USA Staffing

USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

November 9, 2021

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

Created by the OPM Federal Staffing Center

Agenda

- **Program Updates**
  - HDW Data Refreshes
  - 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
- **API Updates**
- **Cognos Tip**
  - o Update to the HDW Data Relationships Job Aid
- **Open Demo and Q&A**

HDW Data Refreshes

HDW Data Refreshes

The Hiring Data Warehouse (HDW) and Metrics Data Warehouse (MDW) run jobs to update data 3x daily. The exact time updated data is available varies based on the runtime of each individual job.

Recent Issues (10/22 – Present):

- 10/22:
    - A deployment to the production USA Staffing interface erroneously removed columns from several database tables.
    - HDW and MDW (Time to Hire and User License) jobs began failing due to the missing columns.
- 10/28:
    - A Hotfix was deployed to restore the missing columns in the USA Staffing database.
    - HDW and MDW set to resume regular job schedules.
- 10/29 – 31:
    - All HDW and MDW tables were truncated and reloaded to ensure all data was updated and available for reporting.
    - HDW and MDW resumed regularly scheduled updates.

HDW Data Refreshes

Recent Issues (10/22 – 11/7):

- 11/1:
  - Identified issue with updates to the Applications table in HDW (MDW and all other HDW tables updating as expected).
- 11/6 - 7:
  - The HDW Applications table was truncated and reloaded to ensure data was updated and available for reporting.

Current Status:

- MDW on its regular schedule to update 3x per day – **all issues resolved**
- HDW
  - Job schedule reduced to 1x per day
  - Applications table will be truncated and reloaded 1x per day
    - Process requires ~15 hours across all customers and cannot run while the regular HDW job is running
    - Update will be out of sync with the other HDW tables, but will provide regular refreshes to the data
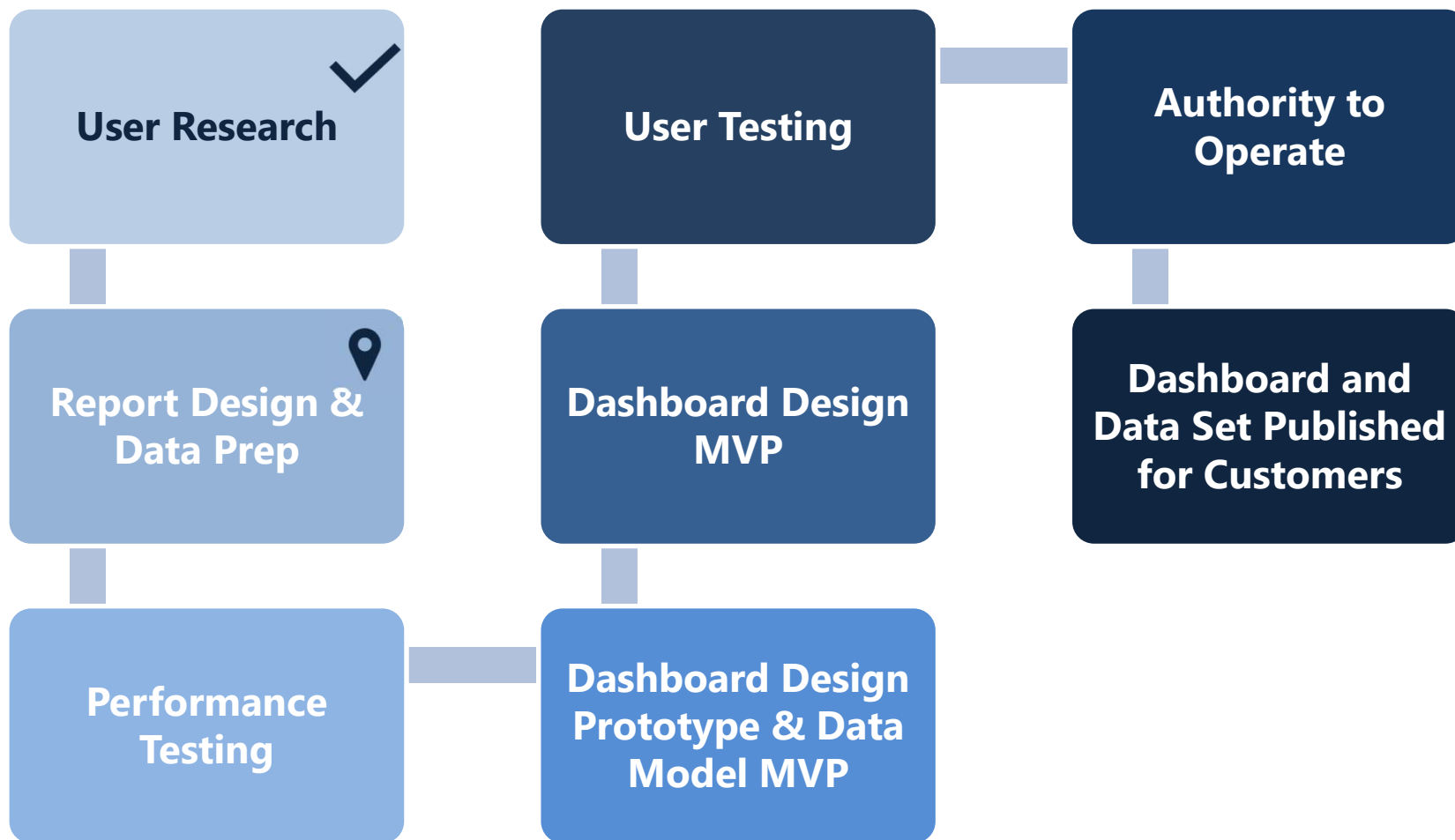
Power BI Update

Power BI Implementation Milestones

Minimum Viable Product (MVP) 1: A data set and dashboard published in a shared workspace available to 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 will be 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:

- o Business Intelligence tool
- o Data available for reporting
- o Standard reports
- o Interconnections

- o Workgroups
- o Training
- o Support

Personalized invitations were sent from USASurvey@opm.gov.

Cognos Training Program

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

Meeting information for the forum will be sent to current report authors in the Production environment.

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Cognos Training Dates

|	Report Consumer Training	Report Author Training	Advanced Author Forum
Dates	Tuesday, November 16 12:30 – 4:30 PM EDT	Tuesday, December 14 10:00 AM – 4:00 PM EDT + Wednesday, December 15 10:00 AM – 3:00 PM EDT	Thursday, December 2 11:00 AM – 12:00 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
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.
307 NHEOD reports currently exist
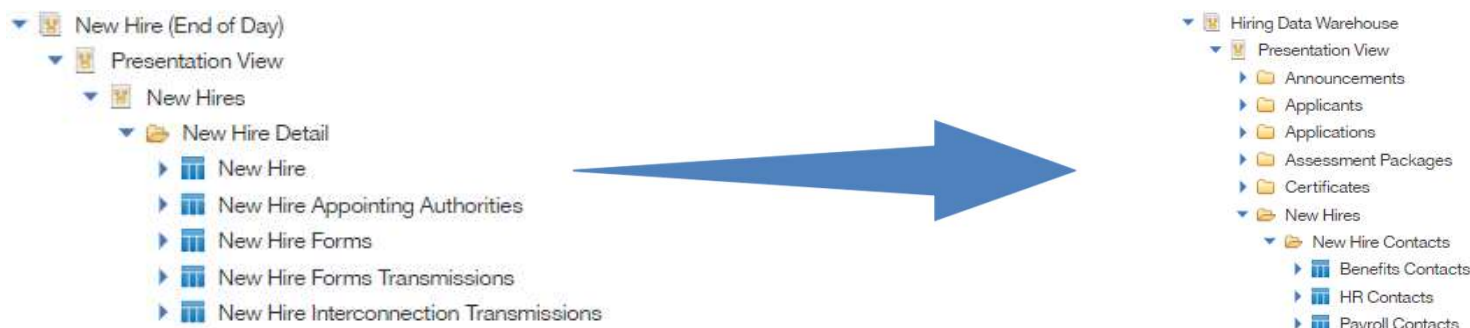
We are targeting retirement of New Hire (End of Day) for December 31, 2021

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.
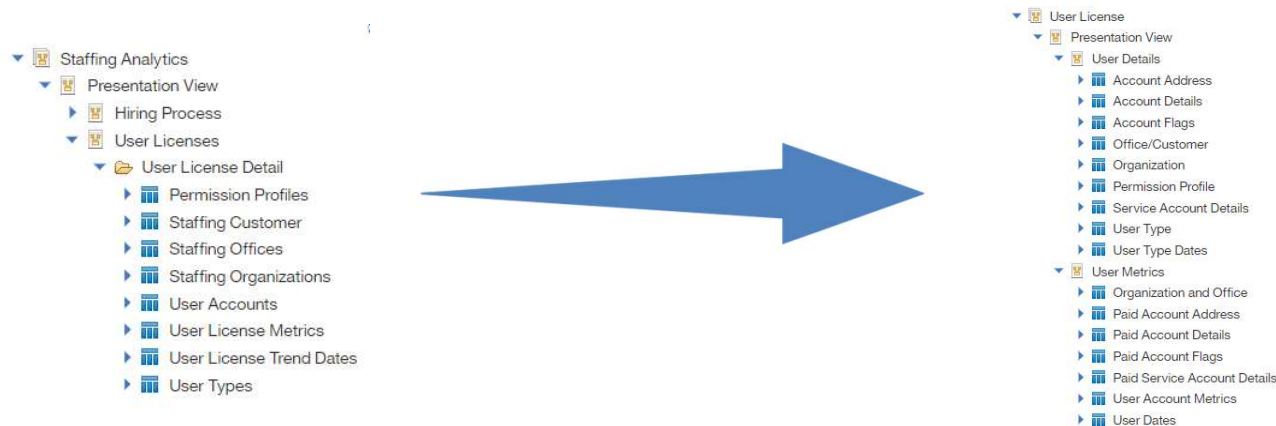
Retiring Staffing Analytics

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.
203 Staffing Analytics reports currently exist

We are targeting retirement of Staffing Analytics for December 31, 2021

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 9 deployed to Production on October 13th

Sprint 10 deployed to Production on October 27th

Sprint 11 will be deployed to Production on November 10th

HDW Reports

New/Modified Reports

Applicant Scores by Assessment Report – deployed October 13th

The Applicant Scores by Assessment Report was modified. This report provides tabular data identifying the scores an applicant received on each assessment completed for each rating combination to which they applied. The report was updated to include columns to designate whether the assessment is used for screen-out and/or rating. The report was also updated to include grouping and to modify the grouping setting to ungroup rows when exporting to Excel.

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

Certificate Overview Report – deployed October 13th

The Certificate Overview Report was modified. This report provides tabular data displaying an overview of one or more certificate(s), including detailed certificate application information. The report was updated to include columns for USAJOBS Job Status, final audit complete date/time, and certificate issuer email on the Certificate Details page/tab of the report. 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 > Certificate

HDW Reports

New/Modified Reports

Delegated Examining Audit Report – deployed October 27th
The Delegated Examining Audit Report was modified. This report provides tabular data displaying Delegated Examining Unit activity, including selected applications and new hire data when applicable. The report was updated to include a column for USAJOBS Job Status. The report was also updated to modify the report grouping setting to ungroup rows when exporting to Excel.
- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Delegated Examining

Delegated Examining Production Activity – will be deployed November 10th
The Delegated Examining Production Activity report was modified. This report provides visualizations and tabular data displaying Delegated Examining Unit metrics, including number of vacancies, certificates, and applications. The report was updated to include additional columns with metrics to identify the total number of certificates audited, unaudited, cancelled, and with selections. 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 > Delegated Examining

HDW Reports

New/Modified Reports

Delegated Examining Workload Report – deployed October 27th
The Delegated Examining Workload Report was modified. This report provides tabular data displaying the number of announcements opened, certificates issued and audited, veterans referred and selected, and certificates used/unused for competitive announcements. The report was updated to include columns for certificates issued, certificates cancelled, and unaudited certificates. 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 > Delegated Examining

Forms Management Report – will be deployed November 10th
The Forms Management Report was created. This report displays new hires with incomplete forms and the next agency action that needs to be taken for each incomplete form.
- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > New Hire

HDW Reports

New/Modified Reports

Incomplete Applications Report – deployed October 13th
The Incomplete Applications Report was created. This report provides tabular data showing individuals that started but did not submit an application to a vacancy.
- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > Vacancy

New Hire Dashboard – will be deployed November 10th
The New Hire Dashboard was modified. This report provides visualizations and tabular data to provide details about new hires. The report was updated to include grouping and to modify the grouping setting to ungroup rows when exporting to Excel.
- Team Content > USA Staffing Packages and Folders > Hiring Data Warehouse > New Hire

New Hire Detail Report – will be deployed November 10th
The New Hire Detail Report was modified. This report provides tabular data displaying a list of new hires by organization, office, and customer, with detailed information about the request associated with the new hire, new hire status, and completion dates of tasks included in typical onboarding workflows. 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 > New Hire

HDW Reports

New/Modified Reports

New Hire Interconnection Transmission Report – will be deployed November 10th

The New Hire Interconnection Transmission Report was modified. This report provides tabular data displaying a list of new hire interconnection (NHI) transmissions by organization, office, and new hire. 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 > New Hire

Recruitment Sources Dashboard – deployed October 13th

The Recruitment Sources Dashboard was modified. This report provides visualizations and tabular data displaying recruitment sources by organization, office, and vacancy, as well as the identification of social media sites used for recruitment. The visualizations on the dashboard were updated to include a chart to show the percentage of applications for each response to the recruitment sources question by major step in the staffing process. New visualizations were added to show responses to the follow-up questions presented to applications when the "I saw it on social media" response is selected. New pages/tabs were also added to provide tabular data on the follow-up questions. Finally, the report was updated to modify the report grouping setting to ungroup rows when exporting to Excel.

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

HDW Reports

New/Modified Reports

Recruitment Sources Report – deployed October 13th

The Recruitment Sources Report was modified. This report provides tabular data displaying recruitment sources by organization, office, and vacancy, as well as the identification of social media sites used for recruitment. New pages/tabs were added to provide tabular data on the follow-up questions presented to applications when the "I saw it on social media" response is selected. The report was also updated to modify the report grouping setting to ungroup rows when exporting to Excel.

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

Selectees without Requests or Offers – deployed October 27th

The Selectees without Requests or Offers report was modified. This report provides tabular data displaying selections where a request number has not been assigned to a selectee, as well as tabular data displaying selections where a job offer has not been sent. 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 > Certificate

HDW Reports

New/Modified Reports

USA Hire Tracking Report – deployed October 13th

The USA Hire Tracking Report was modified. This report provides tabular data showing the vacancies that use one or more USA Hire assessments and the applicants that are pending completion of the required assessment(s). The report was updated to include columns to identify the total number of unique applications that were invited to complete USA Hire assessments but either did not complete the required assessments (Total IOIM Applications) or did not submit required reasonable accommodation documentation (Total IORA Applications) on the Vacancy Tracking page/tab. Additionally, the column titled "Applications Eligible for USA Hire" was relabeled to "Applications Invited to Complete USA Hire" and the formula for the calculation was updated to include IOUM and IORA applications as well as eligible and pending applications (which were originally the only applications included in the calculation). By changing this calculation, the USA Hire Eligibility Rate will provide a more accurate view of the percentage of applications that were invited to complete USA Hire assessments. Finally, the report was also updated to modify the report grouping setting to ungroup rows when exporting to Excel.

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

HDW Reports

New/Modified Reports

Vacancy Report Buttons – deployed October 27th and will be deployed November 10th

Links to the Incomplete Applications Report, Vacancy Close-Out Report, Vacancy Overview Dashboard, and Vacancy Overview Report were added as report buttons in the USA Staffing interface on the Vacancy Dashboard page as well as when viewing an individual vacancy. By clicking on the report button on either of these pages in the interface and selecting a target report, a new tab will open to the selected report's prompt page.

User License Reports

New/Modified Reports

Account Management Report – deployed October 27th
The Account Management Report was created. This report provides tabular data displaying user counts by organization, office, and customer. Detailed data is also provided for all users, inactive users, reports only users, service accounts/bots, and users with access to applicant flow data.
- Team Content > USA Staffing Packages and Folders > User License

User Accounts by Primary Office Report – deployed October 13th
The User Accounts by Primary Office Report was modified. This report provides tabular data displaying a list of the user accounts that exist for each primary office. The report prompt page was updated to provide clarifying instructions for the optional permission profile type prompt, as well as to add a new optional prompt for the Paid? flag on user accounts, which will enable users to decide whether to include or exclude user accounts that either have or do not have at least one paid permission profile associated with their account. The Paid? flag column was also added to the output of the report. 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 > User License

Hiring Data Warehouse

Data Model Changes

Assessment Package Categories – deployed October 13th
A new query subject and query items were added to enable reporting on the category settings of an assessment package in a vacancy.
Assessment Packages folder > Assessment Package Information sub-folder
- Assessment Package Categories query subject
    - [Presentation View].[Assessment Package Categories].[Category Final Rating Cutpoint]
    - [Presentation View].[Assessment Package Categories].[Category Name]
    - [Presentation View].[Assessment Package Categories].[Category Rating Method]

Hiring Data Warehouse

Data Model Changes

Request Documents **– deployed October 13th**
New query subjects and query items were added to enable reporting on the documents uploaded to requests.
Requests folder > Request Information sub-folder
- Request Documents query subject
    - [Presentation View].[Request Documents].[Request Document ID]
    - [Presentation View].[Request Documents].[Request Document Name]
    - [Presentation View].[Request Documents].[Request Document Submission Date/Time]
    - [Presentation View].[Request Documents].[Request Document Submitted By]

Hiring Data Warehouse

Data Model Changes

Request Documents – deployed October 13th

A new query subject and query items were added to enable reporting on the documents uploaded to requests.

Requests folder > Request Information sub-folder

- Request Documents query subject
    - [Presentation View].[Request Documents].[Request Document ID]
    - [Presentation View].[Request Documents].[Request Document Name]
    - [Presentation View].[Request Documents].[Request Document Submission Date/Time]
    - [Presentation View].[Request Documents].[Request Document Submitted By]

Hiring Data Warehouse

Data Model Changes

Vacancy Case File Documents – deployed October 13th

A new query subject and query items were added to enable reporting on the documents uploaded to the vacancy case file.

Vacancies folder > Vacancy Information sub-folder

- Case File Documents query subject
    - [Presentation View].[Case File Documents].[Case File Document ID]
    - [Presentation View].[Case File Documents].[Case File Document Name]
    - [Presentation View].[Case File Documents].[Case File Document Submission Date/Time]
    - [Presentation View].[Case File Documents].[Case File Document Submitted By]

Hiring Data Warehouse

Data Model Changes

Workflows **– deployed October 13th**
New query subjects and query items were added to enable reporting on the workflows assigned during the staffing and onboarding processes.

Certificates folder > Certificate Information sub-folder
- Selectee Workflow query subject: enables reporting on the workflow assigned to a selectee during the applicant audit process.
    - [Presentation View].[Selectee Workflow].[Selectee Workflow ID]
    - [Presentation View].[Selectee Workflow].[Selectee Workflow Name]
    - [Presentation View].[Selectee Workflow].[Selectee Workflow Time to Hire Goal]

New Hires folder > New Hire Request Information sub-folder
- Onboarding Request Workflow query subject: enables reporting on the workflow associated with an onboard new hire request.
    - [Presentation View].[Onboarding Request Workflow].[Onboarding Request Workflow ID]
    - [Presentation View].[Onboarding Request Workflow].[Onboarding Request Workflow Name]
    - [Presentation View].[Onboarding Request Workflow].[Onboarding Request Workflow Time to Hire Goal]

Hiring Data Warehouse

Data Model Changes

Workflows (continued) **– deployed October 13th**

Vacancies folder > Vacancy Information Information sub-folder
- Vacancy Workflow query subject: enables reporting on the staffing workflow associated with a request.
    - [Presentation View].[Vacancy Workflow].[Vacancy Workflow ID]
    - [Presentation View].[Vacancy Workflow].[Vacancy Workflow Name]
    - [Presentation View].[Vacancy Workflow].[Vacancy Workflow Time to Hire Goal]

API Updates

USA Staffing Data APIs

Applications API – in Stage – Production deployment delayed
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 data about the application and links to the following sub-entities:

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

USA Staffing Data APIs

Assessments API – will be deployed November 10th
The Assessments API was created. This API provides detailed data about each assessment created and used in a vacancy USA Staffing. Direct links to associated APIs are provided in the returned JSON for vacancies and reviews APIs. The Assessments API will also return data about the assessment and a link to the following sub-entity:

- Competencies

USA Staffing Data APIs

Certificates API – deployed October 27th

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

- Actions Filters
- Assessment Filters
- Category Rating Filters
- Certification Status Filters
- Eligibility Filters
- Grade Filters
- Locations Filters
- RSC Status Filters
- Certificate Series Filters
- Certificate Specialties Filters
- Veterans Preference Filters

USA Staffing Data APIs

Staffing Tasks API – deployed October 27th

The Staffing Tasks API was created. This API provides detailed data about a task created in USA Staffing. The API will return data about the task including days to complete and target days to complete. In addition to the data specifically related to the task, direct links to associated APIs are provided in the returned JSON for the vacancies and requests APIs.

Cognos Tips

Update to the HDW Data Relationships Job Aid

Assessment Competencies Query Subject + Assessment Items, Assessment Responses, and Assessment Item Scoring Query Subjects
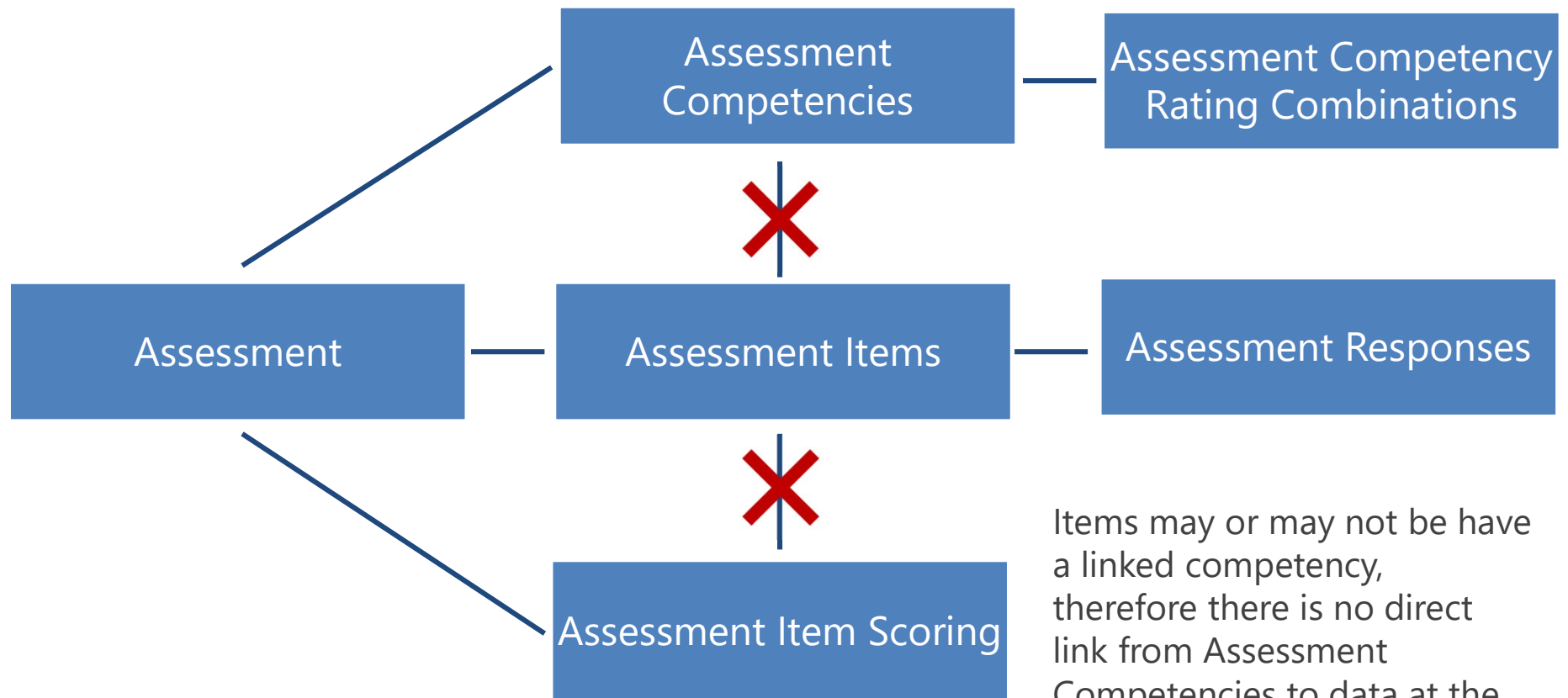
Items may or may not be have a linked competency, therefore there is no direct link from Assessment Competencies to data at the item-level and below.

Assessment Competencies Query Subject + Assessment Items, Assessment Responses, and Assessment Item Scoring Query Subjects

The Assessment Items, Assessment Responses, and Assessment Item Scoring query subjects do not have direct relationships with Assessment Competencies because items may or may not be linked to a competency.

- The Assessment Items and Assessment Item Scoring query subjects include a query item to identify the linked competency (if it exists)
  - Assessment Items -> Linked Competency
  - Assessment Item Scoring -> Item Linked Competency

- ▼ 📂 Assessment Packages
  - ▼ 📂 Assessment Information
    - ▶ 📊 Assessment
    - ▶ 📊 Assessment Competencies
    - ▶ 📊 Assessment Competency Rating Combinations
    - ▶ 📊 Assessment Items
    - ▶ 📊 Assessment Responses
  - ▶ 📁 Assessment Package Information
  - ▼ 📂 Assessment Scoring Information
    - ▶ 📊 Assessment Item Scoring

Assessment Competencies Query Subject + Assessment Items, Assessment Responses, and Assessment Item Scoring Query Subjects

- If you need to create a report that includes more data about competencies than is included in the Assessment Items or Assessment Item Scoring query subjects:
  - Create a query with data from the Assessment Competencies query subject
  - Create a query with data from the Assessment Items or Assessment Item Scoring query subjects
  - Join the two queries using a common identifier (e.g., Competency Title/Linked Competency) and identifying the nature of the relationship between the areas (all competencies in the Assessment Competencies area have titles in the item/item scoring area; not all items have data in the Assessment Competencies area)

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