USA Staffing

Reporting and Analytics Workgroup
July 19, 2022

We will start at approximately 1:03 to allow time for people to sign in
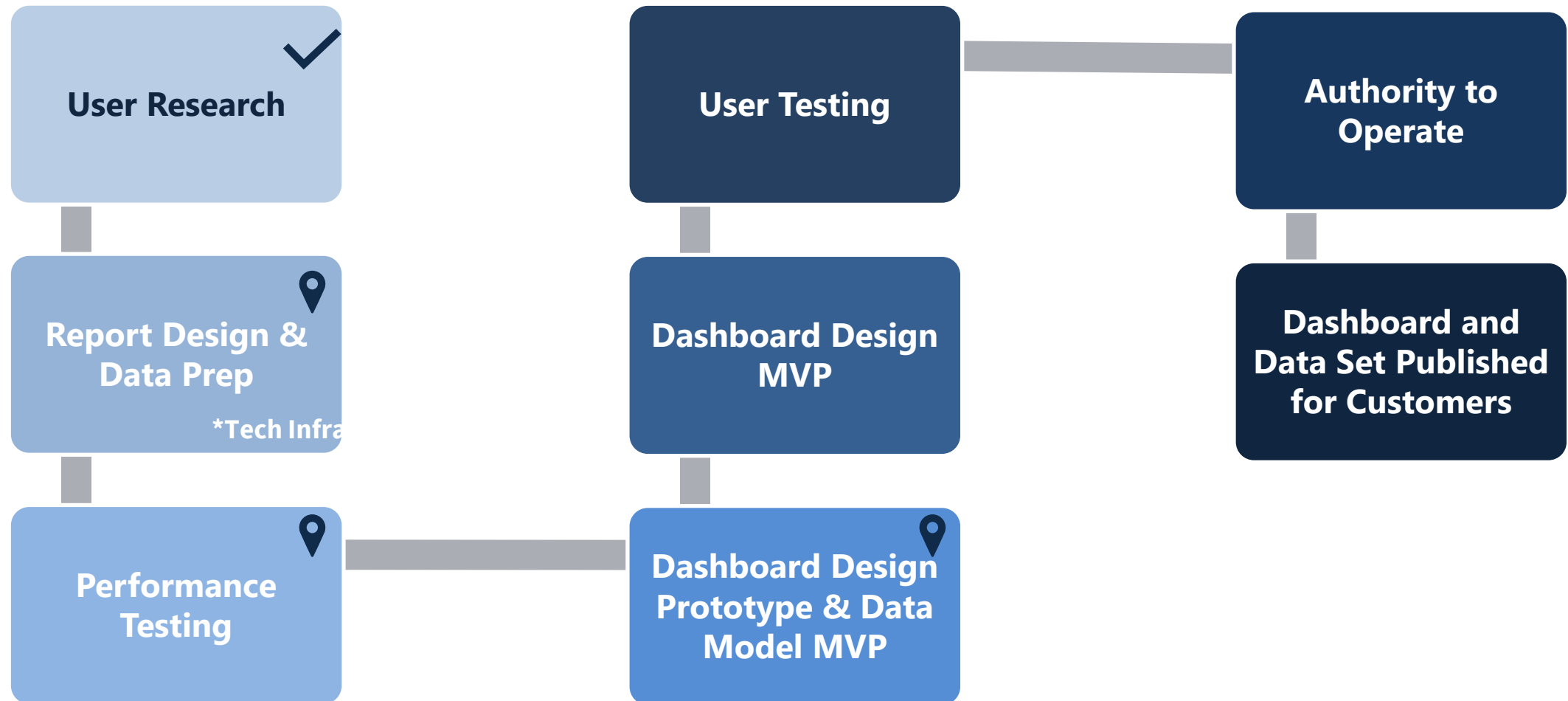
Agenda

1. Power BI Update

2. Cognos Performance Metrics

3. Reporting User Satisfaction Survey

4. Cognos Training Program

5. Modifications to Reports and Data Models

6. API Updates

7. Cognos Upgrade

8. Open Demonstration and Q&A

Power BI Update

Power BI Implementation Milestones

User Research ✓

Report Design & Data Prep

*Tech Infra

Performance Testing

User Testing

Dashboard Design MVP

Dashboard Design Prototype & Data Model MVP

Authority to Operate

Dashboard and Data Set Published for Customers

Report Design and Data Prep

Next Steps

What we have completed

- Published, tested, and made improvements to the dataset in our Sandbox environment

- Updated the dataset in the Sandbox to include data security checks

Next Steps

- Coordinating with Account Managers for input and feedback on dashboard design

- Testing the data security checks to ensure users only see the data they have permission to see

- Drafting the first iteration of the User License Dashboard

- Coordination with limited customers to test authentication designs
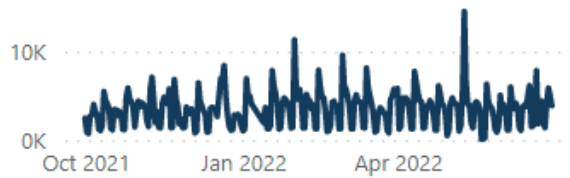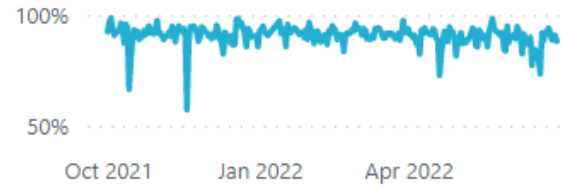
Cognos Performance Metrics
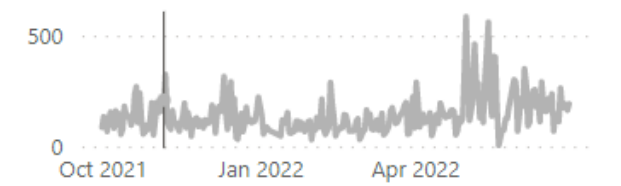
All Reports

Cognos Total Runs
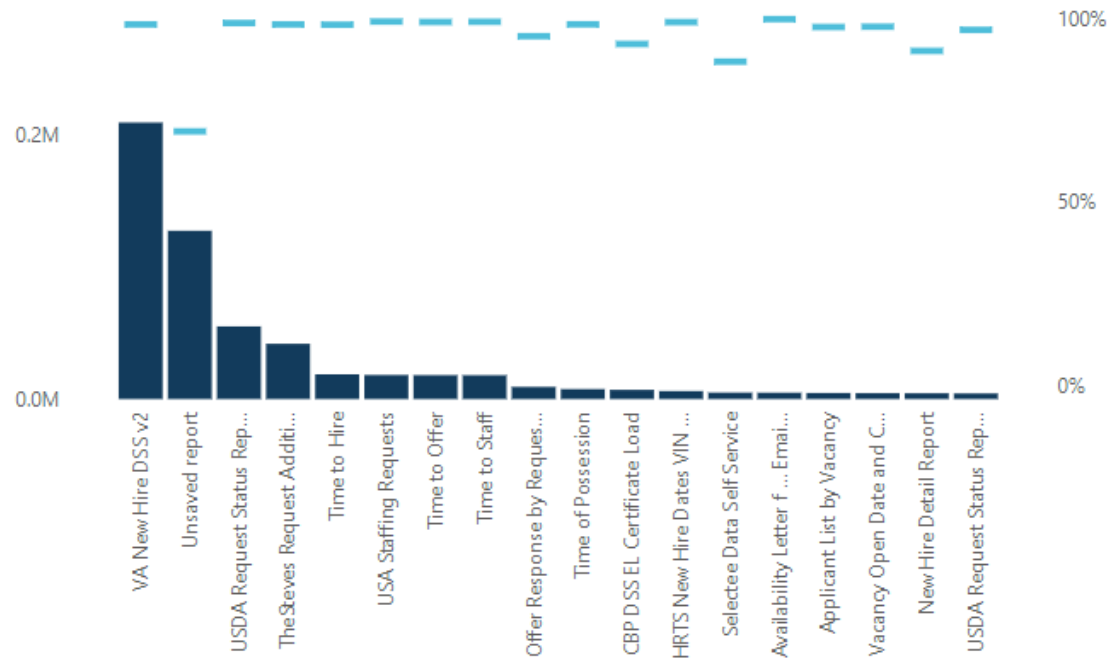### 935,706

Avg. Success Rate
91.07%

Avg. Runtime (Sec)
125.07

Cognos Total Runs and Cognos Success Rate

Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
VA New Hire DSS v2	208,805	98.27%	104.01
Unsaved report	127,083	69.12%	57.88
USDA Request Status Report - Certificate V3	54,873	98.64%	31.69
TheSteves Request Additional Information Report	41,729	98.27%	2.46
Time to Hire	18,700	98.19%	12.74
USA Staffing Requests	18,190	99.05%	2.68
Time to Offer	18,053	98.93%	4.53
Time to Staff	17,997	98.99%	6.53
Offer Response by Request Number	9,206	95.06%	3.93
Time of Possession	7,521	98.30%	67.40
CBP DSS EL Certificate Load	6,932	92.93%	132.06
HRTS New Hire Dates VIN Parameter (New Hire EOD Package)	6,051	98.89%	1.19
Selectee Data Self Service	4,886	88.13%	105.44
Availability Letter f ... Email and Phone #	4,801	99.71%	1.91
Applicant List by Vacancy	4,579	97.55%	8.30
Vacancy Open Date and Close Date by Request Number	4,463	97.65%	2.11
Total	**935,706**	**91.07%**	**125.07**

Data Source: USAJOBS   Data Through: June 2022

7

HDW Reports

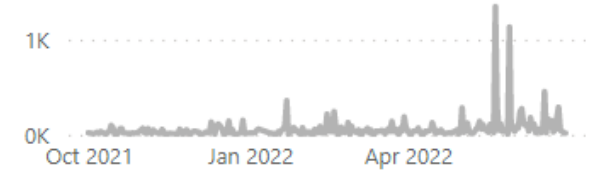## HDW Total Runs
50,858
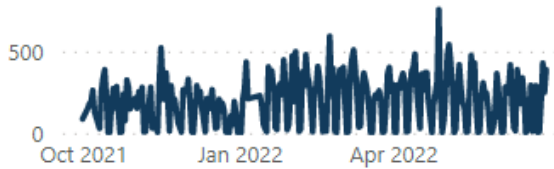
Avg. Success Rate
94.64%
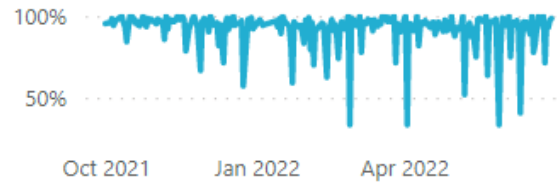
Avg. Runtime (Sec)
49.63

HDW Total Runs and HDW Success Rate
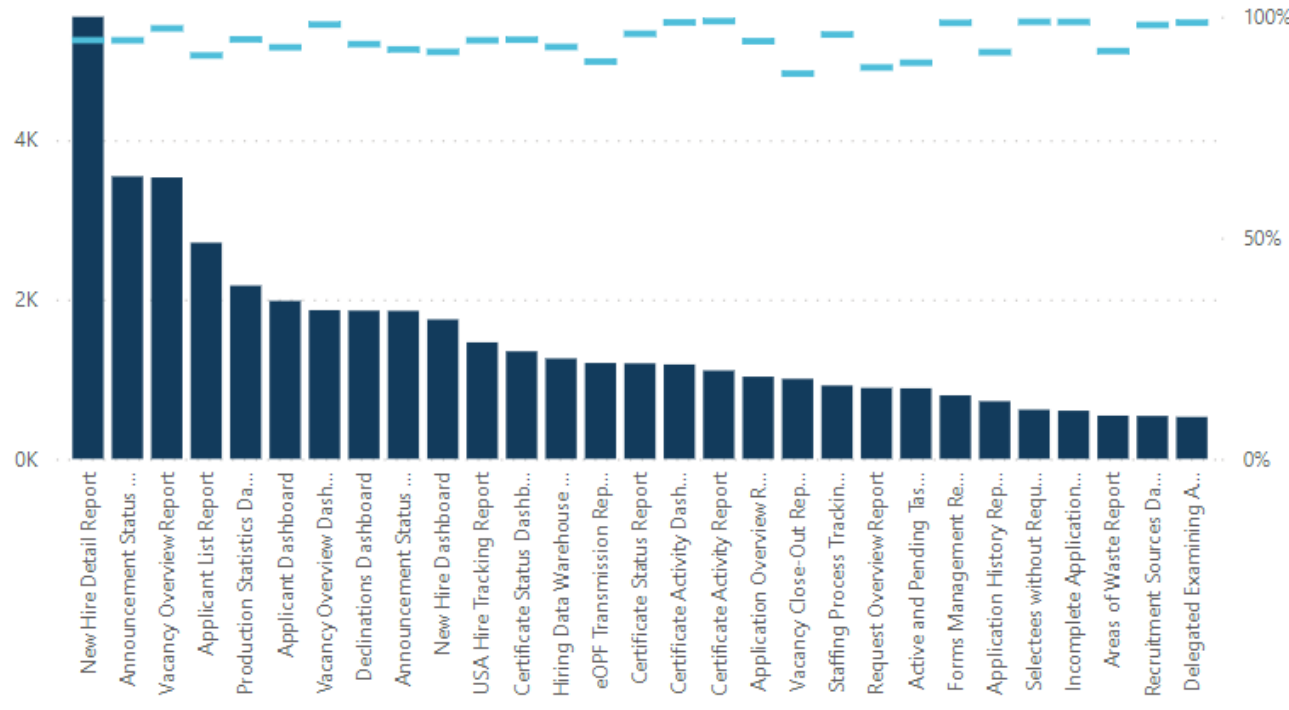
Report name	HDW Total Runs	HDW Success Rate	Avg Runtime
New Hire Detail Report	5,547	94.70%	59.68
Announcement Status Report	3,544	94.67%	9.46
Vacancy Overview Report	3,531	97.37%	10.14
Applicant List Report	2,712	91.26%	72.29
Production Statistics Dashboard	2,174	94.89%	56.14
Applicant Dashboard	1,982	93.09%	77.78
Vacancy Overview Dashboard	1,866	98.23%	9.88
Declinations Dashboard	1,860	93.82%	119.73
Announcement Status Dashboard	1,857	92.62%	16.00
New Hire Dashboard	1,749	92.05%	78.44
USA Hire Tracking Report	1,462	94.66%	15.46
Certificate Status Dashboard	1,349	94.81%	74.05
Hiring Data Warehouse Last Modified Report	1,259	93.17%	35.56
eOPF Transmission Report	1,203	89.86%	59.19
Certificate Status Report	1,198	96.16%	37.92
Certificate Activity Dashboard	1,184	98.73%	5.69
Certificate Activity Report	1,108	99.01%	7.75
Application Overview Report	1,031	94.47%	105.56
Vacancy Close-Out Report	1,004	87.15%	55.06
Total	**50,858**	**94.64%**	**49.63**

Data Source: USAJOBS   Data Through: June 2022

8

Time to Hire

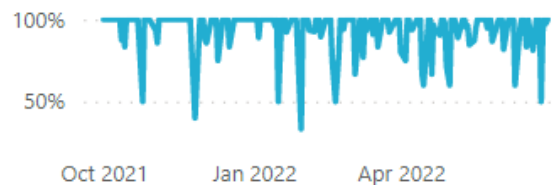**Cognos Total Runs**

2,437
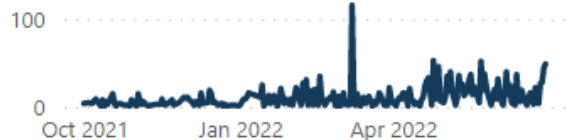
Avg. Success Rate

93.19%

Avg. Runtime (Sec)

10.08
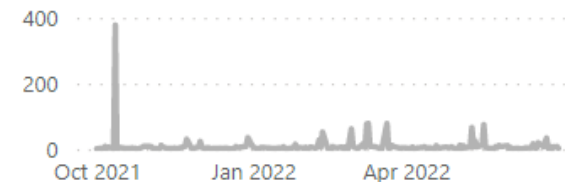
Cognos Total Runs and Cognos Success Rate

Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Time to Hire Detail Report	1,472	94.84%	6.07
Time to Hire Summary Report (Completed Requests)	822	90.27%	14.71
MCO Staffing Resource Chart	134	92.54%	27.81
Time to Hire Detail Report (1)	7	100.00%	7.14
12850 T2H OPM Within QS	2	100.00%	0.34
Total	**2,437**	**93.19%**	**10.08**

Data Source: USAJOBS   Data Through: June 2022

9

User License

Cognos Total Runs
4,271
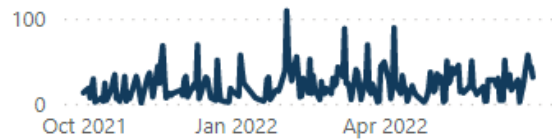
Avg. Success Rate
93.44%

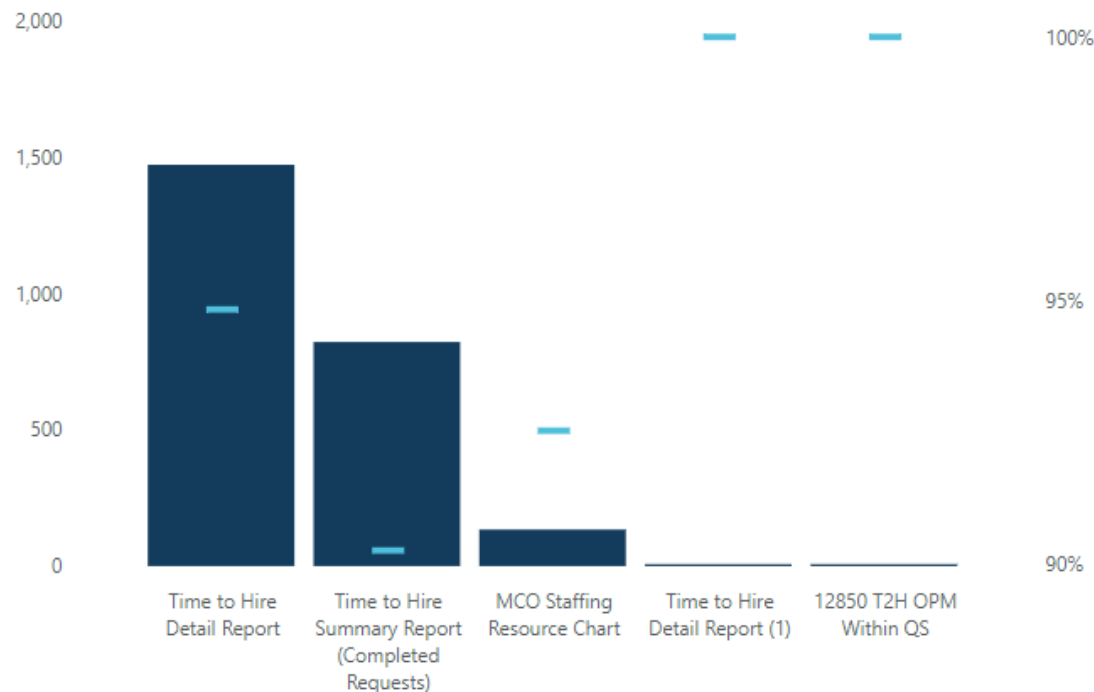## Avg. Runtime (Sec)
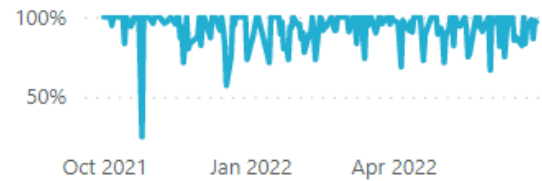**51.76**
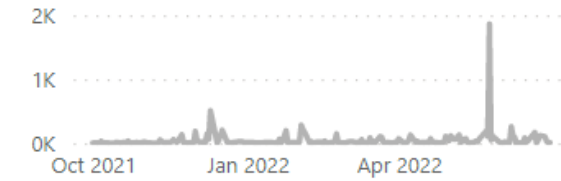
Cognos Total Runs and Cognos Success Rate
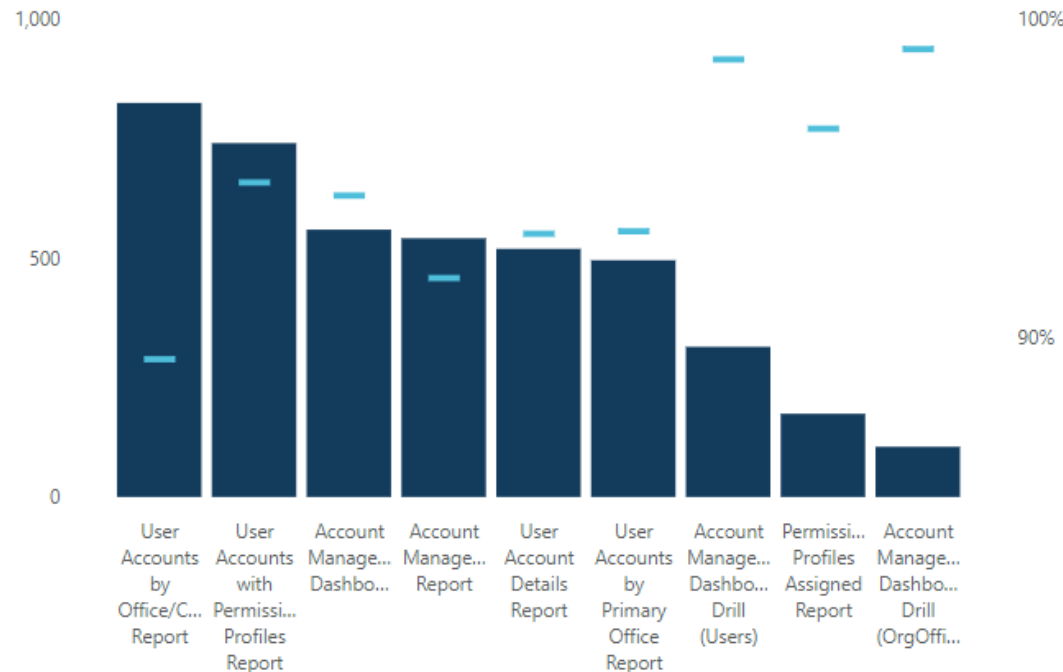
Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
User Accounts by Office/Customer Report	824	89.32%	57.92
User Accounts with Permission Profiles Report	740	94.86%	35.96
Account Management Dashboard	559	94.45%	32.48
Account Management Report	541	91.87%	160.63
User Account Details Report	519	93.26%	25.17
User Accounts by Primary Office Report	495	93.33%	37.96
Account Management Dashboard Drill (Users)	314	98.73%	22.00
Permission Profiles Assigned Report	174	96.55%	24.12
Account Management Dashboard Drill (OrgOffice)	105	99.05%	10.68
Total	**4,271**	**93.44%**	**51.76**

Data Source: USAJOBS   Data Through: June 2022

10

Reporting User Satisfaction Survey

Reporting User Satisfaction Survey

The **bi-annual customer satisfaction survey** launched on **Monday May 23** and was open until **Friday, June 24, 2022.**

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

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

- Workgroups
- Training
- Support

1078	205	19%	85	13
Total Recipients	Respondents	Response Rate	Org Count	Agency Count

Survey Sections Summary

60%
% Positive

-6.8%
% Positive Change

3.4
Avg Response Value

-0.4
Avg Response Change

Section	% Positive
▼ Support	83%
▲ Training	77%
▲ Workgroups	75%
▲ Interconnections	68%
▲ USA Staffing Reporting Program	66%
= Data and Reports	62%
▼ Business Intelligence Tool	43%

Top 5 Questions

92%	89%	84%	83%	78%
The USAS Reporting team conducts business in a professional manner.	The USAS Reporting team is knowledgeable	The USAS Reporting team provides consistent and reliable service.	The USAS Reporting team provides timely service.	Considering everything, how satisfied are you with the reporting support provided through the USAS Help Desk and/or USAStaffingData in…

*The top 4 items were also the top 4 from the Spring and Fall 2021 surveys.

Bottom 5 Questions

Bar chart showing percentages for five questions:

- **49%** — The BI tool is easy to use to run reports.
- **48%** — It is easy to navigate the library of standard reports to find what I need.
- **46%** — The BI tool is easy to navigate to locate the reports and data I need.
- **43%** — Considering everything, how satisfied are you with the BI Tool that supports USAS reporting?
- **33%** — The BI tool is easy to use to create or modify reports.

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

USA Staffing Reporting Program
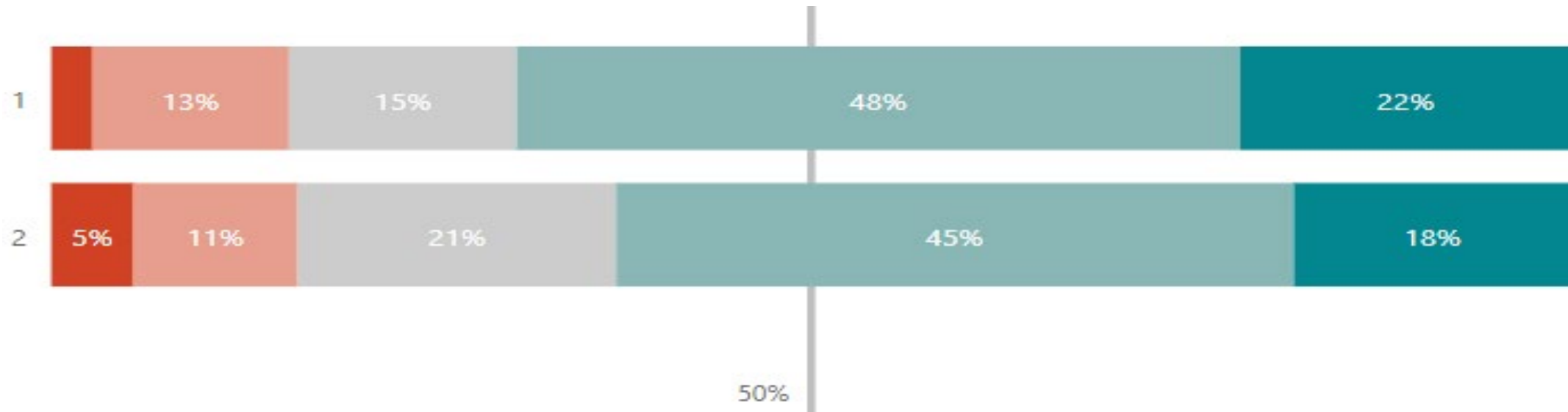
66%
Percent Positive

2.7%
Percent Positive Change

3.7
Average Response Value

0.1
Average Response Change

1 | 1% | 13% | 15% | 48% | 22%

2 | 5% | 11% | 21% | 45% | 18%

50%
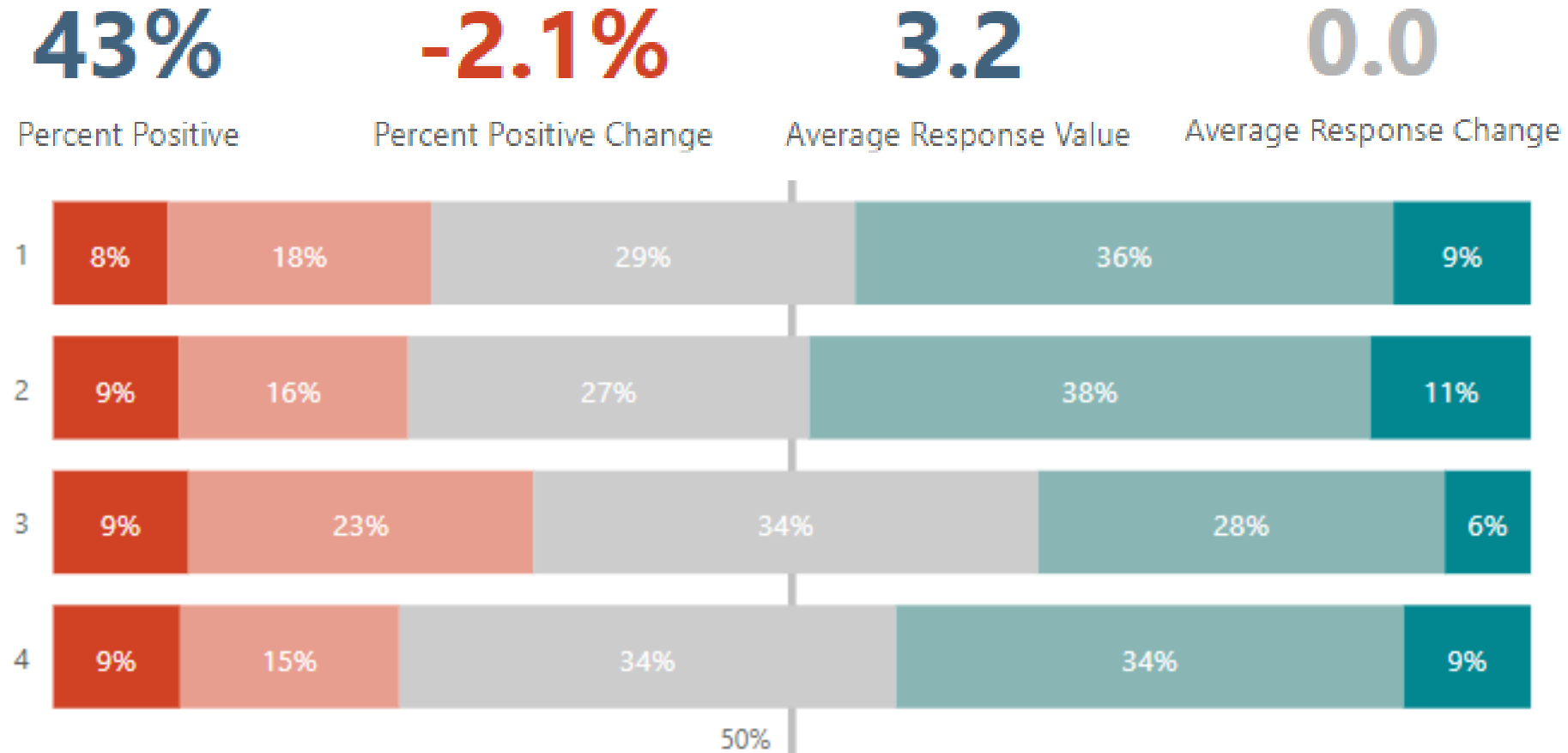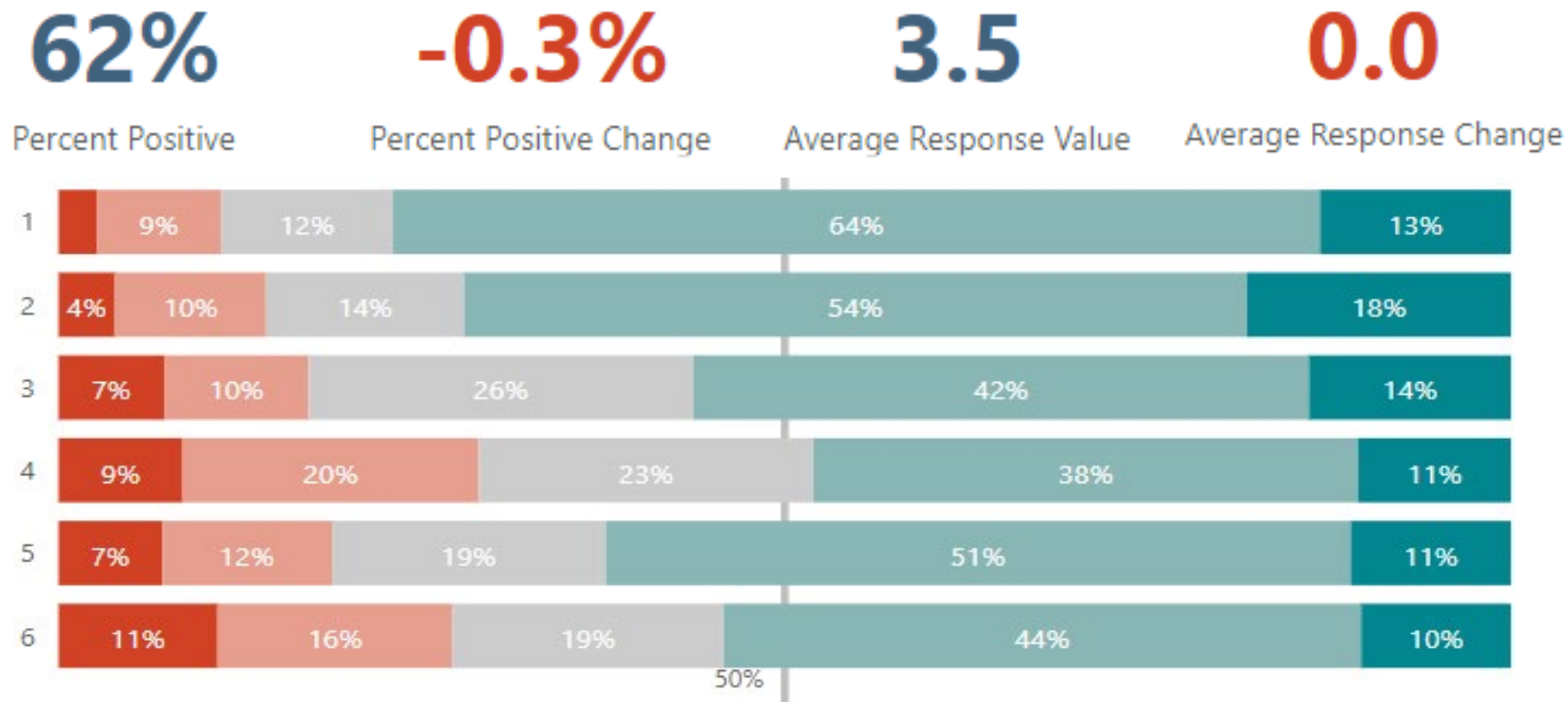
1. I would recommend USAS reporting products and services to other government organizations.
2. Considering all your experiences with USAS Reporting, how satisfied are you with reporting products and services?

Business Intelligence Tool

43%
Percent Positive

-2.1%
Percent Positive Change

3.2
Average Response Value

0.0
Average Response Change

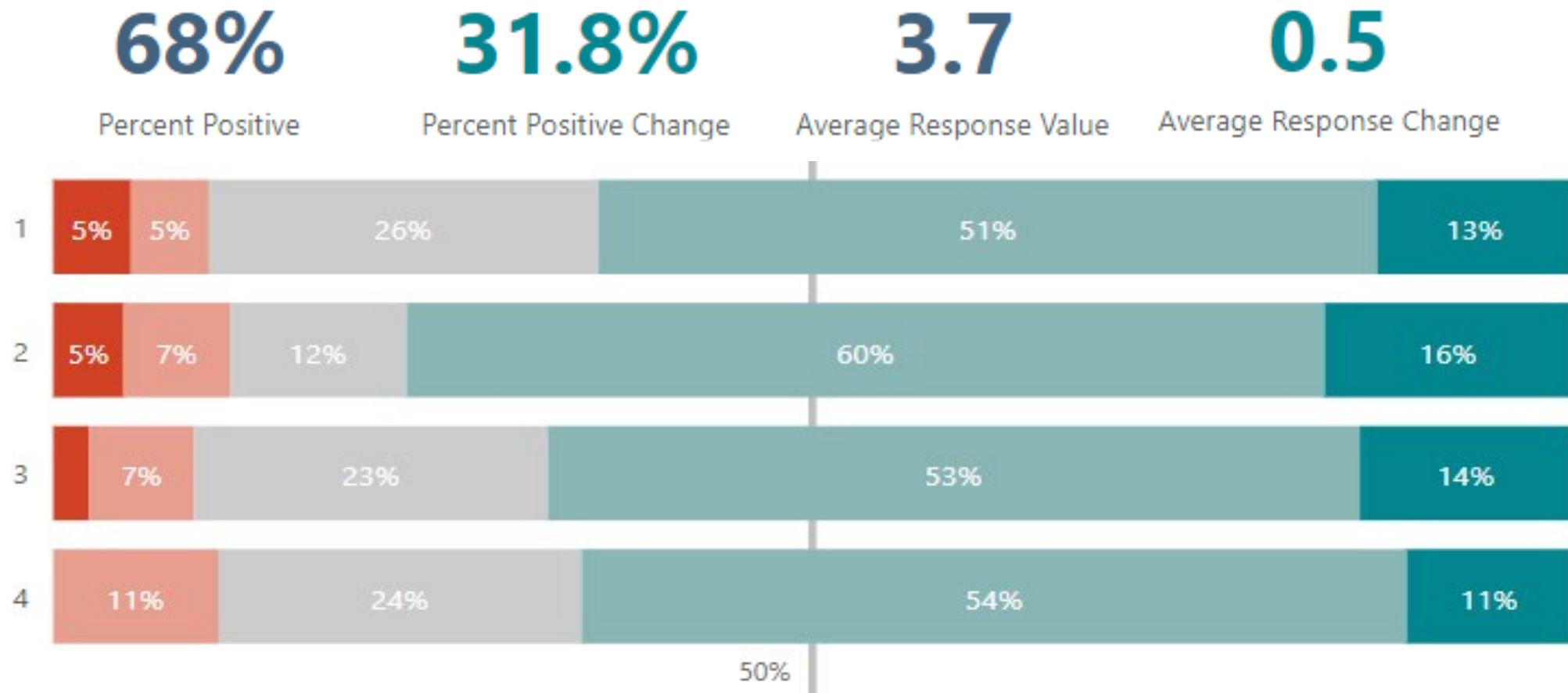|					
1	8%	18%	29%	36%	9%
2	9%	16%	27%	38%	11%
3	9%	23%	34%	28%	6%
4	9%	15%	34%	34%	9%

50%

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

Data and Reports

	62% Percent Positive	-0.3% Percent Positive Change	3.5 Average Response Value	0.0 Average Response Change
1	9% 12%		64%	13%
2	4% 10% 14%		54%	18%
3	7% 10% 26%		42%	14%
4	9% 20% 23%		38%	11%
5	7% 12% 19%		51%	11%
6	11% 16% 19%		44%	10%

50%

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

Interconnections

	Percent Positive **68%**	Percent Positive Change **31.8%**	Average Response Value **3.7**	Average Response Change **0.5**

1	5%	5%	26%	51%	13%
2	5%	7%	12%	60%	16%
3	7%		23%	53%	14%
4	11%		24%	54%	11%

50%

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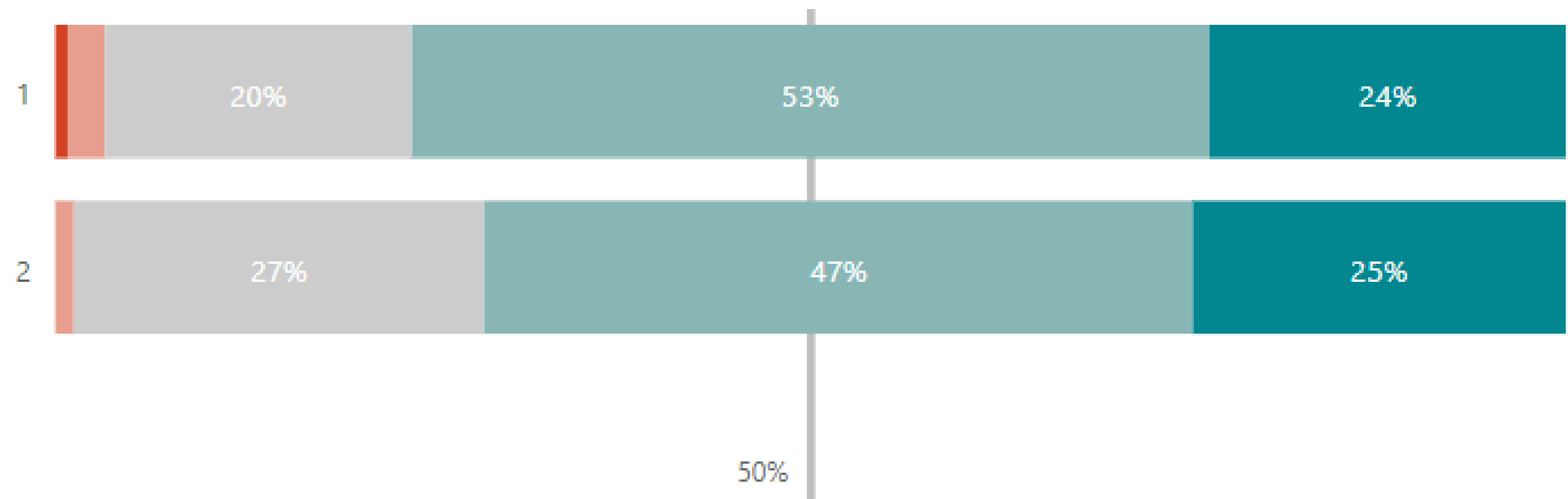
Workgroups

75%
Percent Positive

5.7%
Percent Positive Change

4.0
Average Response Value

0.1
Average Response Change

1		20%	53%	24%
2		27%	47%	25%

50%

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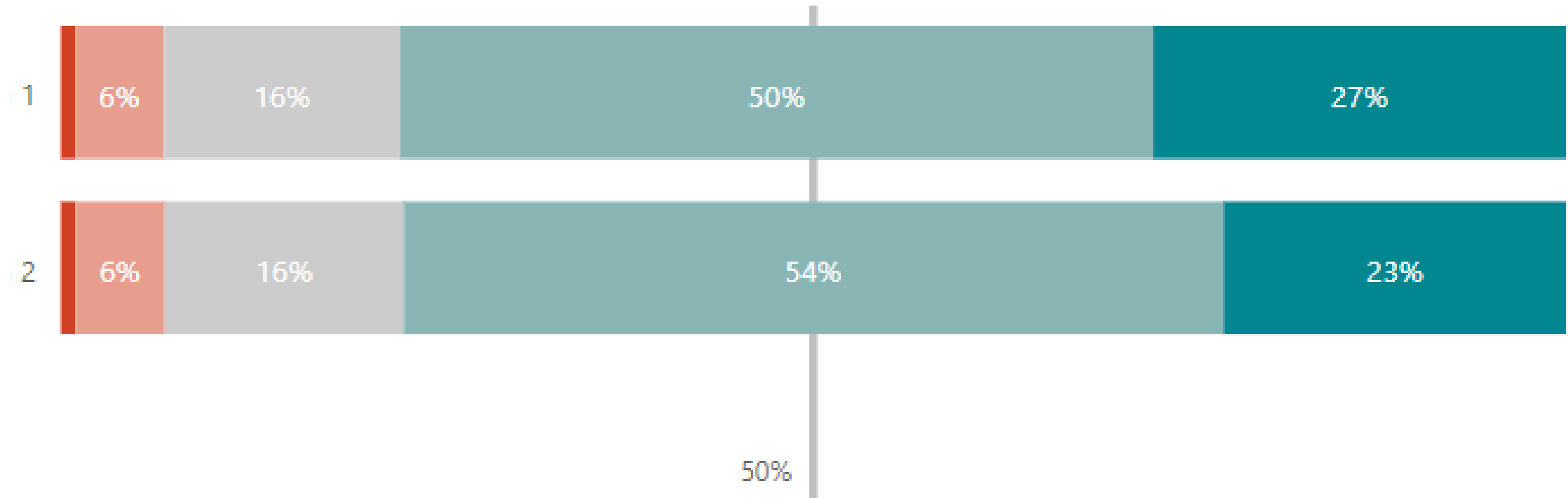
Training

77%
Percent Positive

5.1%
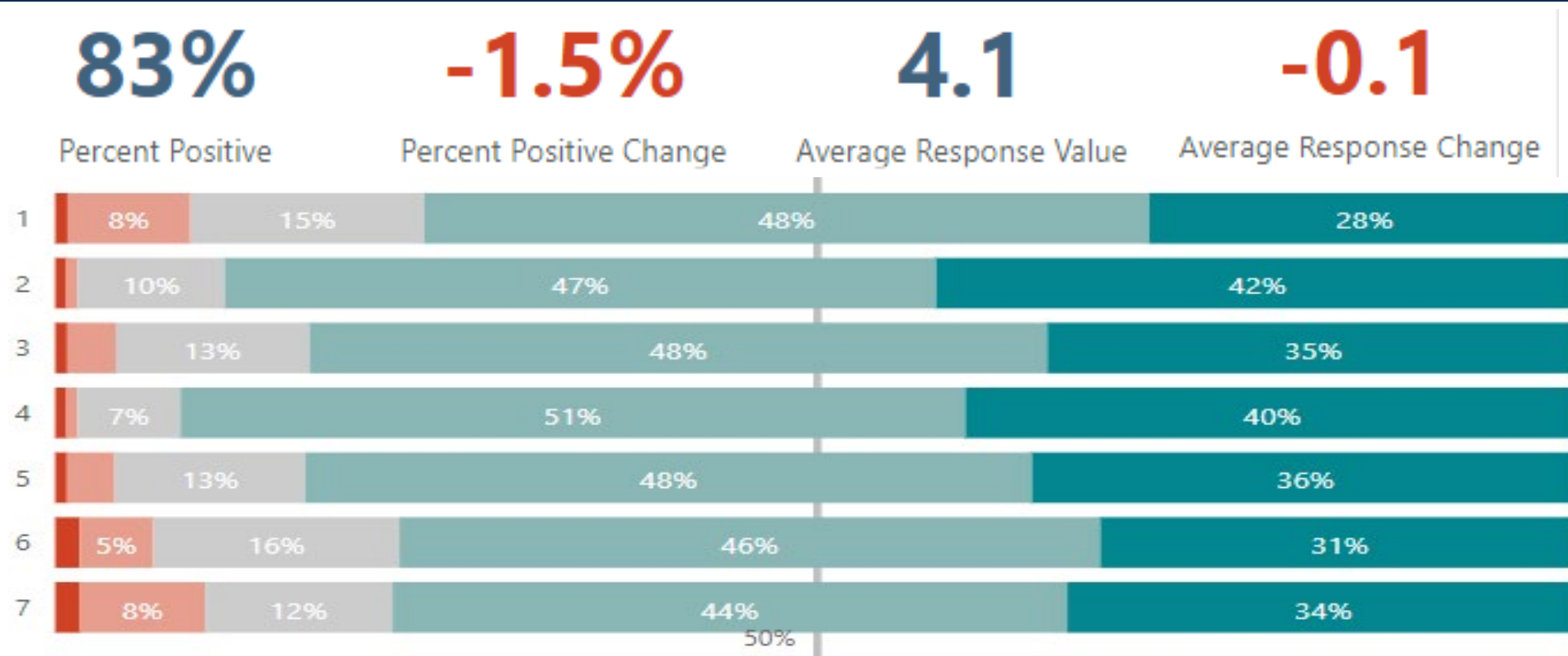Percent Positive Change

4.0
Average Response Value

0.1
Average Response Change

| 1 | 6% | 16% | 50% | 27% |

| 2 | 6% | 16% | 54% | 23% |

50%

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

Support

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

What does USA Staffing Reporting do well?

1 Communication

"They communicate on-the-spot issues with system functionality and reporting. Provide up-to-date: release notes, training resources, workgroup recordings."

2 Training

"The group does a really great job with the advanced report forum. I love that we can ask them anything big or small about Cognos and they walk and explain it to all of us. They even share reports with us as needed."

3 Support

"Excellent customer service and knowledge of the data & reporting tool."

4 Data and Reports Available

"The standard reports generally work for us."
"The new Hiring Data Warehouse is useful in the way it is organized and the reports developed per topic area of interest."

5 Interconnections

"We appreciate useful information on interconnection issues. Compared to previous years, the email notifications contain more detail…what we can expect…how we can help.., and a plan ahead."

6 BI Tool

"Tool is easy to use and OPM team is easy to work with and knowledgeable."

What can USA Staffing do to improve?

1 **Communication**

"More transparency is needed when OPM is encountering issues."

2 **Training**

"More in depth training for report authors…breaking it down by parts or modules and allot time for the exercises versus a 'demo' feel…"

3 **Support**

"Job Aids or training recordings on how to pull reports…"
"Better explanation of what the reports are for and what situations you might use them in…"

4 **Data Availability and Accuracy**

"The reports are not up to date. The data is anywhere from 24 to 48 hours old."
"The reports are not accurate and information may vary based on which report is used."

5 **Interconnections**

"Easier ways to access the available APIs without being a full-time developer."

6 **BI Tool**

"Disappointed to see rollback of Cognos update functionality. Awaiting implementation of Power BI."

7 **System or Report Performance and Availability**

"Trouble with stability lately…challenging to make data driven decisions.

Cognos Training Program

Available Trainings

	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

Upcoming Trainings

	Report Consumer Training	Report Author Training	Advanced Author Forum
Dates	Wednesday, July 27 1:00 – 4:00 PM EDT	Tuesday, August 23 10:00 AM – 3:00 PM EDT + Wednesday, August 24 10:00 AM – 3:00 PM EDT	Thursday, August 4 11:00 AM – 12:00 PM EDT Thursday, September 1 11:00 AM – 12:00 PM EDT Thursday, October 6 11:00 AM – 12:00 PM EDT Thursday, November 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.

Modifications to Reports and Data Models

Sprint 27 deployed to Production on July 6th
Sprint 28 will be deployed to Production on July 20th

New or Modified Reports

Applicant Flow Data Warehouse Reports

Applicant Flow by Vacancy – will be deployed July20th
The Applicant Flow by Vacancy report was created. This report provides tabular data summarized applicant responses to ethnicity/race, sex, and disability demographic questions by milestone in the staffing process (e.g., applied, qualified, referred) for specific vacancies or announcements.
- Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

Applicant Flow Vacancy Level Detail by Customer – will be deployed July20th
The Applicant Flow Vacancy Level Detail by Customer report was created. This report provides tabular data related to applicant responses to ethnicity/race, sex, and disability demographic questions in the USAJOBS job seeker profile as well as applicant progress through the staffing process at the vacancy level (i.e., across all rating combinations). This report also includes the identification of the customer(s) associated with each vacancy; because a vacancy can have more than one customer, the information gathered from this report should not be aggregated to respond to MD-715 reporting requirements because the same applicants will be included for each customer for a vacancy.
- Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

New or Modified Reports

Hiring Data Warehouse Reports

Assessment Types by Vacancy Dashboard – will be deployed July20th

The Assessment Types by Vacancy Dashboard was created. This dashboard shows what assessment type(s) are used by vacancy to support agency reporting in response to EO 13932, Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates.

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

Data Model Changes

Assessment Scoring – deployed July 6th
Two existing query subjects and their associated query items were moved from the Assessment Information sub-folder to the Assessment Scoring Information sub-folder for organizational purposes. The change should not impact any reports using these query subjects or their associated query items.

Assessment Packages folder > Assessment Scoring Information
- Assessment Competencies query subject
  - [Presentation View].[Assessment Competencies].[Assessment Competency Definition]
  - [Presentation View].[Assessment Competencies].[Assessment Competency ID]
  - [Presentation View].[Assessment Competencies].[Assessment Competency Source]
  - [Presentation View].[Assessment Competencies].[Assessment Competency Title]
  - [Presentation View].[Assessment Competencies].[Assessment Competency Type]
- Assessment Competency Rating Combinations query subject
  - [Presentation View].[Assessment Competency Rating Combinations].[Assessment Competency Rating Combination]
  - [Presentation View].[Assessment Competency Rating Combinations].[Competency Is Rated?]
  - [Presentation View].[Assessment Competency Rating Combinations].[Competency Proportional Weight]
  - [Presentation View].[Assessment Competency Rating Combinations].[Number of Rated Items]

Data Model Changes

Hiring Data Warehouse

Assessment Rating Settings **– deployed July 20th**
A new query subject and associated query items was added to enable reporting on additional details about how assessments are scored.

Assessment Packages folder > Assessment Scoring Information
- Assessment Rating Settings query subject
  - [Presentation View].[Assessment Rating Settings].[Assessment Max Raw Score]
  - [Presentation View].[Assessment Rating Settings].[Assessment Min Raw Score]
  - [Presentation View].[Assessment Rating Settings].[Assessment Passing Score]
  - [Presentation View].[Assessment Rating Settings].[Assessment Rating Combination]
  - [Presentation View].[Assessment Rating Settings].[Assessment Raw Score Range]
  - [Presentation View].[Assessment Rating Settings].[Cut Score?]
  - [Presentation View].[Assessment Rating Settings].[Manual Assessment Max Z-Score]
  - [Presentation View].[Assessment Rating Settings].[Manual Assessment Min Z-Score]

Data Model Changes

Hiring Data Warehouse

Occupation Specialty Codes – deployed July 6th
A new query subject and associated query item was added to enable reporting on the occupational specialty code(s) associated with a vacancy.
- Occupation Specialty Codes query subject
  - [Presentation View].[Occupation Specialty Codes].[Occupation Specialty Code]

API Updates

# USA Staffing Data APIs

ExternalIDs – deployed July 6th

The USA Staffing Data APIs listed below were updated with a new link within the JSON return that will allow customers to retrieve IDs to help create joins between data sets. A new ExternalIDs link has been added to each API, and the expand parameter will have a new optional value '[APIName]externalIDs' which will open a list of IDs for each linked external entity. This will retrieve external IDs with the main data set.

- Announcements
- Request
- Staffing Tasks
- Vacancies

Cognos Upgrade

Upgrade to Cognos 11.1.7

Cognos is being **upgraded from version 11.0.13.1 to 11.1.7** as part of the migration of USA Staffing to a new hosting environment.
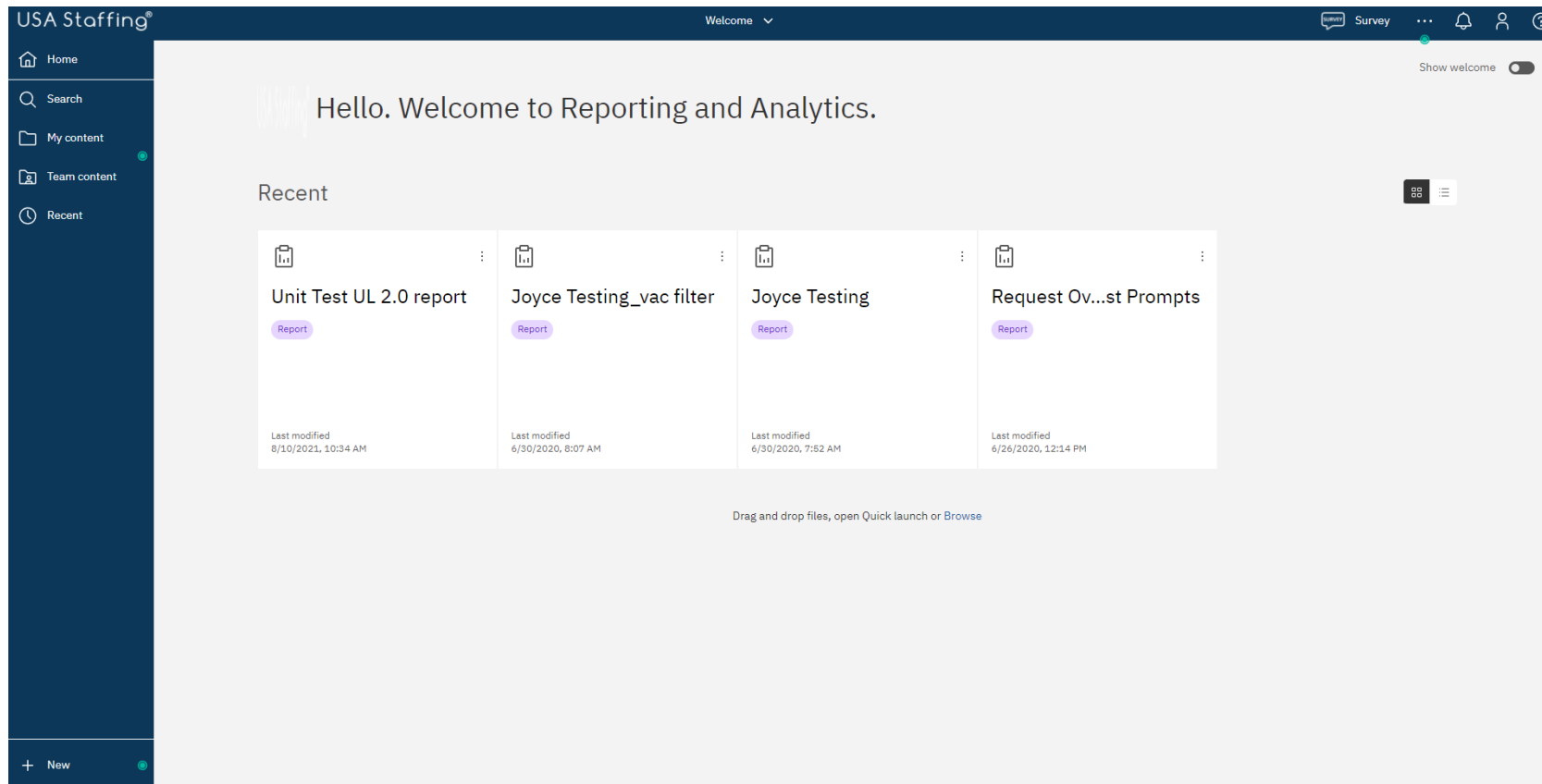
*This upgrade was initially attempted in January 2022, but was rolled back due to performance issues. The new servers, combined with additional licenses being secured from IBM should provide an improved reporting experience.

Additional Visualization Types

The visualization library includes an option to select newly available visualizations for version 11.1. All previously existing visualizations will remain available.
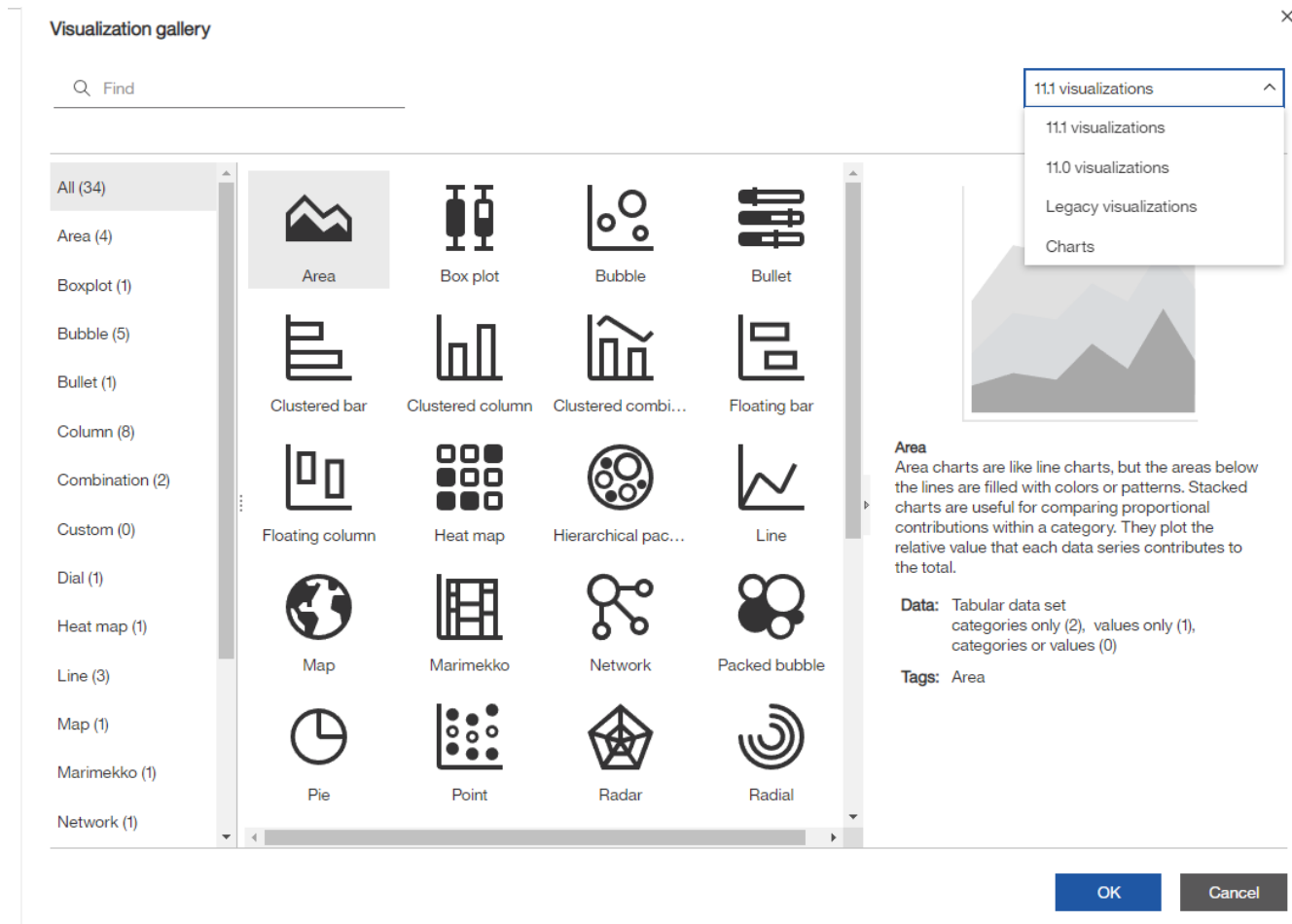
New Scheduling Interface

The new scheduling interface is more intuitive and easier to navigate.

As part of the upgrade process, scheduled reports for non-DSS users for the following data packages will be disabled:

- Staffing Reports
- Staffing Administration
- Staffing Analytics
- Applicant Flow Data Analytics
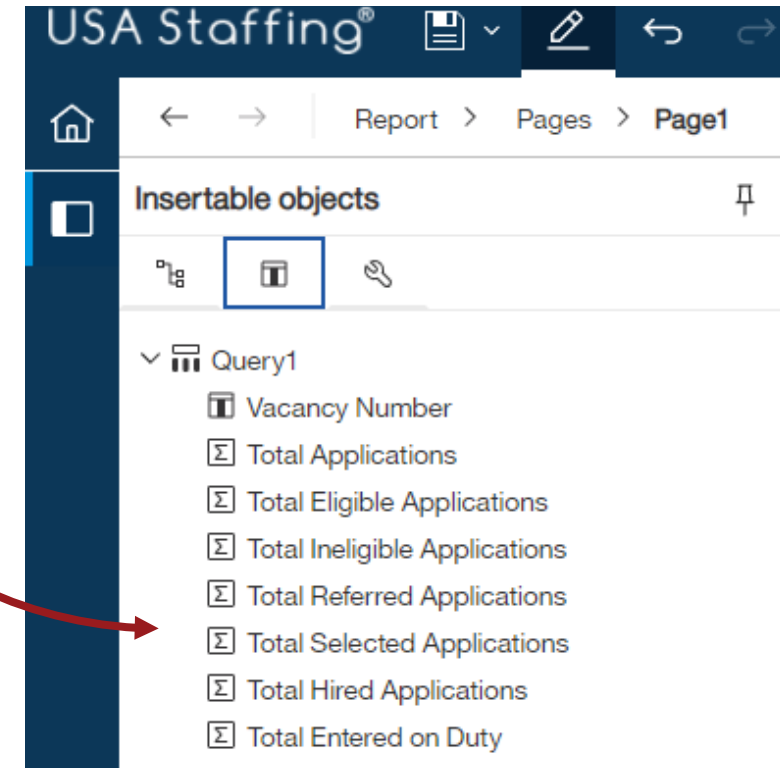- New Hire (End of Day) data packages.

Copy/Paste Functionality

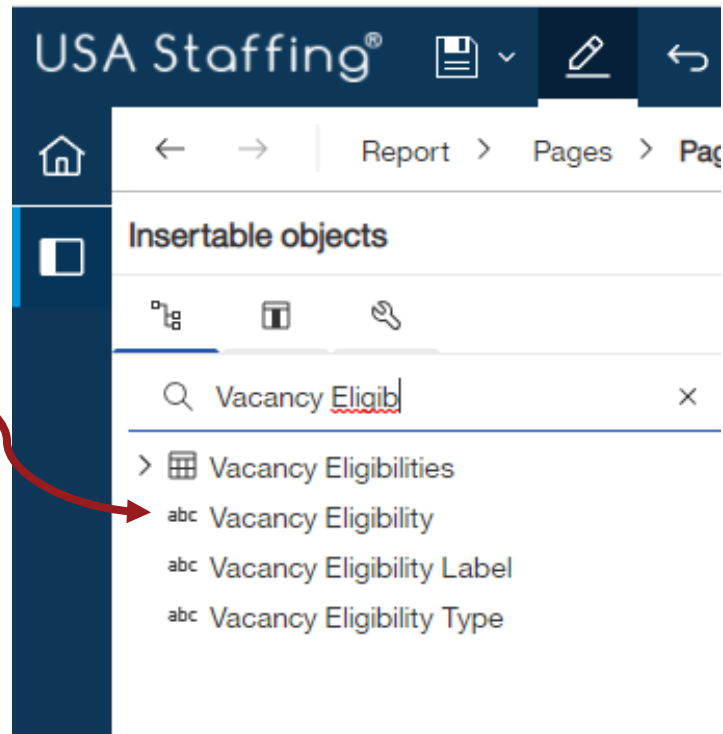Users can now copy/paste content from one report to another(!!).
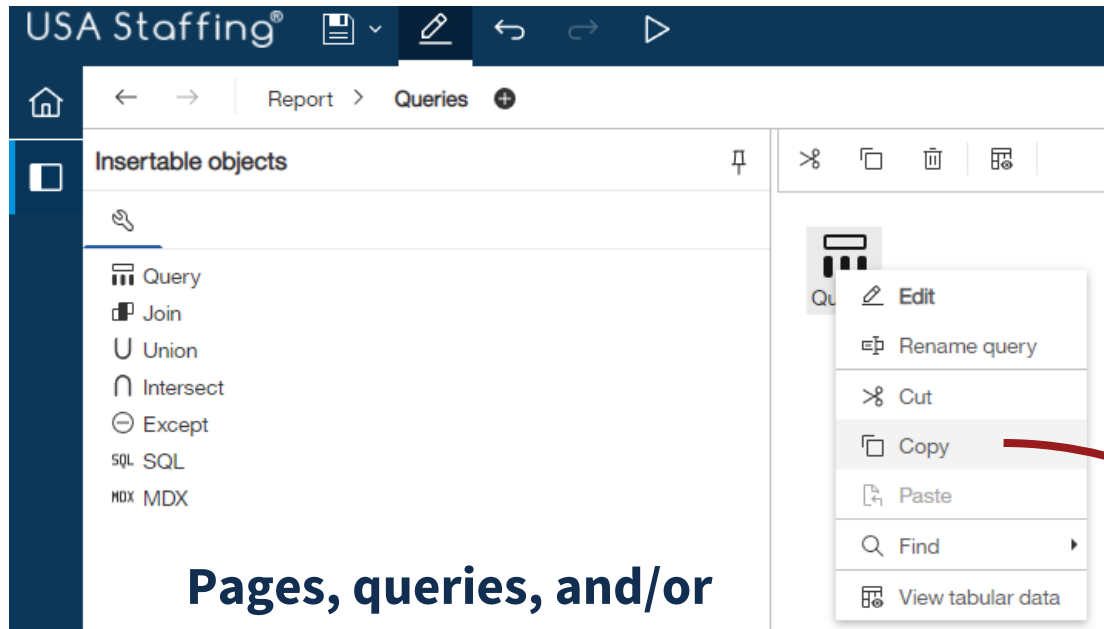
Pages, queries, and/or data containers can all be copy/pasted
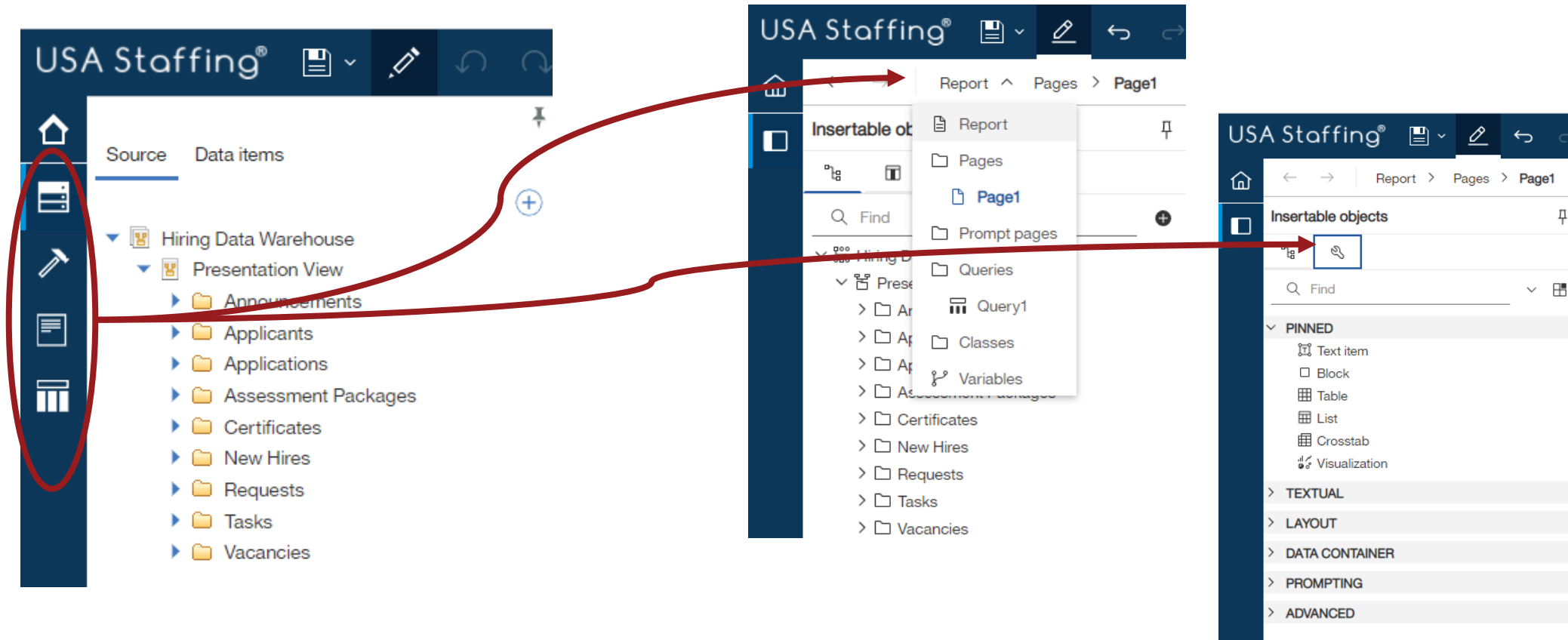
Data Item Search Capabilities

The new search bar in the Data Source area allows you to search for data items based on keyword.

New icons next to query items provide an indication of data type

Report Author Consideration

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

Next Steps

The upgrade will occur **concurrently with the migration to the new hosting environment**. Given past experiences with the upgrade and migration, we are first planning a **soft launch** to allow for live tuning of configuration and minimize loss of work.

What is meant by a 'soft launch'?

- We will identify a specific date and timeframe during which users will be directed to the new hosting environment and upgraded version of Cognos.

  o Reporting performance will be closely monitored during this time

  o Tuning of servers and Cognos configuration will be updated live to optimize performance

     ▪ This may result in report queuing/delays in when reports are able to begin pulling data

- After this timeframe ends, users will be directed back to the old environment and prior version of Cognos.

Next Steps

What should customers do during the 'soft launch'?

- Run reports (live, in the background, and scheduled reports) as you would during any normal day – the intent is to ensure the new environment and Cognos is set up to handle typical workload.

- Report authors **_should not_** modify existing or create new reports.

  - When the soft launch period ends, modifications and new reports will be lost.

What happens next?

- The target date and timeframe for the soft launch will be communicated at least 2 weeks in advance.

- Updated Report Consumer and Report Author Training materials will be made available on the Reporting and Analytics page of the USA Staffing Resource Center.

- The target date for the official migration and upgrade will be determined based on the outcomes of the soft launch.

Open Demonstration and Q&A

USA Staffing Reporting Upcoming Events and Releases

Events

July 26	USA Staffing Advisory Board Meeting
July 27	Report Consumer Training
Date TBD	Cognos Upgrade 'Soft Launch'
August 4	Advanced Author Forum
August 11	Applicant Flow Data Workgroup Meeting
August 23 – 24	Report Author Training
August 30	Reporting and Analytics Workgroup Meeting
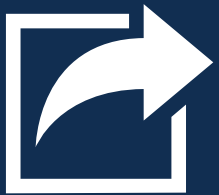
Releases

July 20	Reporting Production
July 27	Reporting Stage
August 3	Reporting Production
August 10	Reporting Stage
August 17	Reporting Production
August 24	Reporting Stage
August 31	Reporting Production

The full USA Staffing Release Schedule and Release Notes can be found on the USA Staffing Resource Center.

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**