USA Staffing

USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

October 13, 2020

Created by the OPM Federal Staffing Center

Agenda

- **Program Updates**
  - Cognos Performance Metrics
  - Foresee Survey
  - Business Intelligence (BI) Tool Evaluation Update
  - Cognos Training Program
- **Modifications to Reports and Data Models**
  - Reports
  - Data Models
- **Cognos Tip**
  - Crosstabs
- **Open Demo and Q&A**

Cognos Performance Metrics

YTD Success Rate

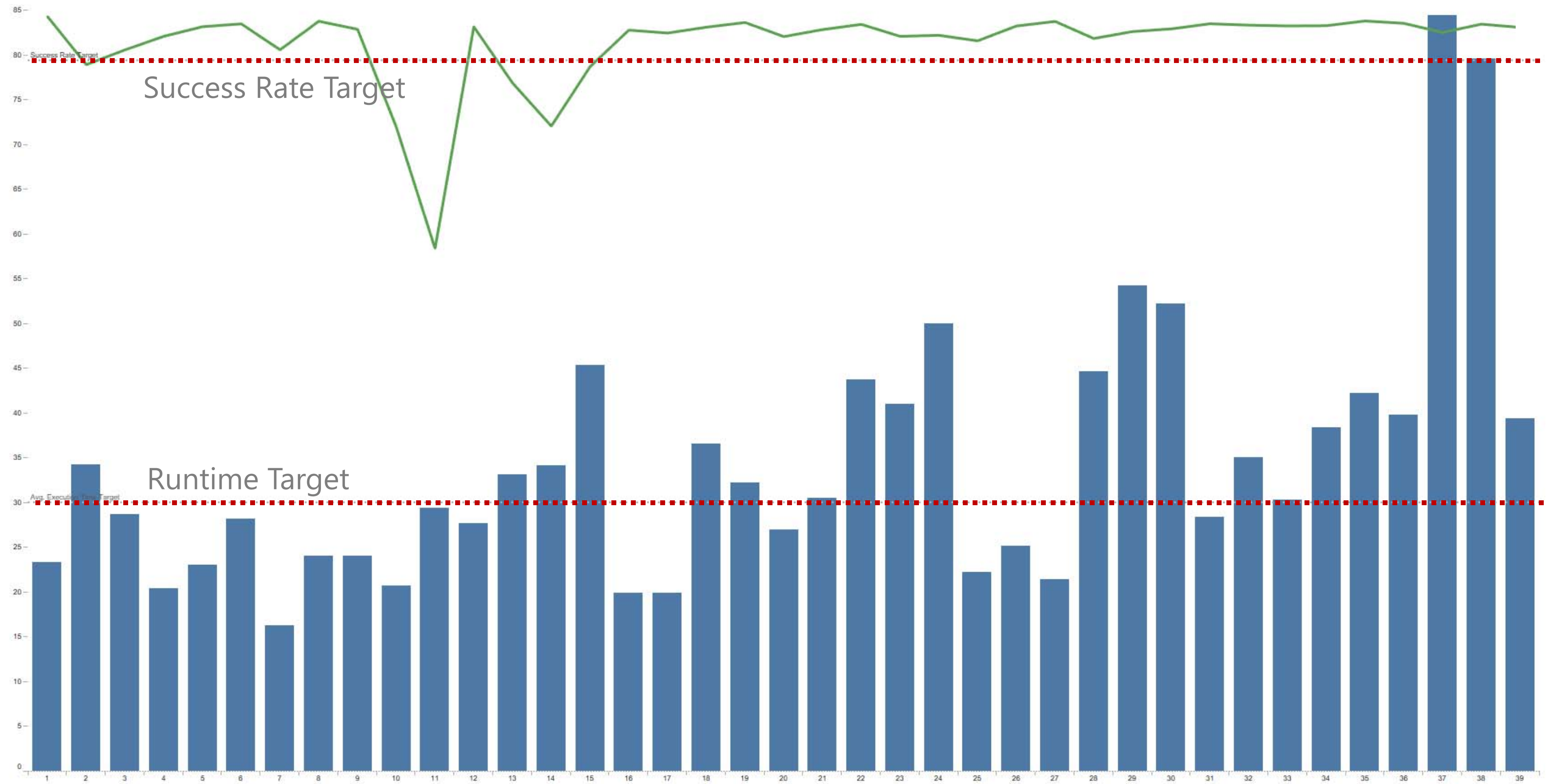
95.8%

Target: 95%
2019 Run Time: 93.8%

YTD Average Runtime

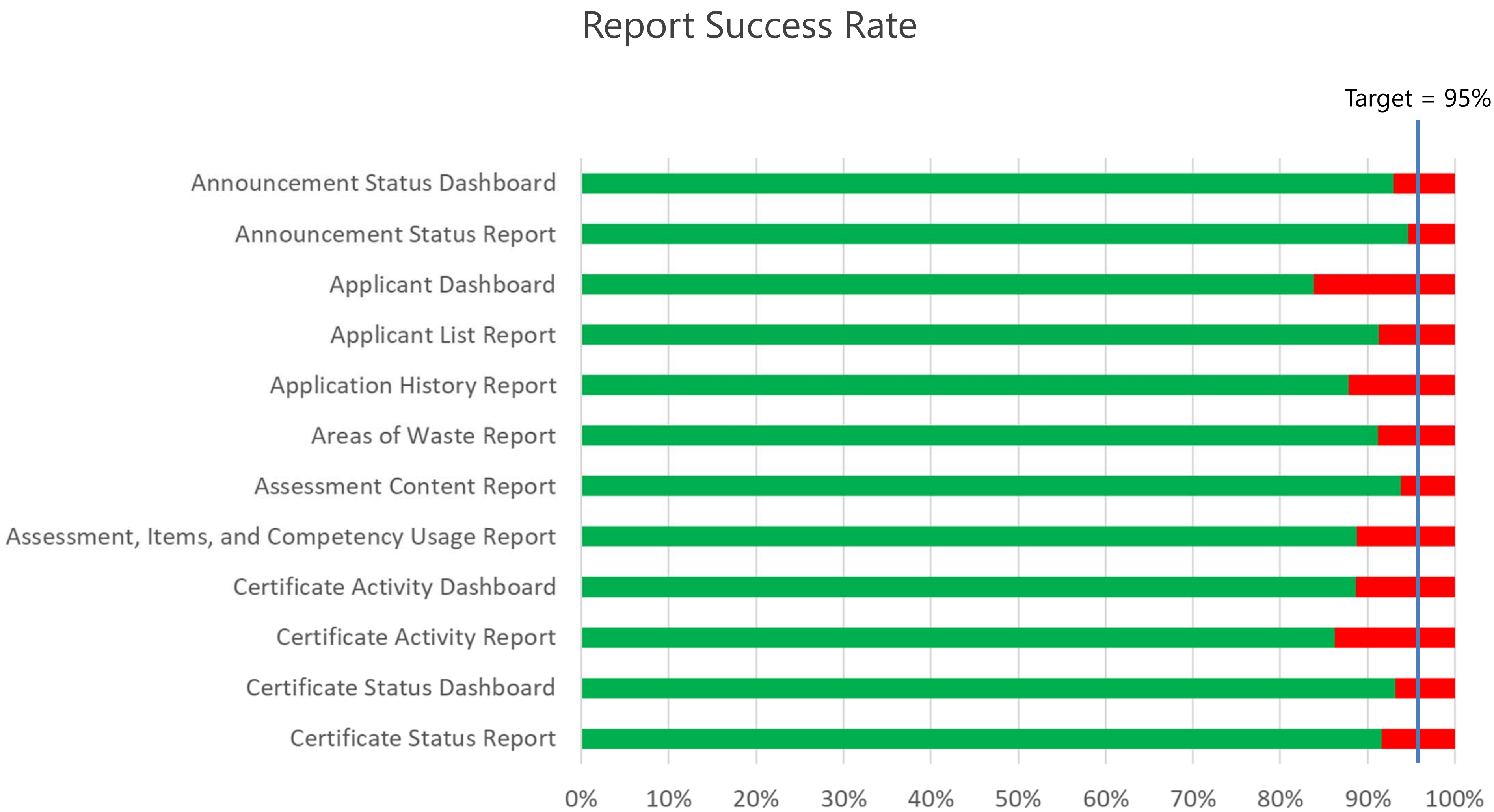
34.1 Seconds

Target: 30 Seconds
2019 Run Time: 45 Seconds

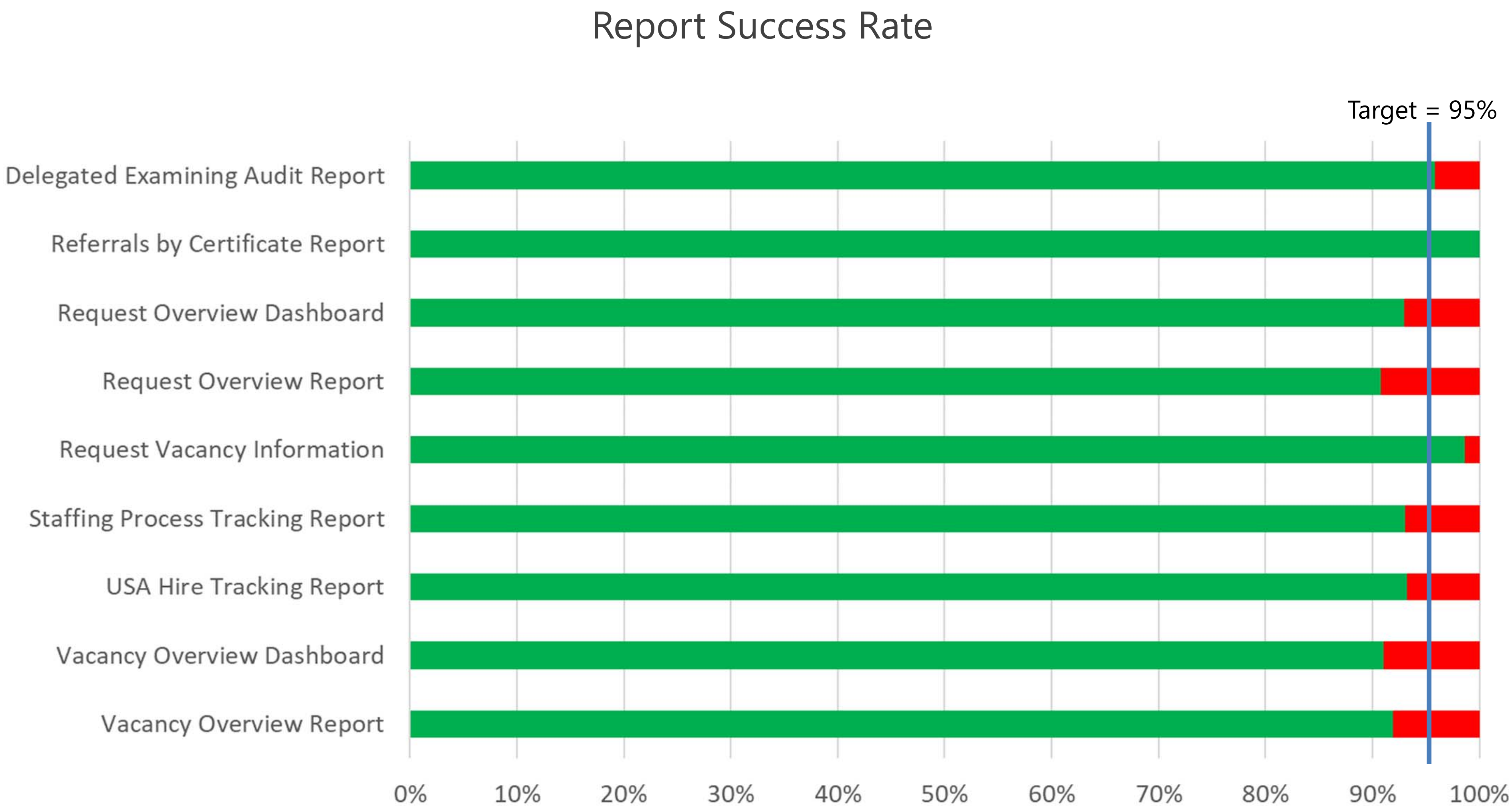


Success Rate
91.6%

HDW Report Performance

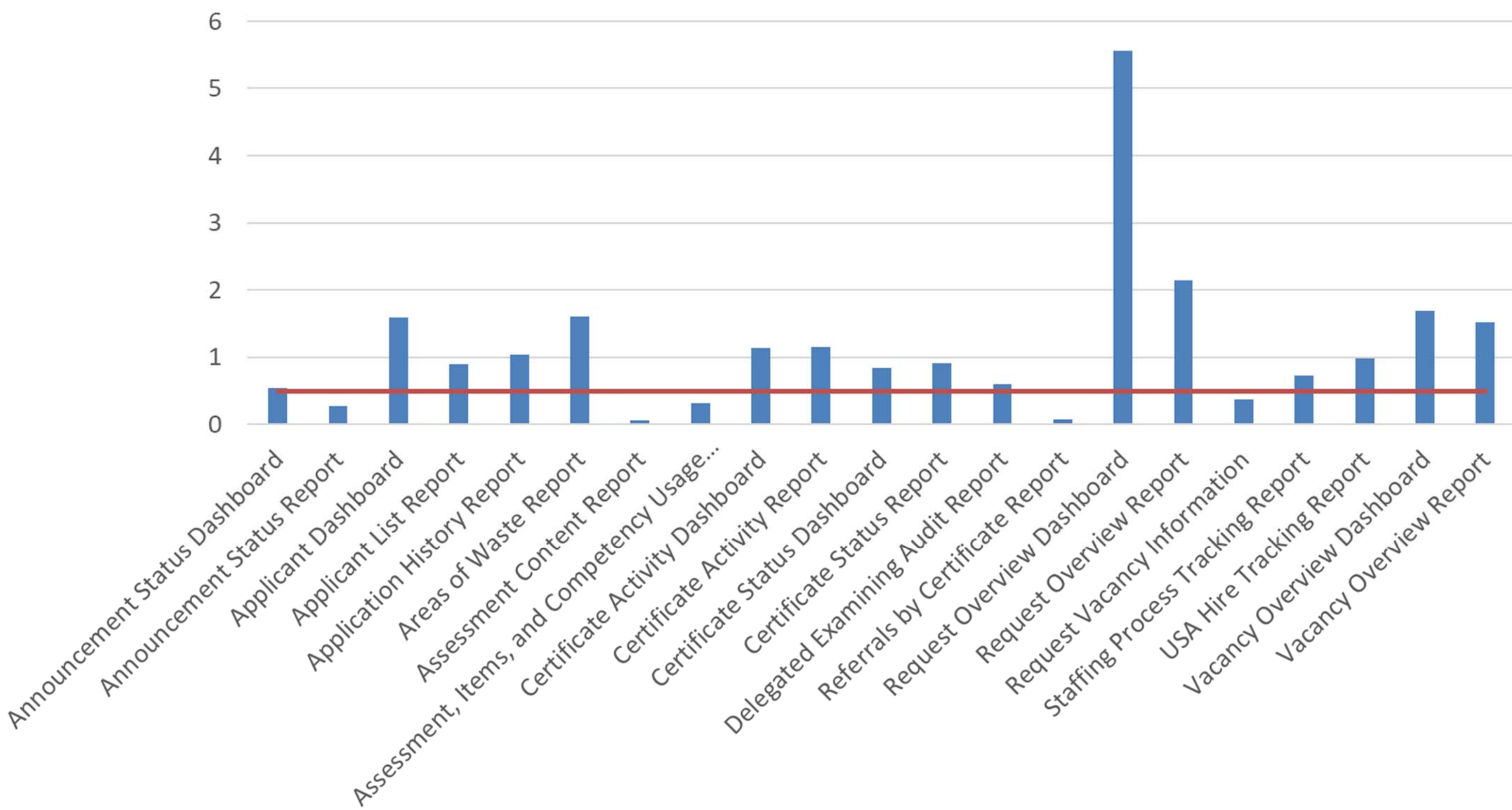


HDW Report Performance



Average Runtime
64.4 seconds

HDW Report Performance



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)

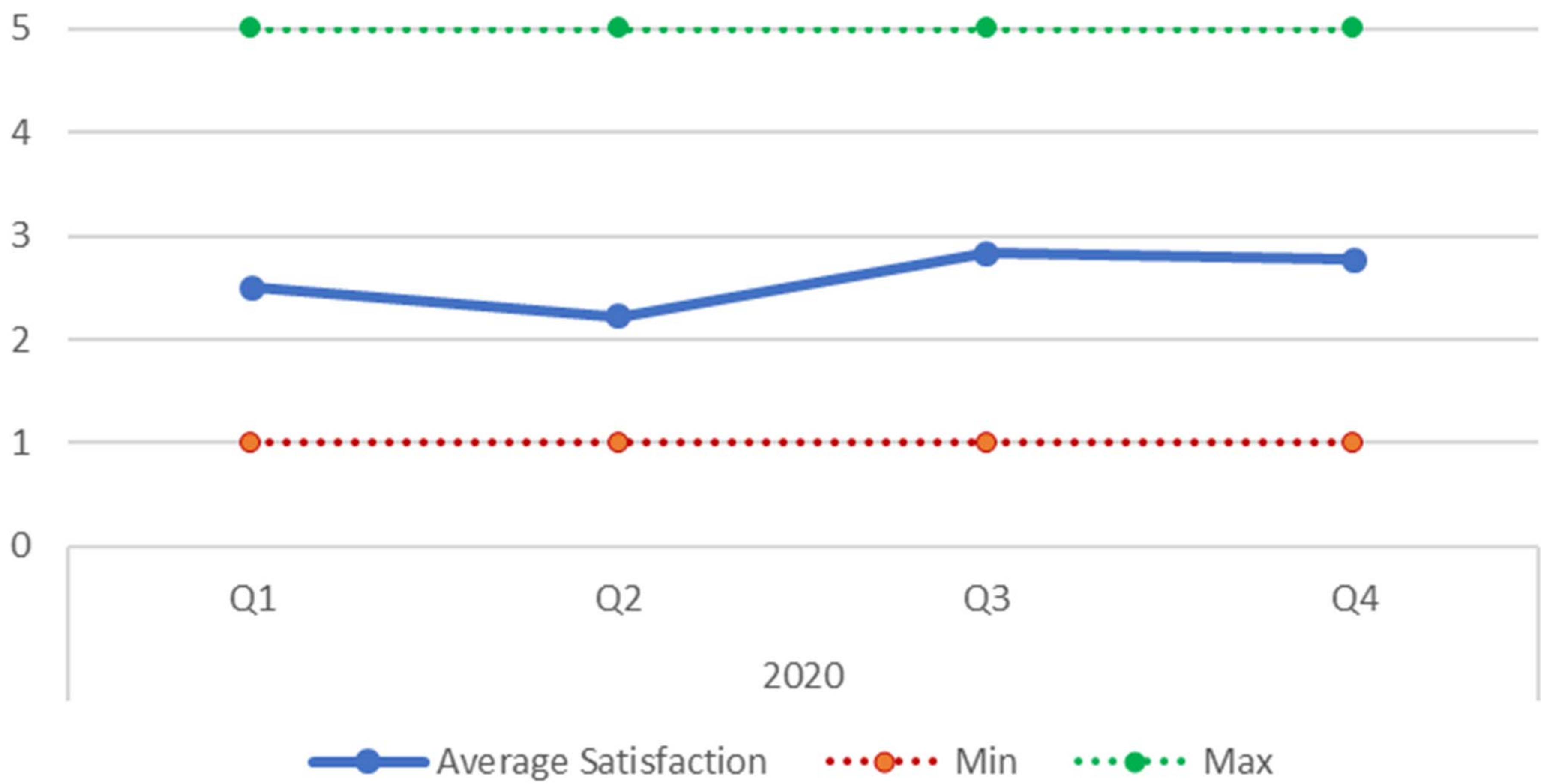
Additional comments?

We need and value your *anonymous* feedback!

Overall Satisfaction

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

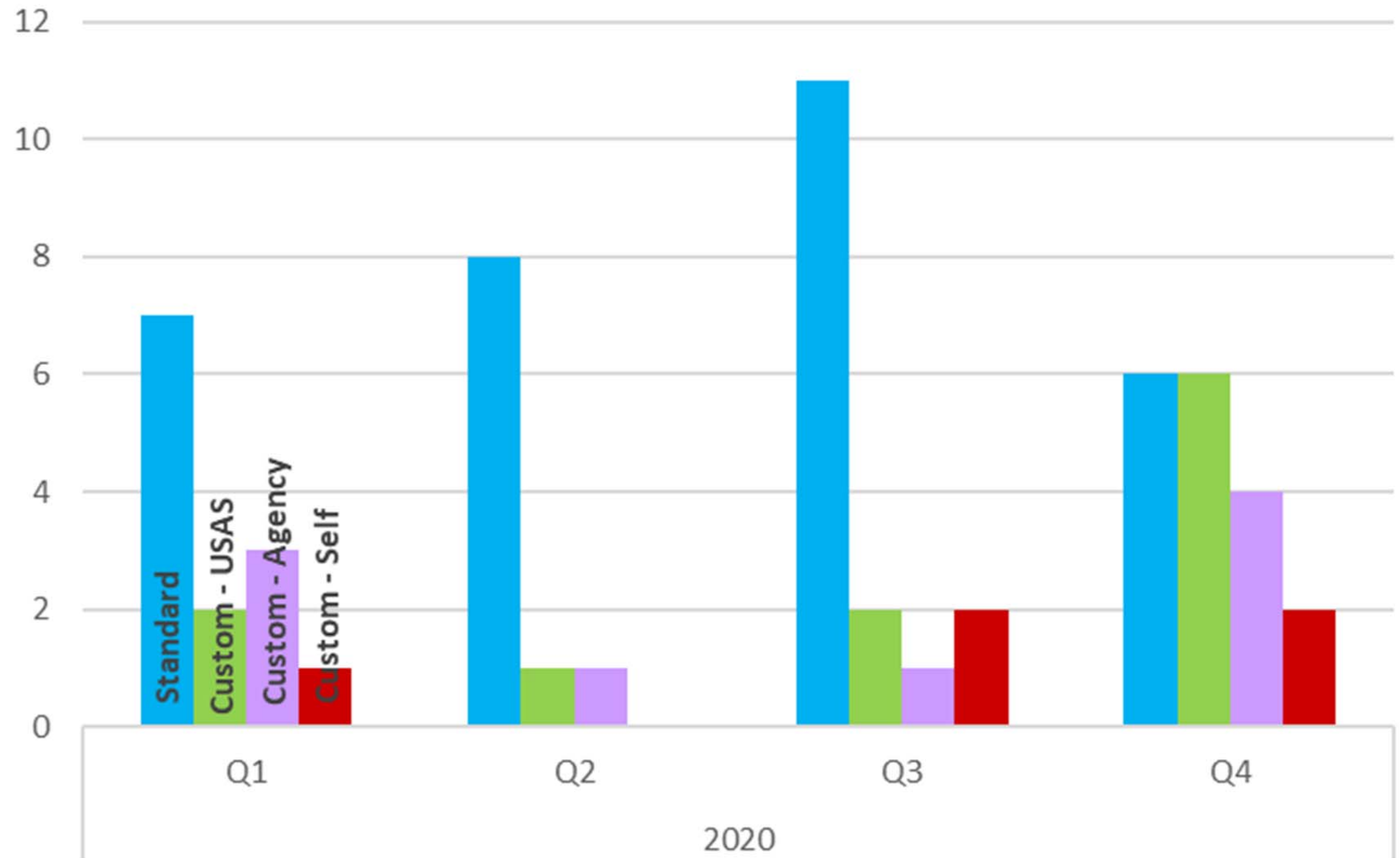
Overall Average = 2.62   N = 42



Type(s) of Reports

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

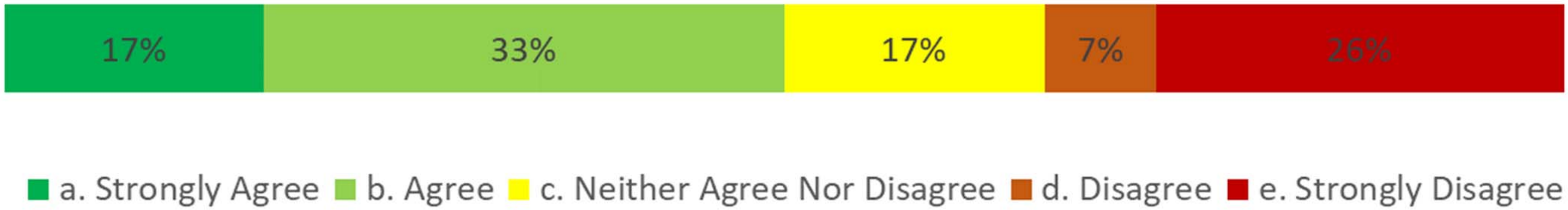
Most respondents are using standard reports



Navigation

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

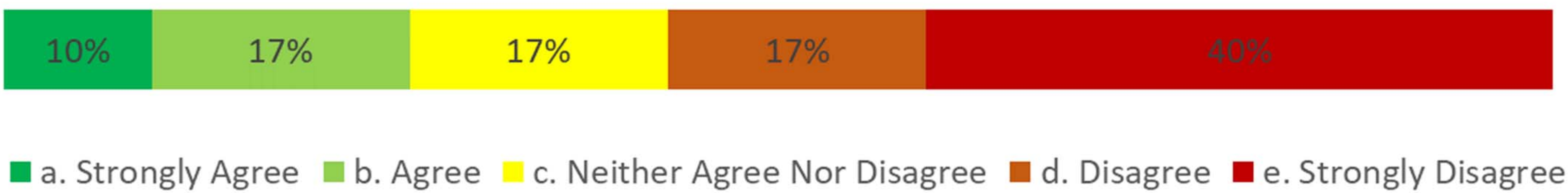
50% Positive Responses



Report Runtime

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

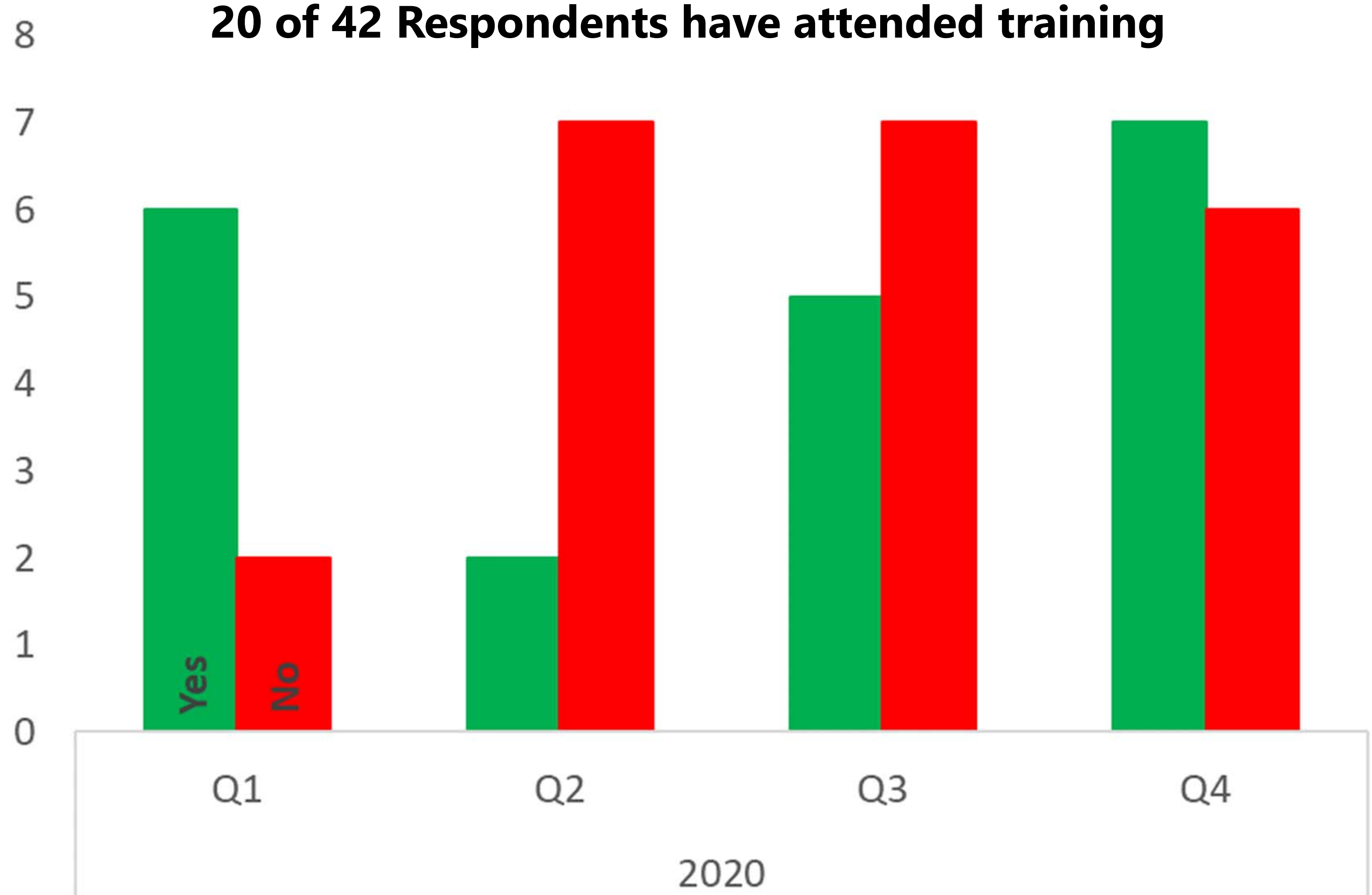
27% Positive Responses



Report Training

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

20 of 42 Respondents have attended training



UPDATE

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

Oct - Dec

Request for Proposals
Receive responses to the RFP

Dec - Feb

Technical Evaluation
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.

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?	Each training will have a designated timeframe for registrations. 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 the AFD and Reporting and Analytics Workgroup distribution lists.

Cognos Training Program

	Report Consumer Training	Report Author Training
Training Dates	• Tuesday, November 10 12:30 – 4:30 PM EDT	• Tuesday, December 15 10:00 – 4:00 EDT + Wednesday, December 16 10:00 – 3:00 EDT

How to Register

Registration for each session will open approximately 1 month in advance of each session.

Contact your USA Staffing Account Manager

Modifications to Reports and Data Models

Sprint 48 deployed to Production on September 16th

Sprint 49 deployed to Production on September 30th

Sprint 50 will be deployed to Production on October 14th

Reports

New/Modified Reports

Applicant Dashboard – deployed September 16th

Dashboard and tabular data showing total applicants by eligibility and veterans preference for one or more vacancies. The report was updated to remove the manually calculated applicant metrics and replace them with the recently released built-in metrics. Additionally, the report prompt page was updated to use the Select & Search prompt type for the Vacancy Series and Vacancy Grade prompts to improve prompt page loading performance.

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

Certificate Activity Dashboard – deployed September 16th

Visualizations and tabular data summarizing the number of certificates issued, certificates audited, and selections made. The data is provided by vacancy, year, month, organization, and office. The report was updated to remove the manually calculated applicant metrics and replace them with the recently released built-in metrics.

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

Reports

New/Modified Reports

Certificate Activity Report – deployed September 16th

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

Request Overview Dashboard – will be deployed October 14th

Visualizations and tabular data showing the status of requests. The report was updated to include optional prompts for series, grade, request status, and requester.

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

Request Overview Report – will be deployed October 14th

Tabular data showing the status of requests. The report was updated to include optional prompts for series, grade, request type, and requester.

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

Reports

New/Modified Reports

USA Hire Tracking Report – deployed September 16th

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 remove the manually calculated applicant metrics and replace them with the recently released built-in metrics.

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

Reports

New/Modified Reports

Vacancy Overview Dashboard – deployed September 16th

Dashboard to display key vacancy metrics as well as tabular data to the display details about a vacancy, including the total number of applications received and number of applications by status. The report was updated to remove the manually calculated applicant metrics and replace them with the recently released built-in metrics. Additionally, new pages were added to enable reporting on the appointing authority and mission critical occupation tags associated with vacancies. New prompts were also added for each of these tag types.

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Vacancy Overview Report – deployed September 16th

Tabular report displaying key vacancy metrics as well as details about a vacancy, including the total number of applications received and number of applications by status. The report was updated to remove the manually calculated applicant metrics and replace them with the recently released built-in metrics. Additionally, new pages were added to enable reporting on the appointing authority and mission critical occupation tags associated with vacancies. New prompts were also added for each of these tag types.

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

Hiring Data Warehouse

Data Model Changes

Certificate Reviewer Information – deployed September 16th

A new query subject and associated query items were added to enable reporting on the reviewers associated with applicant list reviews.

- Certificates folder
  - Review Information sub-folder
    - Certificate Reviewers query subject
      - [Presentation View].[Certificate Reviewers].[Certificate Review Return to HR?]
      - [Presentation View].[Certificate Reviewers].[Certificate Reviewer Email]
      - [Presentation View].[Certificate Reviewers].[Certificate Reviewer Name]
      - [Presentation View].[Certificate Reviewers].[Certificate Reviewer Phone Number]
      - [Presentation View].[Certificate Reviewers].[Certificate Reviewer Status]
      - [Presentation View].[Certificate Reviewers].[Certificate Reviewer Title]

Hiring Data Warehouse

Data Model Changes

Certificate Reviewer Information – deployed September 16th

A new query subject and associated query items were added to enable reporting on the reviewer assignments associated with applicant list reviews.

- Certificates folder
  - Review Information sub-folder
    - Certificate Reviewer Assignments query subject
      - [Presentation View].[Certificate Reviewer Assignments].[Certificate Reviewer Assignment]
      - [Presentation View].[Certificate Reviewer Assignments].[Certificate Reviewer Assignment Completion Date/Time]
      - [Presentation View].[Certificate Reviewer Assignments].[Certificate Reviewer Assignment Permissions]
      - [Presentation View].[Certificate Reviewer Assignments].[Certificate Reviewer Assignment Status]
      - [Presentation View].[Certificate Reviewer Assignments].[Certificate Reviewer Return Individual Selection?]

UPDATE

Staffing Reports

Data Model Changes

Request Total Vacancies – will be deployed October 14th

A new query item was added to enable reporting on the total number of vacancies to be filled by announcements associated with a single request.

- Applications namespace
  - Request Detail Folder
    - Request query subject
      - [Applications].[Request].[Request Total Vacancies]

Time to Hire

The USA Staffing **Time to Hire data warehouse** contains standardized, pre-calculated metrics that are updated on a nightly basis.

- Time to Hire
  - Presentation View
    - Time to Hire
      - Announcement Information
      - Metrics
        - Time to Hire Days
          - Announcement Close to Certificate Issued
          - Announcement Close to Hire
          - Announcement Open to Close
          - Background Investigation and Security Clearance
          - Certificate Audited to Tentative Offer Sent
          - Certificate Issued to Certificate Returned
          - Certificate Returned to Certificate Audited
          - Certificate Returned to Tentative Offer Sent
          - Hiring Need Validated to Request Approval
          - Hiring Need Validated to Tentative Offer Accepted
          - JOA Review Returned to Announcement Open
          - JOA Review Sent to JOA Review Returned
          - Official Offer Sent to Entry on Duty
          - Overall Days to Hire (Hiring Need Validated Date)
          - Overall Days to Hire (Request Approval Date)
          - Request Approval to Announcement Open
          - Request Approval to JOA Review Sent
          - Tentative Offer Sent to Official Offer Sent

The data model originally only included data for **New Vacancy** and **Additional Selection** request types, on the basis of time to hire reporting guidelines at the time of development.

Time to Hire

In February 2020, **OPM updated time to hire reporting requirements** to mandate **reporting on all new hires**.

Interim Solution

Standard Time to Hire reports updated to include Onboard New Hire request data on a separate page, sourced by the New Hire (End of Day) package.

Solution

Time to Hire package updated to include all request types.

Next Steps

Standard Time to Hire reports updated to only use the Time to Hire package

https://www.opm.gov/news/releases/2020/02/opm-issues-updated-time-to-hire-guidance/

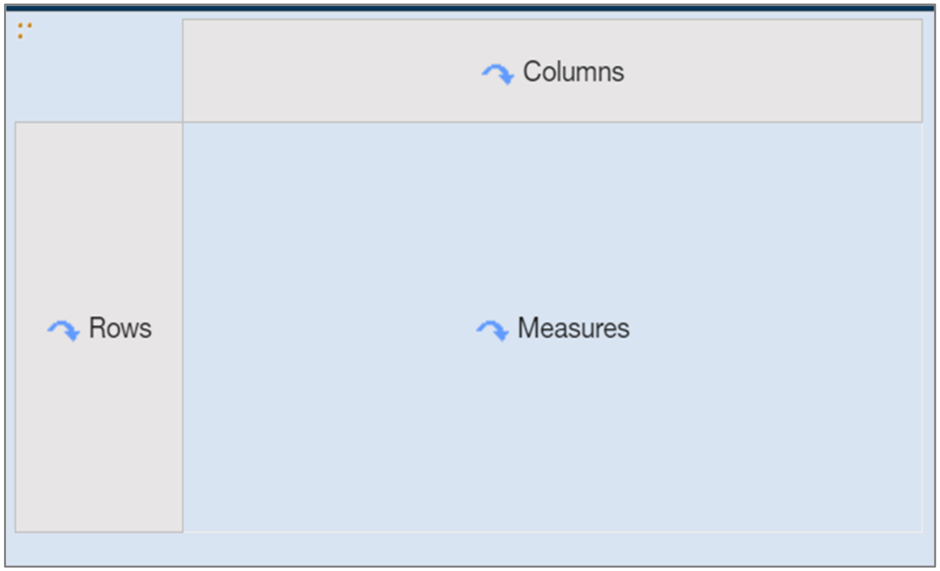
Cognos Tip

Crosstabs

Crosstab reports summarize data in a table, much like a pivot table in Excel. The report has rows and columns, and the intersections of the rows and columns represent summary data.

There are three areas in a **Crosstab** report:

Columns – data elements along the top
Rows – data elements along the side
Measures – the data that get summarized



Crosstabs

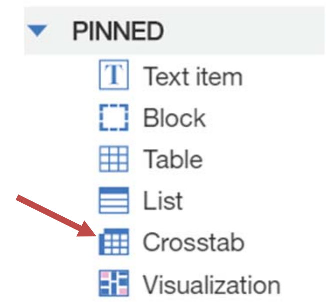
Create a crosstab to display the number of new hires for request approval fiscal year and month

1. Click on New Icon (+ button) in the bottom left corner of the Welcome screen. Select a Blank template. Click OK.
2. In the Source pane, click on the Add report data (+ button). Select USA Staffing Packages and Folders, Time to Hire. Click OK.
3. Click on the Queries icon and add a new query (+ button).
4. Double-click the query to open it, then click the Source icon. From the New Hire namespace, drag and drop (or double click) the items below into the query.
5. Right-click on the newly created query and select *Rename query*. Rename the query *qryNewHires*.

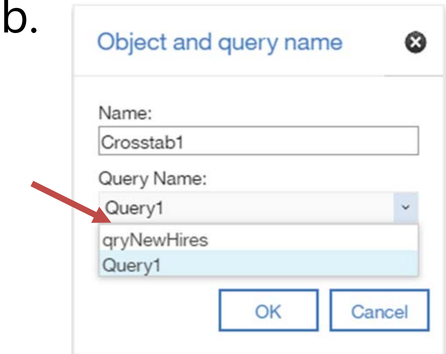
Crosstabs

Create a crosstab to display the number of new hires for fiscal year and month

6. Click on the Pages icon. Click the Toolbox and select Crosstab to add a crosstab to the page. A query attached to the crosstab is created.



7. Select Query1 from Query Name pull down to attach the newly created query to your crosstab.



Crosstabs

8. Drag Staffing Organization, Staffing Office Name, and Customer Name to crosstab rows. Data items will automatically be grouped from left to right.

9. Drag and drop or double-click Request Approval Fiscal Year and Request Approval Calendar Month to crosstab columns.

A column is created for every Request Approval Fiscal Year and Request Approval Calendar Month in your query. You can add multiple data items to the columns work area. They are grouped from top to bottom.

Crosstabs

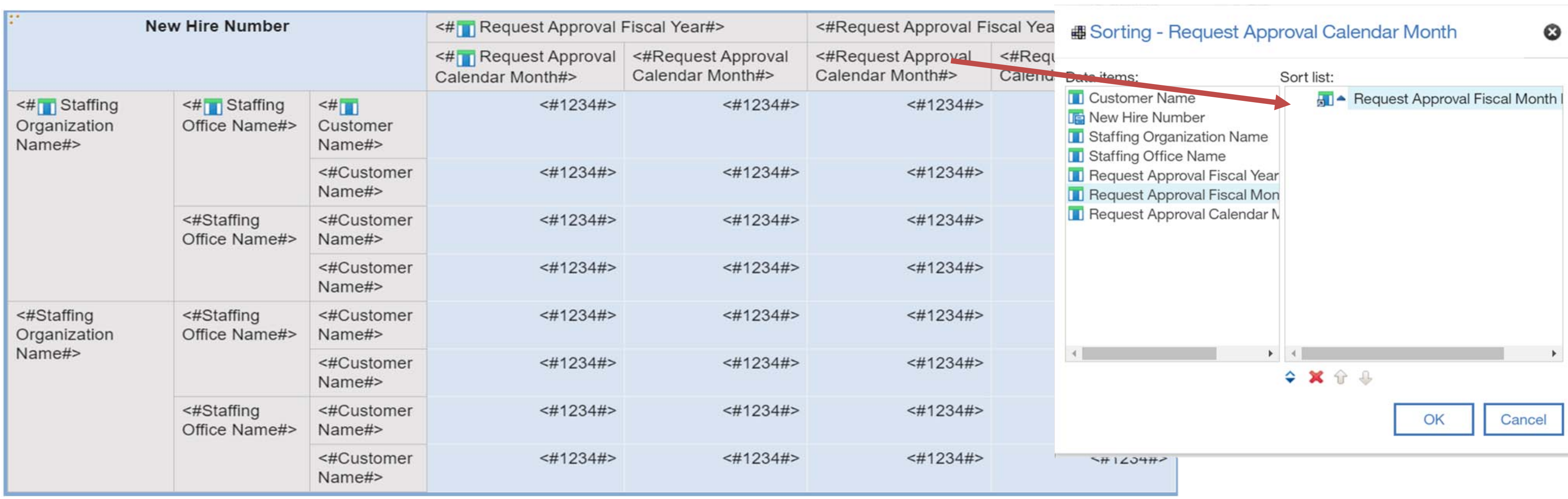
10. Add *New Hire Number* to the **measures** work area. Data items will be aggregated depending on the data item type. *New Hire Number* will aggregate to *Summarize*.

New Hire Number			<#Request Approval Fiscal Year#>		<#Request Approval Fiscal Year#>	
			<#Request Approval Calendar Month#>	<#Request Approval Calendar Month#>	<#Request Approval Calendar Month#>	<#Request Approval Calendar Month#>
<#Staffing Organization Name#>	<#Staffing Office Name#>	<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
		<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
	<#Staffing Office Name#>	<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
		<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
<#Staffing Organization Name#>	<#Staffing Office Name#>	<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
		<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
	<#Staffing Office Name#>	<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
		<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>

Crosstabs

11. Sort items in a crosstab in ascending or descending order based on rows and/or columns. Crosstabs can also be sorted on items that are not displayed in the crosstab.

12. Select *Request Approval Calendar Month* cell, the select the Sort icon . Select Edit Layout Sorting and drag *Request Approval Fiscal Month Number* to the Sort List. Click OK.

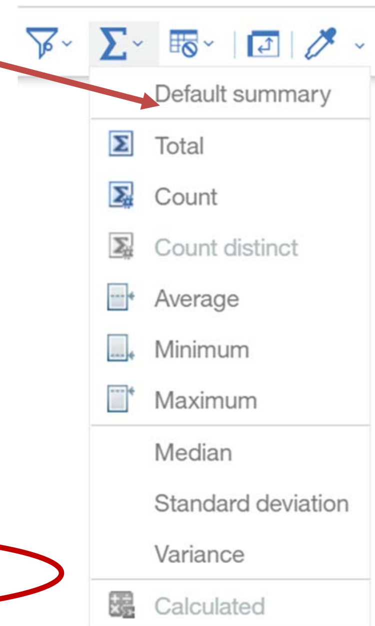


Request Approval Calendar Month is sorted by Request Approval Fiscal Month Number.

Crosstabs

13. Select the crosstab, then select the *Summarize* icon Σ to add row and column totals to your crosstab.

14. Select *Default Summary* from the summary options.



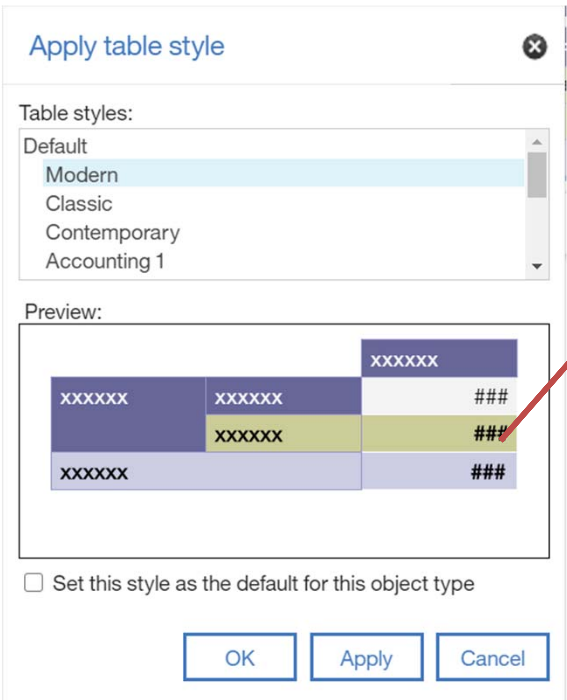
New Hire Number			<#Request Approval Fiscal Year#>		Summary
			<#Request Approval Calendar Month#>	Summary	
<#Staffing Organization Name#>	<#Staffing Office Name#>	<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>
		Summary	<#1234#>	<#1234#>	<#1234#>
	Summary		<#1234#>	<#1234#>	<#1234#>
Summary			<#1234#>	<#1234#>	<#1234#>

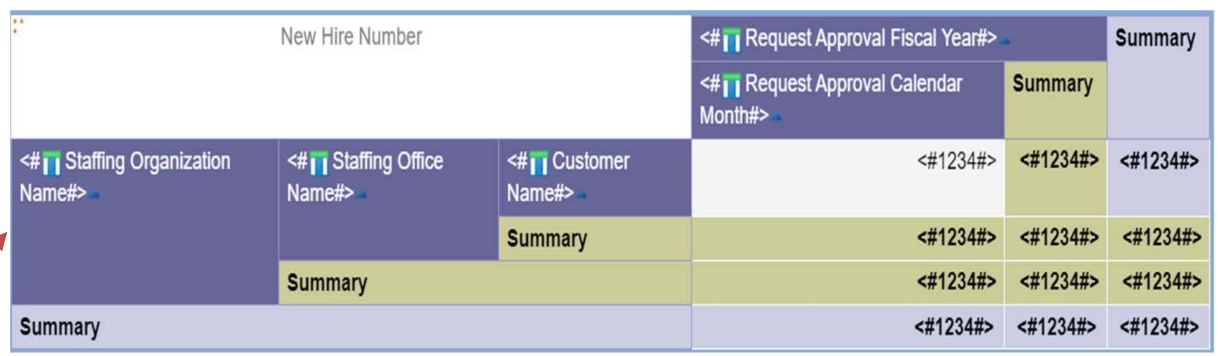
Summary columns are created for each grouped column and row.

Crosstabs

15. Format crosstabs to give them the appearance you want. You can specify formatting for rows, columns, and fact cells in a crosstab or for the entire crosstab. When you specify formatting for all rows, columns, fact cells, or the crosstab, the formatting is automatically applied to any new items you add.

16. You can also quickly format crosstabs by **applying table styles**. Select a crosstab cell. Click the ellipse on the popup menu then select Apply Table Styles.





Crosstab is not supported in the Excel 2007 Data output format, use HTML, PDF or Excel.

Crosstabs

17. You can also create a crosstab by coverting a list into a crosstab. The list becomes a crosstab with the column you selected appearing in the crosstab column. The unselected columns, except for measures, appear as rows. The measure becomes the cells of the crosstab.

18. Select a crosstab cell. Click the ellipse from the menu and select Pivot List to Crosstab.

Customer Name	New Hire Number	Request Approval Fiscal Year	Request Approval Calendar Month
<Customer Name>	<New Hire Number>	<Request Approval Fiscal Year>	<Request Approval Calendar Month>
<Customer Name>	<New Hire Number>	<Request Approval Fiscal Year>	<Request Approval Calendar Month>
<Customer Name>	<New Hire Number>	<Request Approval Fiscal Year>	<Request Approval Calendar Month>

New Hire Number		<#Customer Name#>	<#Customer Name#>
<#Request Approval Fiscal Year#>	<#Request Approval Calendar Month#>	<#1234#>	<#1234#>
	<#Request Approval Calendar Month#>	<#1234#>	<#1234#>
<#Request Approval Fiscal Year#>	<#Request Approval Calendar Month#>	<#1234#>	<#1234#>
	<#Request Approval Calendar Month#>	<#1234#>	<#1234#>

19. Move data items to rows and columns to meet reporting requirements.

New Hire Number	<#New Hire Actual Start Fiscal Year#>		<#New Hire Actual Start Fiscal Year#>	
	<#New Hire Series#>	<#New Hire Series#>	<#New Hire Series#>	<#New Hire Series#>
<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>
<#Customer Name#>	<#1234#>	<#1234#>	<#1234#>	<#1234#>