect Veterans Preference, all metrics referencing veterans will be 0.



Workload Metrics

Workload Metrics **can be used** with **certificate-level or higher** query items (i.e., query items in the Certificate query subject). At the certificate level, all metrics will be 0 or 1.

Certificate Number	Issued Certificates	Cancelled Certificates	Audited Certificates	Audited and Used Certificates	Audited and Unused Certificates
20140625-WB-001	1	0	0	0	0
20140625-WB-002	1	0	1	0	1
20140625-WB-003	1	0	1	0	1
20140710-WB-001	1	0	0	0	0
20150224-WP-001	1	0	0	0	0
20150225-WP-001	1	0	0	0	0
20150521-WB-001	1	0	1	1	0
20160614-WB-001	1	0	0	0	0
20160617-WB-001	1	0	0	0	0
20161116-WB-001	1	0	0	0	0
20180125-JJSH-001	1	0	0	0	0
20180329-WB-001	1	0	0	0	0
20180329-WB-002	1	0	0	0	0
20180329-WB-003	1	0	0	0	0
20180823-WP-001	1	0	0	0	0
20180823-WP-002	1	0	0	0	0
20180823-WP-003	1	0	0	0	0
20180823-WP-004	1	0	0	0	0
20180823-WP-005	1	0	0	0	0
20180823-WP-006	1	0	0	0	0



Workload Metrics

Workload Metrics can also be used with vacancy-level or higher query items. **Metrics will automatically summarize** based on the lowest level included.

Staffing Organization Name	Staffing Office Name	Vacancy Number	Issued Certificates	Cancelled Certificates	Audited Certificates
Office of Personnel Management	OPM HR Boyers	10000028	1	0	0
		10000029	1	0	0
		10000031	2	0	2
		10000380	4	0	1
		10062401	3	0	0
		10098090	3	0	0
		10108303	1	0	1
		10108760	4	0	3
	OPM HR Boyers - Total		19	0	7



Staffing Organization Name	Staffing Office Name	Issued Certificates	Cancelled Certificates	Audited Certificates
Office of Personnel Management	OPM HR Boyers	19	0	7
	OPM HR Boyers - Total	19	0	7
	OPM HR Macon	2	0	0
	OPM HR Macon - Total	2	0	0
	OPM HR TRB	13	0	0
	OPM HR TRB - Total	13	0	0
Office of Personnel Management - Total		34	0	7
Overall - Total		34	0	7

*Depending on the lowest level query item used, this may result in inflated or inaccurate data (e.g., items that are one-to-many or many-to-many with certificate).



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

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

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



Backup Slides



USA Staffing Data API Development

