



# USA Staffing

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## USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

*June 9, 2020*

*Created by the OPM Federal Staffing Center*

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# Agenda

- **Program Updates**
  - Cognos Performance Metrics
  - Foresee Survey
  - Business Intelligence (BI) Tool Evaluation Update
- **Modifications to Reports and Data Models**
  - Reports
  - Data Models
- **Customer Demo**
  - Open RPA and Individual Staffer Dashboards
    - Alberto Quiñones
    - U.S. Air Force – Air Force Personnel Center
- **Open Demo and Q&A**



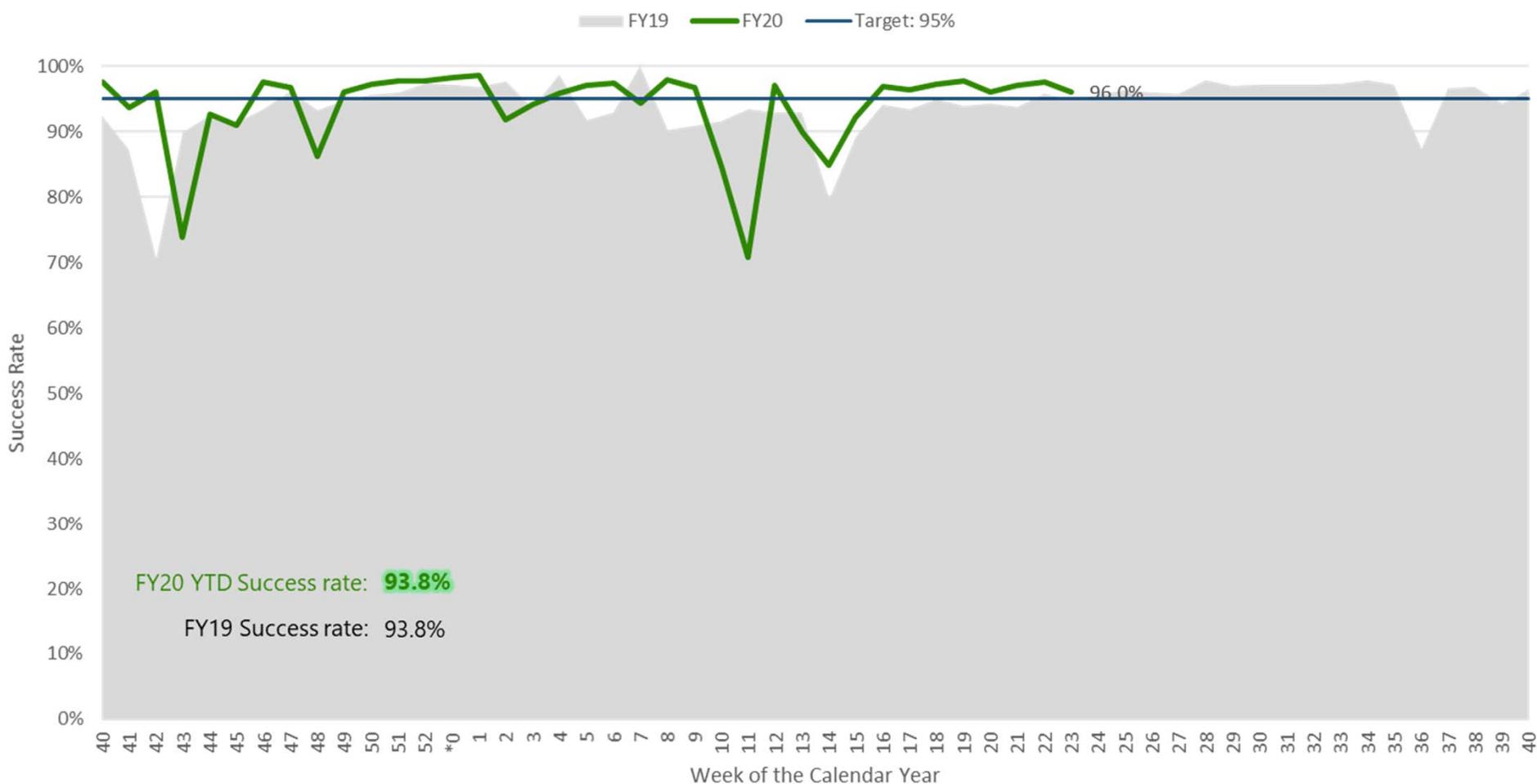
# Cognos Performance Metrics



# Report Run Success Rate

Goal: Cognos Report Success Rate  $\geq$  95%

Percentage of Successful Report Runs by Week

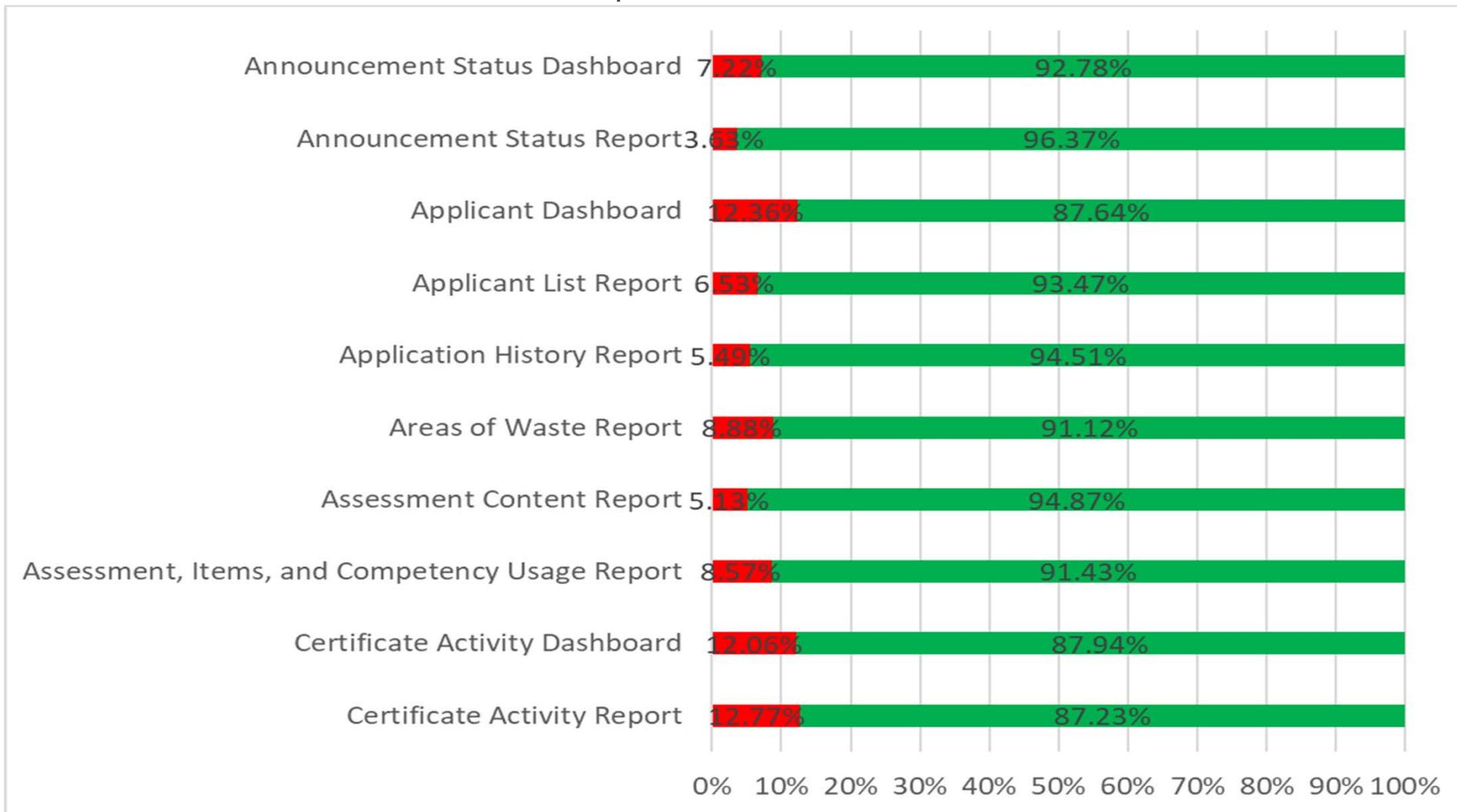




Success Rate  
**92.7%**

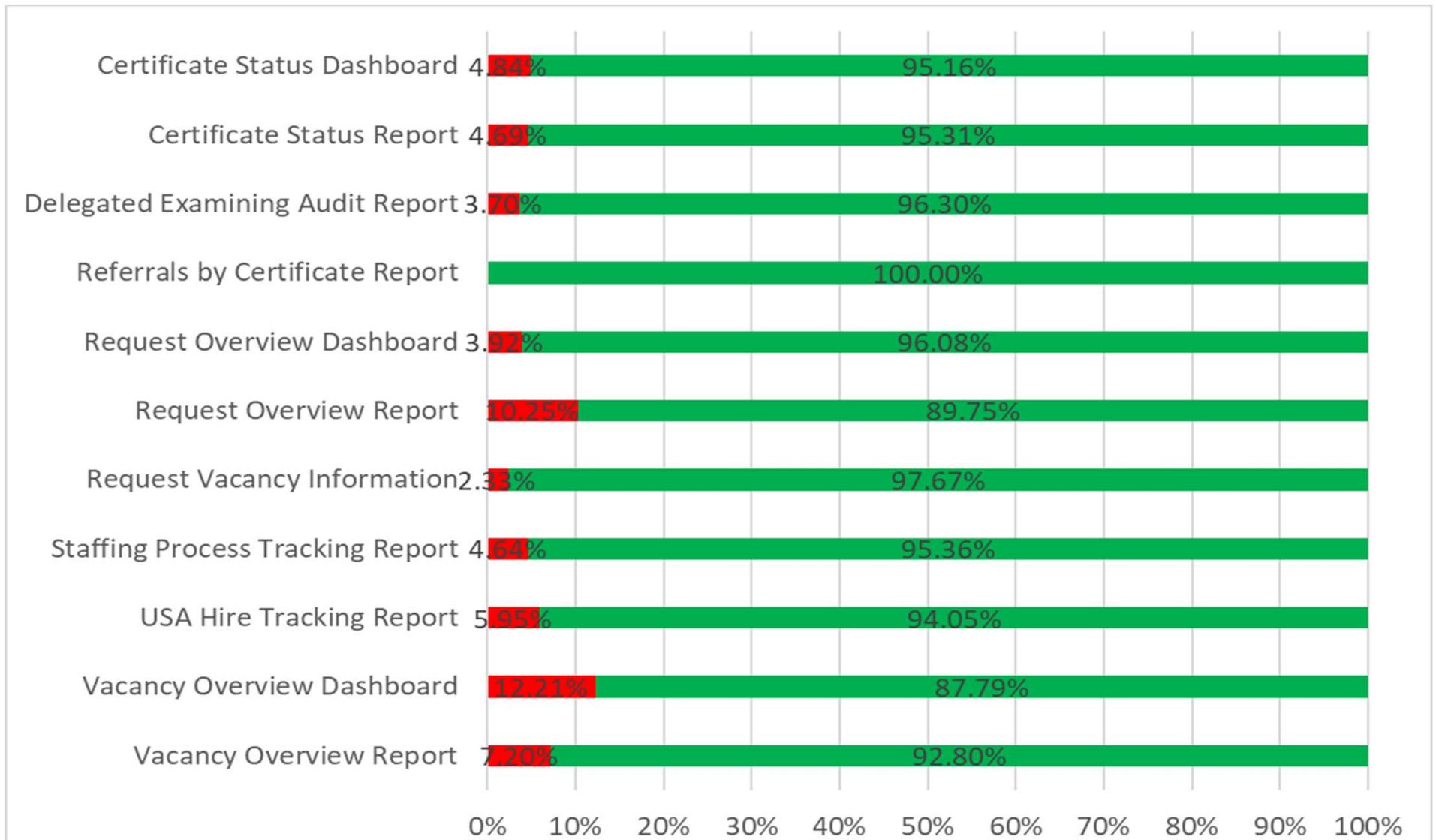
# HDW Report Performance

Report Success Rate





# HDW Report Performance

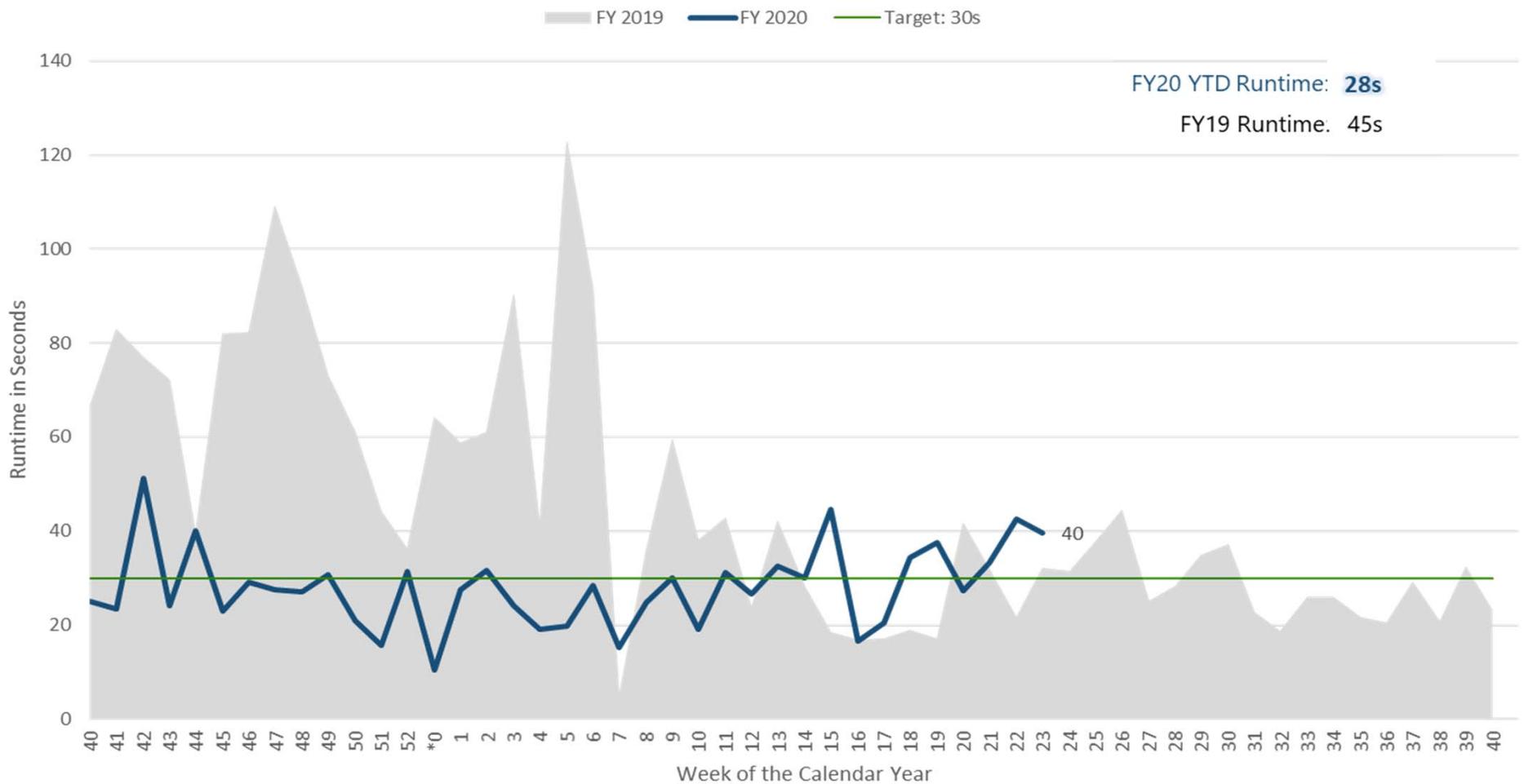




# Report Runtime

Goal: Cognos Report Runtime <1 min

Average Successful Report Runtime by Week



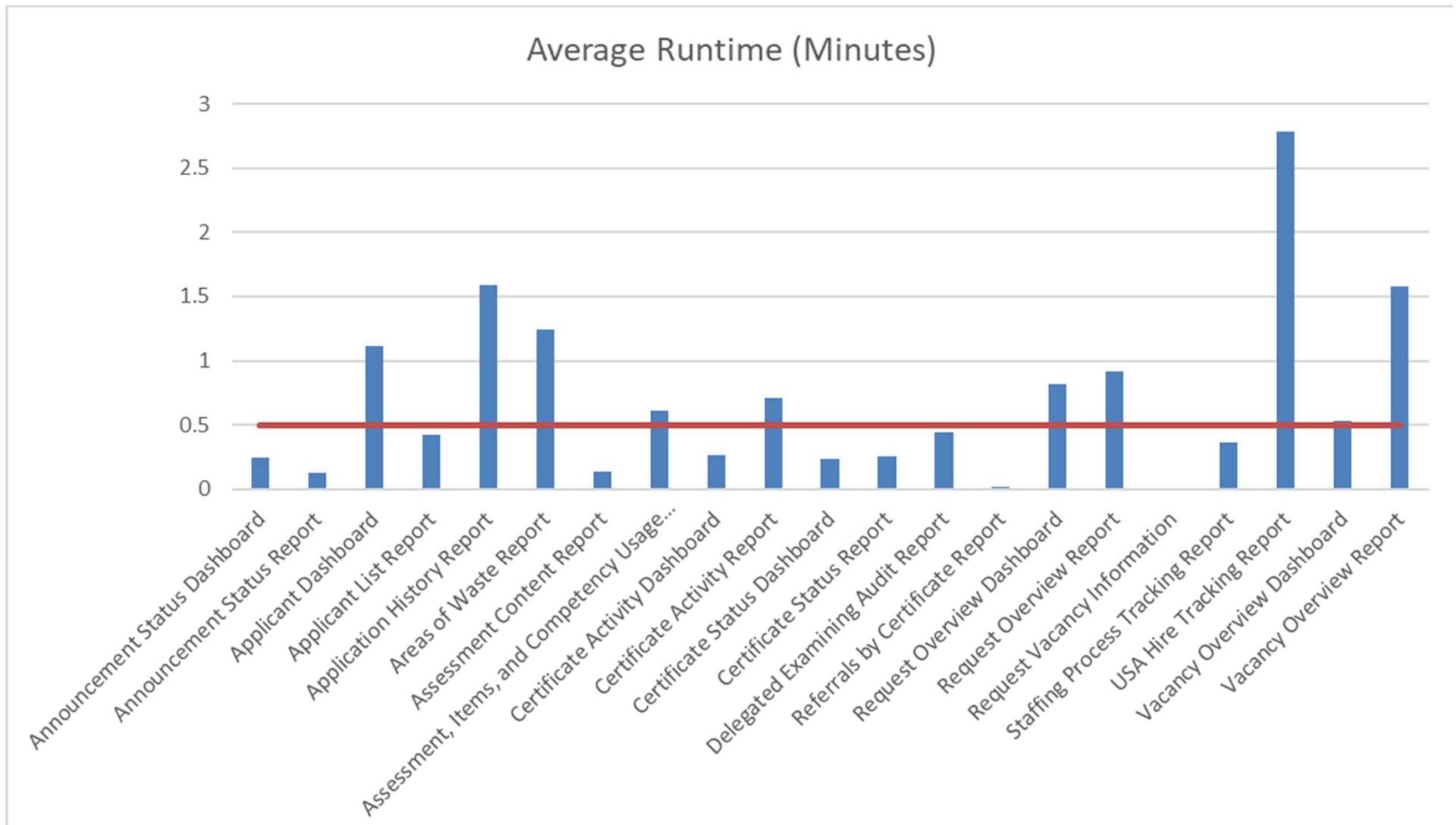
FY20 YTD Runtime: 28s

FY19 Runtime: 45s



Average Runtime  
**38 seconds**

# HDW Report Performance





# Foresee Survey



A new **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 feedback!**



# BI Tool Evaluation Timeline

## Oct-Nov

### Market research

Initial demos by top BI tools with follow-up technical discussions to inform the development of formal requirements. Tools: PowerBI, Tableau, Qlik, MicroStrategy, Looker, SiSense, ThoughtSpot

## Dec-Jan

### Formalize Requirements

Finalize requirements for a formal request for proposals from the market

## June

### Request for Information

Collect information about the capabilities of suppliers

## July-Aug

### Request for Proposals

Receive responses to the RFP

## Sept-Nov

### Technical Evaluation

Install high-performing tools in our data infrastructure and conduct rigorous performance and functional testing

## 2021

### Transition

Work with agencies to move reporting and DSS from Cognos to the new tool (Cognos running concurrently). Decommission Cognos.



# Modifications to Reports and Data Models

**Sprint 39 deployed to Production on May 13<sup>th</sup>**

**Sprint 40 will be deployed to Production on May 27<sup>th</sup>**

**Sprint 41 will be deployed to Production on June 10<sup>th</sup>**



# Reports

## New/Modified Reports

### **All Standard HDW Reports – deployed May 27<sup>th</sup>**

All standard Hiring Data Warehouse reports were updated to include “For Official Use Only” in the footer of each page of the report output. This was added in response to a recommendation following an evaluation of Cognos security protocols. Agencies should continue to follow internal protocols for sharing data.

[Team Content](#) > [USA Staffing Packages and Folders](#) > [Hiring Data Warehouse](#)

### **Applicant Dashboard – deployed May 13<sup>th</sup>**

The Applicant Dashboard provides a dashboard and tabular data showing total applicants by eligibility and veterans preference for one or more vacancies. The report was modified to include data on application series, application grade, application eligibilities, application rating notifications, and final rating data.

[Team Content](#) > [USA Staffing Packages and Folders](#) > [Hiring Data Warehouse](#)



# Reports

## New/Modified Reports

### **Applicant List Report – will be deployed June 10<sup>th</sup>**

The Applicant List Report is a tabular report displaying a list of all applicants associated with one or more vacancies. The report was modified to include data on application ratings at each grade level. The new Vacancy Pay Plan-Series-Grade query item was also added to the report to identify all the pay plan, series, and grades of the position descriptions associated with the vacancy. Finally, the report prompt page was modified to add cascading to the optional prompts for Vacancy Series, Vacancy Grade, and Notification Message Code to improve prompt page loading time. Rather than all of these prompts populating initially, these prompts will now only populate when clicking the "Next >" button following making a selection from the Office prompt, and will only load data based on the series, grade, and notification message codes used within the selected Office(s).

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

### **Assessment, Items, and Competency Usage Report – deployed May 13<sup>th</sup>**

The report was created. The report provides tabular data identifying the number of vacancies that use each assessment type, assessment, competency, and item within the assessment package.

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



# Reports

## New/Modified Reports

### **Cognos Package Outline Report – will be deployed June 10<sup>th</sup>**

The Cognos Package Outline Report provides a list of all query subjects and query items in many data packages available to reporting users. The report was updated to enable reporting on the New Hire (End of Day) and Time to Hire data packages.

Team Content > USA Staffing Packages and Folders

### **Request Overview Report – deployed May 27<sup>th</sup>**

The Request Overview Report provides tabular data showing the status of requests. The report was updated to remove Request Locations from the Requests page of the report, and instead have a separate page to show request location information. This change was made to improve overall report performance, as the original version used a repeater to concatenate all locations into a single row. The new Request Locations page will have one row per location for each request.

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



# Reports

## New/Modified Reports

### **Staffing Process Tracking Report – will be deployed June 10<sup>th</sup>**

The Staffing Process Tracking Report is a tabular report displaying request, vacancy, announcement, and certificate numbers as well as milestone dates in the staffing process for New Vacancy and Additional Selection requests. The report prompt page was modified to use the Select and Search prompt type for each type of process step owner (e.g., request approver, requester, announcement internal contact) rather than a single Value prompt listing all possible process step owners. The goals for this modification was to provide additional flexibility in filtering the report data, as well as to improve performance of the prompt page.

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

### **USA Hire Tracking Report – deployed May 13<sup>th</sup>**

The report was created. The USA Hire Tracking Report provides tabular data showing the vacancies that use one or more USA Hire assessments and the dates that applicant complete the required assessment(s).

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



# Hiring Data Warehouse

## Data Model Changes

### Certificate Applicants – deployed May 13<sup>th</sup>

A new query subject and query items were added to enable reporting on details related to referred applicants.

- [Presentation View].[Certificate Applicants].[Certificate Applicant Address City]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address Country]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address Line 1]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address Line 2]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address Line 3]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address State]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address State Abbreviation]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Address Zip Code]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Citizenship]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Email Address]
- [Presentation View].[Certificate Applicants].[Certificate Applicant First Name]
- [Presentation View].[Certificate Applicants].[Certificate Applicant ID]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Last Name]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Middle Name]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Name]
- [Presentation View].[Certificate Applicants].[Certificate Applicant Suffix]
- [Presentation View].[Certificate Applicants].[Certificate Applicant USAJOBS Profile ID]



# Hiring Data Warehouse

## Data Model Changes

### **Request Pay Plan-Series-Grade – will be deployed June 10<sup>th</sup>**

A new query item was added to the Request query subject to enable reporting on all the pay plan(s), series, and grade(s) of the position description(s) associated with a request in a single row.

- [Presentation View].[Request].[Request Pay Plan-Series-Grade]

### **Request Position Descriptions – deployed May 13<sup>th</sup>**

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

- [Presentation View].[Request Position Descriptions].[Request Grade]
- [Presentation View].[Request Position Descriptions].[Request Is Interdisciplinary?]
- [Presentation View].[Request Position Descriptions].[Request Pay Plan]
- [Presentation View].[Request Position Descriptions].[Request Pay Plan Description]
- [Presentation View].[Request Position Descriptions].[Request Position Description Number]
- [Presentation View].[Request Position Descriptions].[Request Position Description Title]
- [Presentation View].[Request Position Descriptions].[Request Series]
- [Presentation View].[Request Position Descriptions].[Request Series Title]
- [Presentation View].[Request Position Descriptions].[Request Specialty]



# Hiring Data Warehouse

## Data Model Changes

### **Vacancy Mission Critical Occupations – will be deployed June 10<sup>th</sup>**

A new query subject and query items were added to enable reporting on the mission critical tags associated with a vacancy.

- [Presentation View].[Mission Critical Occupations].[Mission Critical Occupation]
- [Presentation View].[Mission Critical Occupations].[Mission Critical Occupation Tag Level]

### **Vacancy Pay Plan-Series-Grade – deployed May 13<sup>th</sup>**

A new query item was added to the Vacancy query subject to enable reporting on all the pay plan(s), series, and grade(s) of the position description(s) associated with a vacancy in a single row.

- [Presentation View].[Vacancy].[Vacancy Pay Plan-Series-Grade]



# New Hire (End of Day)

## Data Model Changes

### **New Hire ID – will be deployed June 10<sup>th</sup>**

A new query item was added to enable reporting on an additional unique identifier for new hire records. This additional identifier is a database-level identifier (i.e., it is not visible in the interface) and may be useful for customers utilizing the New Hire Interconnection.

- [New Hires].[New Hire].[New Hire ID]

### **New Hire Appointing Authorities – will be deployed June 10<sup>th</sup>**

A new query subject and associated query items was added to enable reporting on the appointing authority tag(s) associated with a new hire record.

- [New Hires].[New Hire Appointing Authorities].[New Hire Appointing Authority]
- [New Hires].[New Hire Appointing Authorities].[New Hire Appointing Authority Tag Level]

### **New Hire Mission Critical Occupations – will be deployed June 10<sup>th</sup>**

A new query subject and associated query items was added to enable reporting on the mission critical occupation tag(s) associated with a new hire record.

- [New Hires].[New Hire Mission Critical Occupations].[New Hire Mission Critical Occupation]
- [New Hires].[New Hire Mission Critical Occupations].[New Hire Mission Critical Occupation Tag Level]



# New Hire (End of Day)

## Data Model Changes

### Staffing and Onboarding Tasks – deployed May 13<sup>th</sup>

A new query subject and associated query items was created to enable reporting on the staffing and onboarding tasks associated with a new hire.

- [New Hires].[Staffing and Onboarding Tasks].[Task Activation Date/Time]
- [New Hires].[Staffing and Onboarding Tasks].[Task Actual Days to Complete]
- [New Hires].[Staffing and Onboarding Tasks].[Task Completed Date/Time]
- [New Hires].[Staffing and Onboarding Tasks].[Task Creation Date]
- [New Hires].[Staffing and Onboarding Tasks].[Task Days to Complete]
- [New Hires].[Staffing and Onboarding Tasks].[Task Due Date/Time]
- [New Hires].[Staffing and Onboarding Tasks].[Task ID]
- [New Hires].[Staffing and Onboarding Tasks].[Task Last Update Date/Time]
- [New Hires].[Staffing and Onboarding Tasks].[Task Name]
- [New Hires].[Staffing and Onboarding Tasks].[Task Owner Employee ID Number]
- [New Hires].[Staffing and Onboarding Tasks].[Task Owner First Name]
- [New Hires].[Staffing and Onboarding Tasks].[Task Owner Last Name]
- [New Hires].[Staffing and Onboarding Tasks].[Task Owner Name]
- [New Hires].[Staffing and Onboarding Tasks].[Task Purpose]
- [New Hires].[Staffing and Onboarding Tasks].[Task Request Number]
- [New Hires].[Staffing and Onboarding Tasks].[Task Status]
- [New Hires].[Staffing and Onboarding Tasks].[Task Type]



# Staffing Administration

## Data Model Changes

### **Classifier Determination – deployed May 13<sup>th</sup>**

A new query subject and associated query items was created to enable reporting on the final classification determination of a position.

- [Position Description Library].[Classifier Determination].[Classification Standard Final Points]
- [Position Description Library].[Classifier Determination].[Classifier's Evaluation Statement]
- [Position Description Library].[Classifier Determination].[Evaluation References]
- [Position Description Library].[Classifier Determination].[Functional Guide Final Points]
- [Position Description Library].[Classifier Determination].[Classifier's Grade Determination]
- [Position Description Library].[Classifier Determination].[Classifier's Series Determination]



# Staffing Reports

## Data Model Changes

### **Application Overrides – deployed May 27<sup>th</sup>**

A new query item was added to the Application query subject to enable reporting on whether any ratings for the application were manually overridden.

- [Applications].[Application].[Application Contains Rating Override]

### **New Hire ID – will be deployed June 10<sup>th</sup>**

A new query item was added to enable reporting on an additional unique identifier for new hire records. This additional identifier is a database-level identifier (i.e., it is not visible in the interface) and may be useful for customers utilizing the New Hire Interconnection.

- [New Hires].[New Hire].[New Hire ID]

### **New Hire Appointing Authorities – will be deployed June 10<sup>th</sup>**

A new query subject and associated query items was added to enable reporting on the appointing authority tag(s) associated with a new hire record.

- [New Hires].[New Hire Appointing Authorities].[New Hire Appointing Authority]
- [New Hires].[New Hire Appointing Authorities].[New Hire Appointing Authority Tag Level]



# New Hire (End of Day)

## Data Model Changes

### **New Hire Mission Critical Occupations – will be deployed June 10<sup>th</sup>**

A new query subject and associated query items was added to enable reporting on the mission critical occupation tag(s) associated with a new hire record.

- [New Hires].[New Hire Mission Critical Occupations].[New Hire Mission Critical Occupation]
- [New Hires].[New Hire Mission Critical Occupations].[New Hire Mission Critical Occupation Tag Level]



# Time to Hire

## Data Model Changes

### **Announcement Details – will be deployed June 10<sup>th</sup>**

New query items were added to enable reporting on additional details regarding the announcement from which a new hire was selected..

- [Time to Hire].[Announcement].[Announcement Hiring Path Clarification Text]
- [Time to Hire].[Announcement].[Announcement Hiring Paths]
- [Time to Hire].[Announcement].[Announcement Internal Contact Email]
- [Time to Hire].[Announcement].[Announcement Internal Contact ID]
- [Time to Hire].[Announcement].[Announcement Internal Contact Name]

### **Announcement Locations – deployed May 27<sup>th</sup>**

A new query item was added to enable reporting on the full description of the location(s) for which an announcement was posted.

- [Time to Hire].[Announcement Locations].[Announcement Location Description]

### **Appointing Authorities – deployed May 13<sup>th</sup>**

A new query subject and associated query item was added to enable reporting on the appointing authorities associated with a vacancy.

- [Time to Hire].[Appointing Authorities].[Appointing Authority]



# Time to Hire

## Data Model Changes

### **Mission Critical Occupations – deployed May 13<sup>th</sup>**

A new query subject and associated query item was added to enable reporting on the mission critical occupations associated with a vacancy.

- [Time to Hire].[Mission Critical Occupations].[Mission Critical Occupation]

### **New Hire Details – deployed May 27<sup>th</sup>**

New query items were added to the New Hire query subject to enable reporting on additional details related to the new hire record.

- [Time to Hire].[New Hire].[New Hire Certificate Status]
- [Time to Hire].[New Hire].[New Hire Certificate Type]
- [Time to Hire].[New Hire].[New Hire Onboarding Process Owner]
- [Time to Hire].[New Hire].[New Hire Onboarding Process Owner Email]
- [Time to Hire].[New Hire].[New Hire Prolonged Start Date Reason]



# Time to Hire

## Data Model Changes

### **Request Details – will be deployed June 10<sup>th</sup>**

A new query item was added to enable reporting on the email address of the request approver.

- [Time to Hire].[Request].[Request Approver Email]

### **Vacancy Details – deployed May 13<sup>th</sup>**

New query items were added to the Vacancy query subject to enable reporting on additional details related to the vacancy.

- [Time to Hire].[Vacancy].[Vacancy Announcement Types]
- [Time to Hire].[Vacancy].[Vacancy Pay Plan-Series-Grade]
- [Time to Hire].[Vacancy].[Vacancy Status]
- [Time to Hire].[Vacancy].[Vacancy Type]



# Customer Demo



## New Dashboard Demonstration

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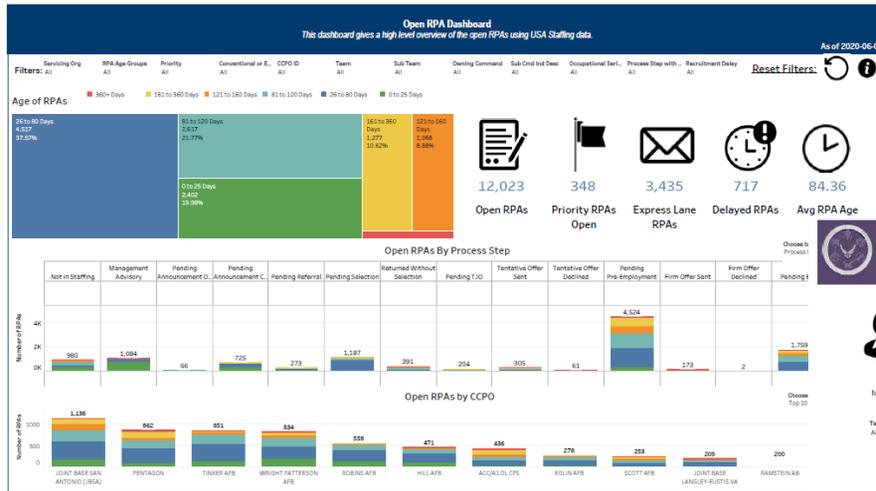
# Open RPA and Individual Staffer Dashboards Demo

Mr. Alberto Quinones, DP2IT

20 May 2020



# AFPC Dashboard Demonstration





## Open RPA Dashboard

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- **Air Force currently uses Tableau to Aggregate and Visualize Staffing data.**
  - **Allows us to quickly visualize ALL ongoing staffing efforts.**
  - **We can also track the progress of these efforts and evaluate them against our goals for key milestones.**
  - **The data can be broken down by Age, Team, or Process Step.**
- **Benefits:**
  - **Quickly identify and work towards completing “Old RPAs”.**
  - **Identify steps in the process where RPAs are remaining stagnant.**
  - **Manage workload at the team level.**
  - **Help ensure work is completed within goals.**
  - **Reduce the overall End to End time for RPA completion.**



## Individuals Dashboard

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- **Individuals Dashboard enables us to Aggregate and Visualize specific actions completed monthly in USA Staffing.**
  - **Identifies amount of work completed at team or individual level.**
  - **We can determine specific times when work is being completed.**
- **Benefits:**
  - **Quickly identify when work is occurring and easily determine impact to production based on system downtime, meetings, etc.**
  - **Manage workload at the team or individual level.**
  - **This dashboard has allowed us to determine the impact of working remotely due to COVID-19.**

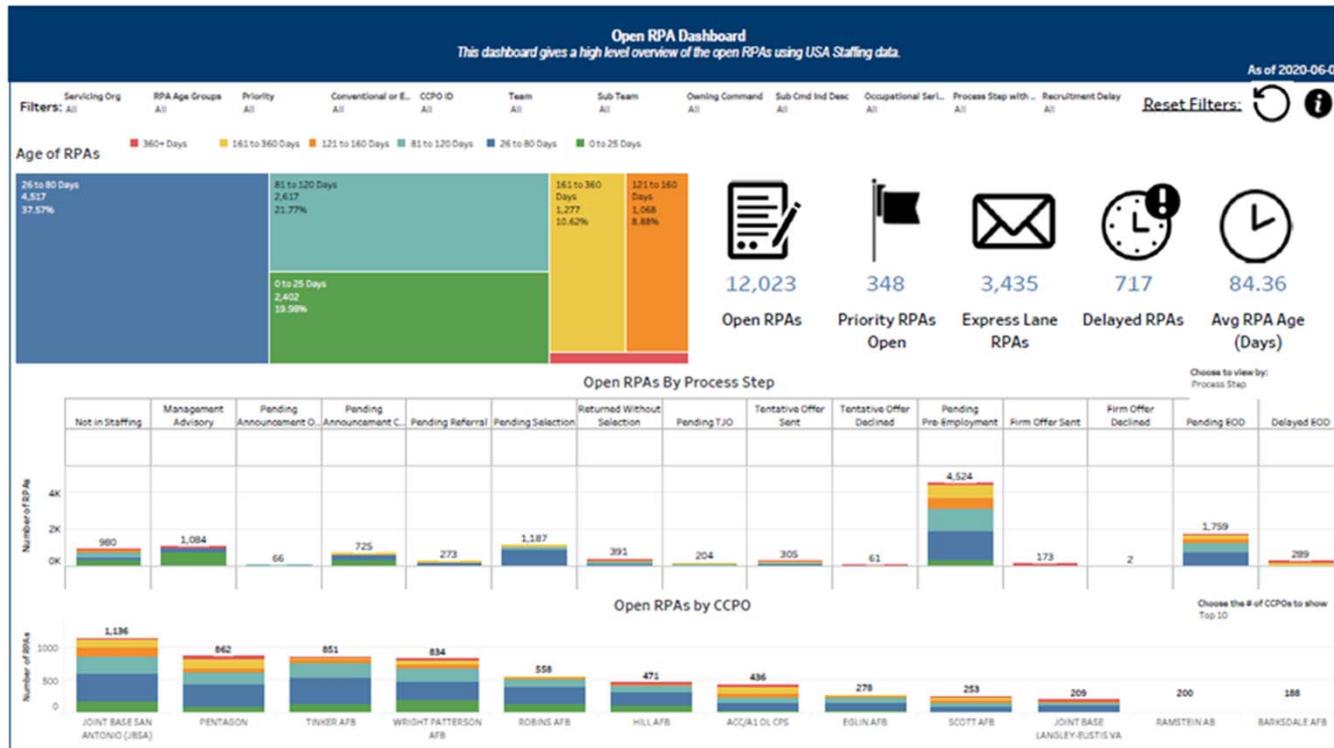


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# Live Demo

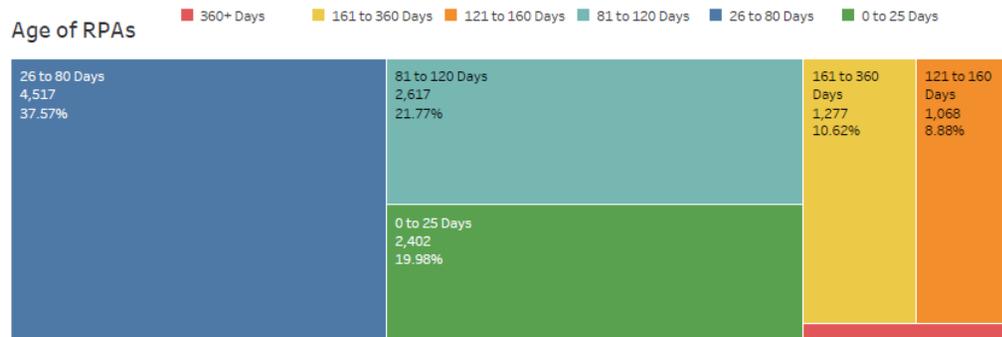


# Open RPA Dashboard





# Open RPA Dashboard

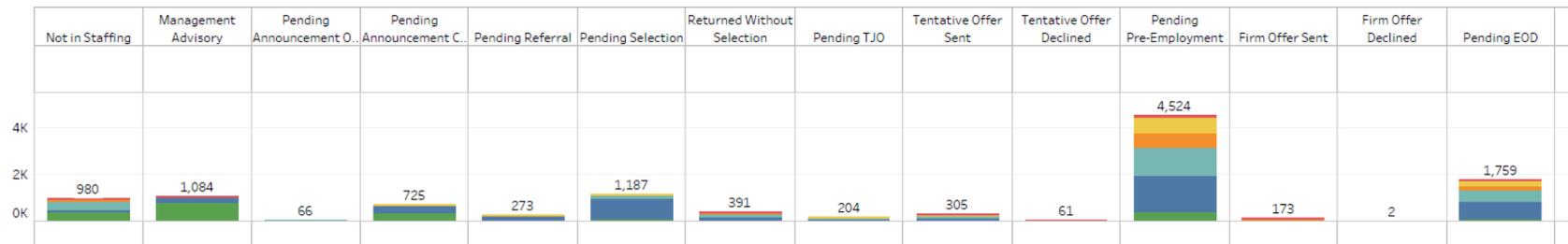


We can group RPAs by Age, allowing us to work towards completing the “old ones”.

We can group RPAs by Age and Process Step, identifying RPAs that may have become stagnant

Open RPAs By Process Step

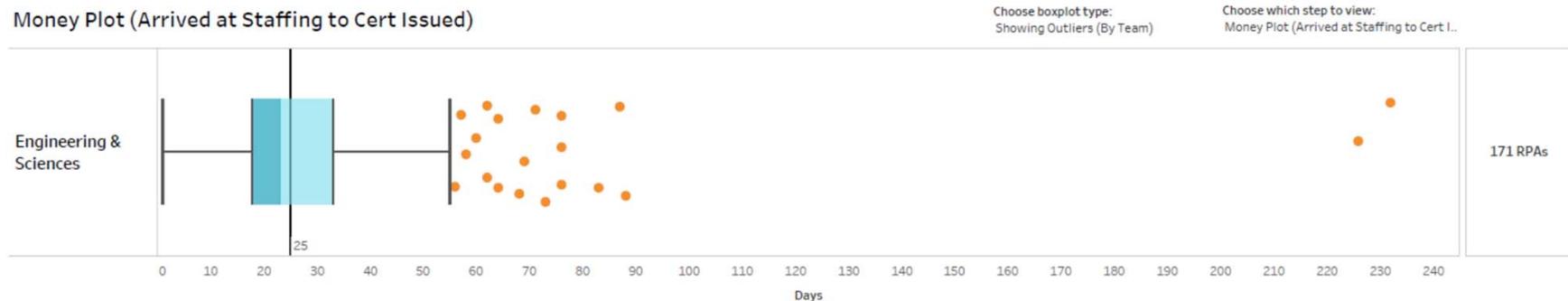
Choose to view by: Process Step





# Open RPA Dashboard

The boxplot (Box and Whisker Plot graph) view is used to track the team's progress toward timeliness goals and to manage outliers. The information displayed is an indicator of past performance, showing the length of time it took to accomplish specific tasks.





# Open RPA Dashboard

Most of the dashboard is interactive allowing us to drill down to specific actions, identifying them by RPA Number and providing additional information of where in the process it is and for how long.

**12,023**  
RPAs Open

**348**  
Priority RPAs

**84.36**  
Average Age of RPA (Days)

Reset Filters:

Request Number	Team	Sub Team	Caree..	Date RPA Tr..	Last Annou..	Date Select..	Srs	Paypla..	Sub Cmd Ind Desc	Inbox Comments	PAS Code	Owning Cmd Id ..	Process Step w..	Days in Step	Total Ap..	RPA Age
17JUN8FKOSTJ00984832	Engineering & Sciences	Communication and I..	E	Null	Null	Null	0301	GS-11	Null	6SE-TEOD-060720-A..	FT3QFKS0	SAJ - AFELM US..	Not in Staffing	1,091	Null	1,091
17NOV8FSTRAT00111494	DCIPS	DCIPS/CES	G	12/1/2017	1/2/2018	4/2/2018 9:..	0132	GG-14	HQ STRATCOM	6SE-TEOD-122120-LJ..	FD3QFJSZ	SAJ - AFELM US..	Pending Pre-E..	779	167	930
17NOV8FSTRAT00119879	Business & Finance Tea..	Accounting and Budg..	C	3/3/2018	3/22/2018	Null	0560	GS-11	Null	6SE-EAH-OE-010720..	FT3QFKS8	SAJ - AFELM US..	Pending Pre-E..	719	21	921
17NOVDP2ICR000118856	Force Renewal	Force Renewal (Comp..	E	Null	Null	Null	1599	GS-04	Null	6SE-E-18-P-077-P OP..	SF1YF4S1	CCT - AIR FORC..	Not in Staffing	923	Null	923
17OCT5RSF00000079849	Security, Medical, & Em..	Security	B	11/16/2017	12/6/2017	2/9/2018 9:..	0083	GS-06	Null	6SE-EMS-TEOD-0720..	PF1SFJQP	SPC - HQ AIR F..	Pending Pre-E..	780	102	958
17SEP9PDIAZJUD055293	Trades & Labor	All trade skills, labor, ..	N	12/29/2017	1/22/2018	2/27/2018 ..	6907	WG-05	502 AIR BASE WI..	6SE-TEOD-062220-A..	HNOJFTVK	AET - AIR EDUC..	Pending Pre-E..	825	30	992
18AUG5ISOCOM000317275	Operations & Facilities ..	Operations	S	1/2/2019	3/11/2019	5/9/2019 8:..	0343	GS-12	USSOCOM ACTIVI..	6SE-OPS-TEOD-0511..	MA3DFB..	ZVA - AFELM U..	Pending Pre-E..	379	46	671



# Individuals Dashboard

**Monthly Production Report Heatmap**  
 This dashboard provides a visual representation of actions completed by day of the month and time of day.  
 (Calendar Year 2020)

Display Month: May  
 Data as of: 2020-05-25

**2,405**  
Management  
Advisory

**1,448**  
Announcements  
Released

**23,940**  
Applicants  
Reviewed

**1,432**  
Certificates  
Issued

**1,654**  
Reviews  
Sent

**2,501**  
TJOs Sent

**2,149**  
FJOs Sent

**8,539**  
Documents  
Flowed

**3,312**  
Actions HR'ed

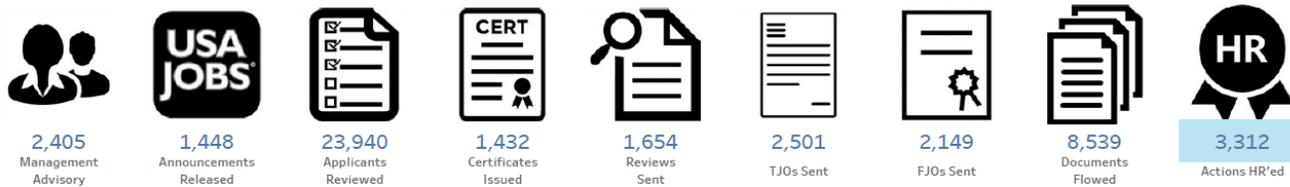
Reset Filters

Team: All      Completed By: All      Task Name: All      Total Completed: 496

Hour of Day (EST)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
12 AM	11	6		2	13	2	7	7	10	9	33	17	2	10	10	9	6	15	20	1	9	13	9		19	4	14	14	25	10		
1 AM	3				2	1	4	6	1	5		1	16	11	5		1	9	4	1	8					16	22	11				
2 AM	1			1		2	4	10	1	2	3	1	3	11	8				1	2	3	2					3	14	8			
3 AM	1					2	14				1	1	1	4	2					2	1	2						7	8			
4 AM	2			3		2		1			3	2	4	1	2					2	5					1	5	9	12			
5 AM	4			4	7	6	6	3			2	7	10	21	10			3	17	8	13	1				15	11	27	21			
6 AM	30			15	49	38	21	12			30	117	29	35	30			63	35	23	32	29				32	50	37	16			
7 AM	71			54	114	88	149	42			44	86	98	76	69			133	74	96	102	43		1		73	133	90	73			
8 AM	127			1	196	248	104	213	60		111	140	126	131	249			155	141	220	145	120	1	2	4	135	206	341	137	9		
9 AM	159			1	228	318	177	207	214	2	248	170	237	114	288	1		154	185	190	224	106	6	1	8	232	287	434	192	34	1	
10 AM	259	2		249	246	158	301	184			185	198	190	222	194	2		171	243	272	206	112	3		4	351	290	406	196	6	2	
11 AM	252	5		219	192	291	222	126			222	187	137	222	259			206	247	247	272	167				6	364	291	334	199		4
12 PM	269	7		178	248	223	233	142	2		231	181	147	244	173	2		177	242	231	194	90		1	3	239	206	316	211	10		
1 PM	234	7		198	300	195	135	141	4		179	193	125	155	146	3	5	153	223	268	146	60	3		1	234	273	489	238	30	1	
2 PM	302	9	1	252	159	206	195	150			1	231	242	204	226	240	4	6	270	406	229	196	133	5	1	2	282	367	481	169	19	
3 PM	199	8		149	331	271	217	185			1	234	221	193	158	267	5	12	266	236	180	303	140	2	3	2	396	314	258	260	15	
4 PM	142	16	1	147	234	259	182	89			2	143	160	131	116	163	2	12	165	150	106	157	43	7	2	13	206	229	318	187	8	4
5 PM	75	7	1	125	128	138	48	53			2	106	57	174	68	65		7	126	76	96	57	40			11	87	189	180	57	2	1
6 PM	34	18	5	45	26	52	44	33			14	31	64	62	41	11			36	60	37	51	13				125	63	83	42	2	
7 PM	14	13	3	23	19	64	14	26			35	24	19	21	19	1		22	11	14	28	1				12	34	47	53	11		
8 PM	5		4	10	13	15	24	8			19	29	20	23	13	1	2	20	11	26	20	2			4	16	34	40	25	21	1	2
9 PM	15		5	21	26	10	26	7			1	25	25	11	32	11	3		30	13	30	20	4			11	13	45	18	47		3
10 PM	10		15	21	44	15	24	10			15	27	29	28	4	15	6	22	20	17	17					24	5	35	21	13		
11 PM	14		2	20	12	11	10	9			6	3	18	10	18	6	6	12	16	8	20	18	1			2	7	19	27			

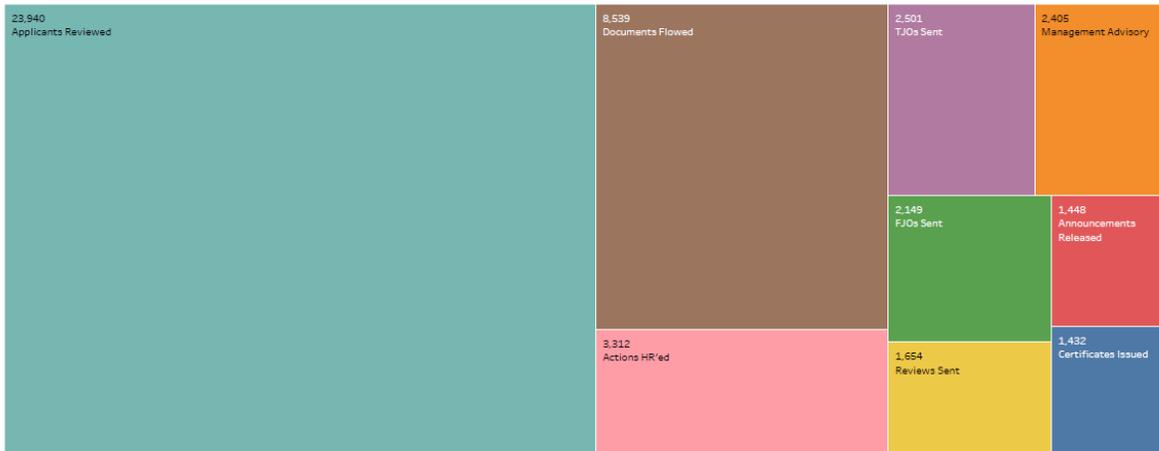


# Individuals Dashboard



Team  
All

Completed By  
All



The dashboard provides the total number of actions completed during the month. These are based on timestamped events in USA Staffing.



# Individuals Dashboard

Hour of Day (EST)	Day (EST)																														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
12 AM	11	6		2	13	2	7	7	10	9	33	17	2	10	10	9	6	15	20	1	9	13	9		19	4	14	14	25	10	
1 AM	3				2	1	4	6	1	5		1		16	11	5		1	9	4	1	8					16	22	11		
2 AM	1			1		2	4	10	1		2	3	1	3	11	8			1	2	3	2					3	14	8		
3 AM	1						2	14			1		1	1	4	2				2	1	2							7	8	
4 AM	2			3		2		1			3	2	4	1	2				2	5						1	5	9	12		
5 AM	4			4	7	6	6	3			2	7	10	21	10			3	17	8	13	1				15	11	27	21		
6 AM	39			15	49	38	21	12			30	117	29	35	30			63	35	23	32	29				32	50	37	16		
7 AM	71			54	114	88	149	42			44	86	98	76	69			133	74	96	102	43		1		73	133	90	73		
8 AM	127		1	196	248	104	213	60			111	140	126	131	249			155	141	220	145	120	1	2	4	135	206	341	137	9	
9 AM	159		1	228	318	177	207	214	2		248	170	237	114	288	1		154	185	190	224	106	6	1	8	232	287	434	192	34	1
10 AM	269	2		249	246	158	301	184			185	198	190	222	194	2		171	243	276	206	112	3		4	351	290	406	196	6	2
11 AM	252	5		219	192	231	282	126			222	187	137	222	280			206	247	247	275	167			6	364	281	334	199		4
12 PM	269	7		178	249	223	233	142	2		231	181	147	244	173	2		177	242	284	184	90		1	3	239	205	305	297	19	
1 PM	234	7		198	309	195	135	141	4		179	193	125	155	146	3	5	153	223	268	146	60	3		1	234	273	489	238	30	1
2 PM	302	9	1	252	159	206	195	150		1	231	242	204	226	249	4	6	270	496	299	196	133	5	1	2	282	367	481	169	19	
3 PM	199	8		149	335	275	217	185		1	234	221	193	158	287	5	12	266	236	180	303	140	2	3	2	396	314	258	260	15	
4 PM	142	16	1	147	234	259	182	89		2	143	160	131	116	163	2	12	165	150	196	157	43	7	2	13	206	229	318	187	8	4
5 PM	75	7	1	125	128	138	48	53		2	106	57	174	68	65		7	126	76	96	57	40			11	87	189	180	57	2	1
6 PM	34	18	5	45	26	52	44	33			14	31	64	62	41	11		36	60	37	51	13				125	63	83	42	2	
7 PM	14	13	3	23	19	64	14	26			35	24	19	21	19	1		22	11	14	28	1				12	34	47	53	11	
8 PM	5		4	10	13	15	24	8			19	29	20	23	13	1	2	20	11	26	20	2		4	16	34	40	25	21	1	2
9 PM	15		5	21	26	10	26	7		1	25	25	11	32	11	3		30	13	30	20	4			11	13	45	18	47		3
10 PM	10		15	21	44	15	24	10			15	27	29	28	4	15	6	22	20	17	17					24	5	35	21	13	
11 PM	14		2	20	12	11	10	9		6	3	18	10	18	6	6	12	16	8	20	18	1				2	7	19	27		

Because these are based on timestamped events in USA Staffing, we can provide a heatmap of when the actions are happening. This has allowed us to determine impact to production of system downtime, meetings, and other events



# Individuals Dashboard

The dashboard is interactive allowing us to drill down to specific teams and team members. This will enable Team Leads to better distribute workload within the teams.



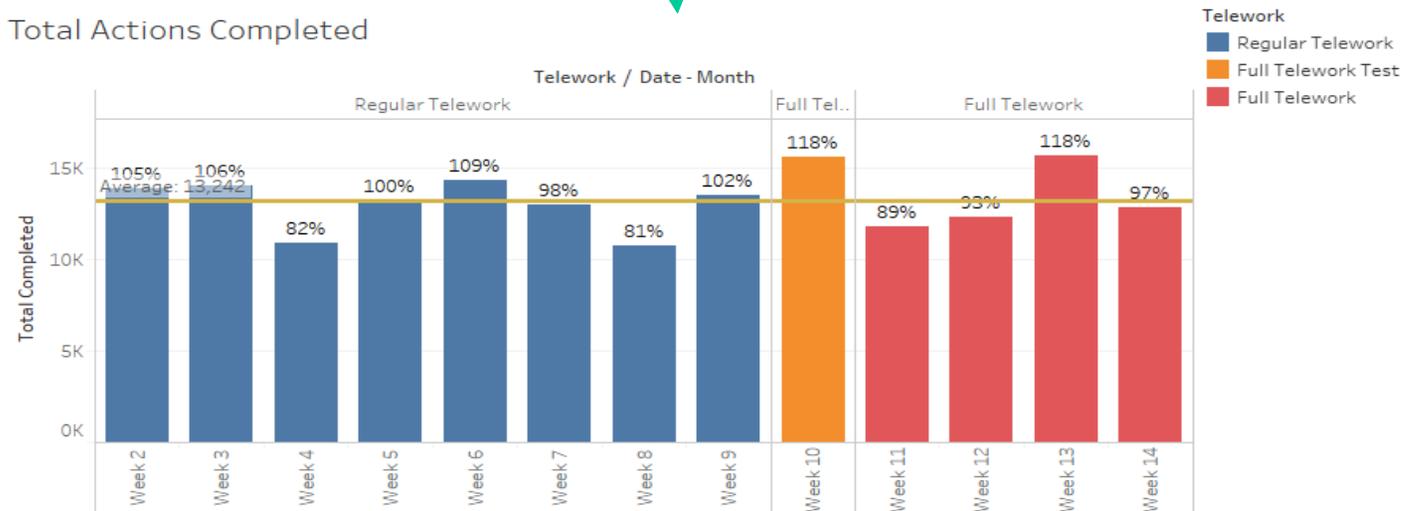
Team	Completed By	Management Advisory	Announcements Released	Applicants Reviewed	Certificates Issued	Reviews Sent	TJOs Sent	FJOs Sent	Documents Flowed	Actions HR'ed
DP2I - Leadership	[REDACTED]	1								
DP2IA - Human Resources and Social Sciences, Team 1	[REDACTED]			279		2			1	
	[REDACTED]	16		215	23	14	21	21	3	20
	[REDACTED]								5	
	[REDACTED]	26	25		1	1				
	[REDACTED]	17	18							
	[REDACTED]	1		3	3	3	4	4	28	6
	[REDACTED]	21	25							
	[REDACTED]	4		412	21	22	46	35	158	32
	[REDACTED]			397	14	20	15	7	181	4
	[REDACTED]	6	5	320	10	13	21	12	15	8



# Individuals Dashboard

This data has allowed us to evaluate actions completed over time. In the most recent case, we have been able to evaluate the impact of working remotely due to COVID-19.

Total Actions Completed





# 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/USASUpgResCtr/index.php/USA\\_Staffing\\_Upgrade\\_Resource\\_Center](https://help.usastaffing.gov/USASUpgResCtr/index.php/USA_Staffing_Upgrade_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)