USA Staffing
Reporting and Analytics

Applicant Flow Data Workgroup
January 26, 2023

We will start at approximately 2:03 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 **Annual Report on Agency Applicant Flow**

7 **Open Demonstration and Q&A**

Power BI Update
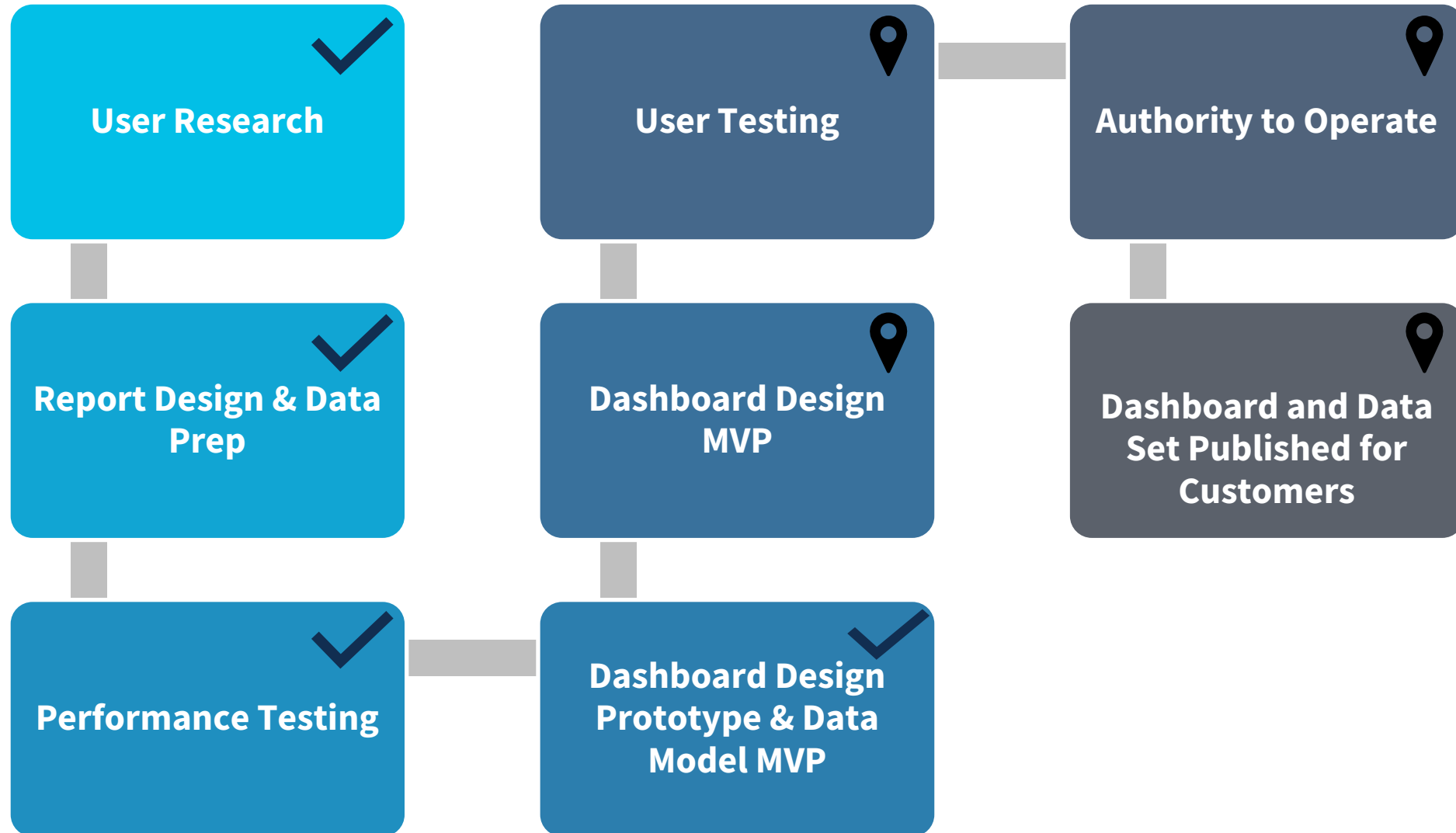
User Testing and Release

Next Steps

What we have completed

- Power BI agency access testing completed with six organizations (TSA, Peace Corps, HHS, USDA, EEOC, DOE)
- Power BI navigation decisions:
    - Power BI App per Staffing data package (e.g., User License)
    - Workspace per Staffing Organization
- Updated User License data model for better performance
- Further Row-Level Security Testing with updated data model

Next Steps

- Power BI agency access testing for DOD and DOJ
- Collect user feedback via session with Account Managers
- Release User License Power BI app to onboarded customers and collect feedback
- Begin offering Power BI Report Consumer training
- Plan workspace administration session and produce job aid

Cross-Cloud Collaboration

Azure

Commercial Cloud

- *Commercial (Private Sector)*
- *Government Community Cloud (GCC)*
  - OPM and most federal agencies
  - FedRAMP authorized
  - Data/users easily moved between different agencies within GCC

Government Cloud

- *Separate from Commercial Cloud, designed to meet higher security requirements*
  - *GCC High*
  - *Azure DOD*

- Customer agency users are guests in our external Azure Active Directory (connect.opm.gov) to access Power BI.
- This invitation is easily done with agencies in the same cloud (most federal agencies are in the Azure Commercial Cloud)
- Organizations in the Government Cloud will require additional configuration (cross-cloud collaboration)
- We have started connecting with DOD, Treasury and DOJ Azure Admins.
- We'll continue working with these agencies to ensure we reach the appropriate contacts.

Power BI Multi-Factor Authentication

Current Status

- To gain access to Power BI reports, users are asked to authenticate through the Microsoft Authenticator App to verify their identity as members of the connect.opm.gov Azure domain and to keep personnel data secure.
- Currently investigating multi-factor authentication alternatives including PIV cards to eliminate need for the app.

Future State

- Provide a seamless login experience like that of Cognos today
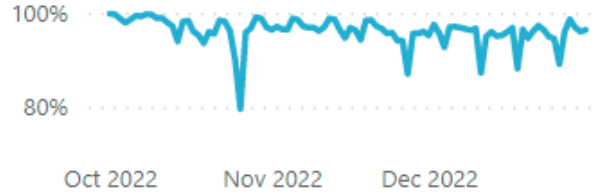
Cognos Performance Metrics

FY23 🏁 All Reports ⏳
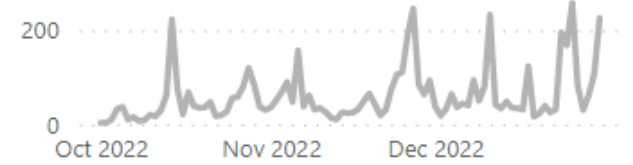
Cognos Total Runs
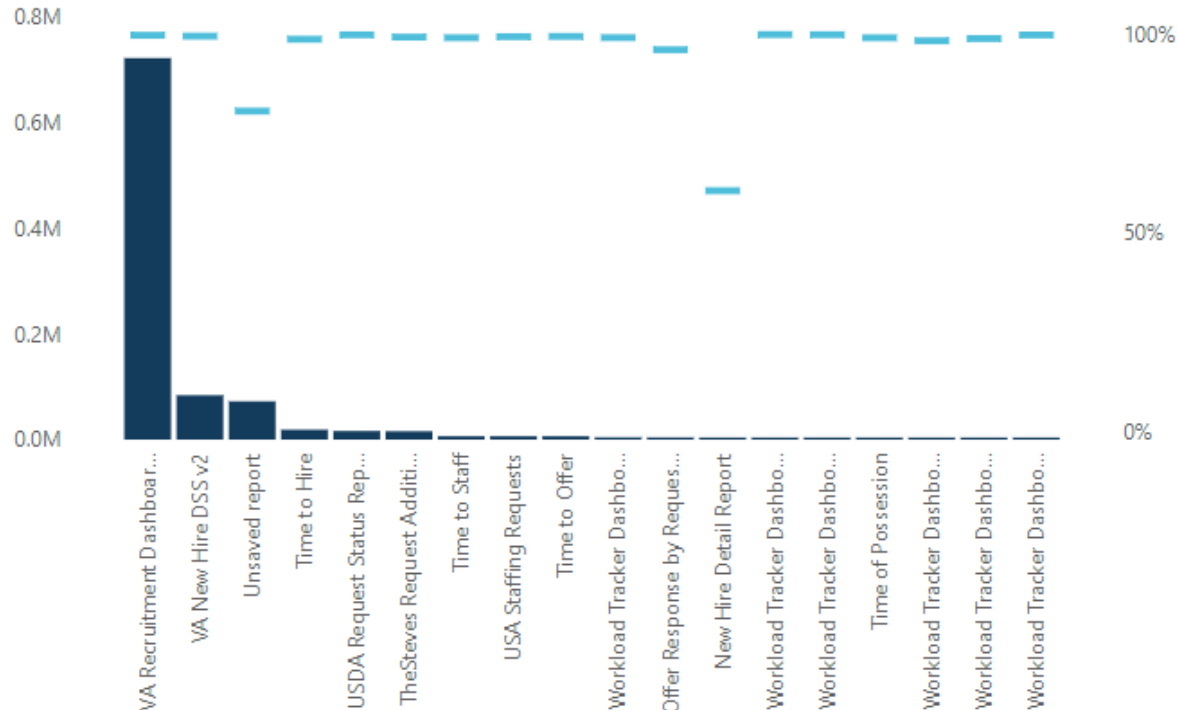# 1,107,407

Avg. Success Rate
97.36%

Avg. Runtime (Sec)
37.52

Cognos Total Runs and Cognos Success Rate

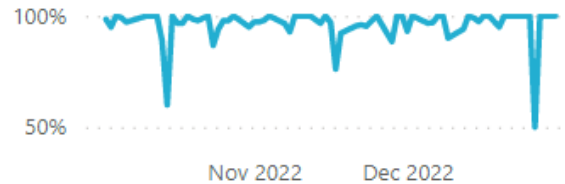| Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
VA Recruitment Dashboard DSS v1	722,716	99.81%	3.73
VA New Hire DSS v2	83,997	99.60%	5.59
Unsaved report	72,486	80.72%	11.22
Time to Hire	18,823	98.83%	25.38
USDA Request Status Report - Certificate V3	16,317	99.93%	30.47
TheSteves Request Additional Information Report	15,865	99.36%	2.51
Time to Staff	6,428	99.21%	7.28
USA Staffing Requests	6,427	99.47%	2.12
Time to Offer	6,419	99.53%	2.29
Workload Tracker Dashboard - Qualification Analysis Phase	4,307	99.23%	8.44
Offer Response by Request Number	4,122	96.17%	4.63
New Hire Detail Report	3,336	60.67%	312.64
Workload Tracker Dashboard - RequestsAnnouncementsCerts	3,108	100.00%	9.10
Workload Tracker Dashboard - NewHireCertSelections	3,103	99.97%	6.80
Time of Possession	2,240	99.20%	75.64
Workload Tracker Dashboard - Interviews and	2,102	98.43%	9.72
Total	**1,107,407**	**97.36%**	**37.52**

FY23 AFDW Reports

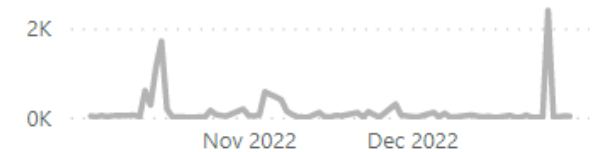**Cognos Total Runs**
4,662

Avg. Success Rate
97.02%

Avg. Runtime (Sec)
71.78

Cognos Total Runs and Cognos Success Rate
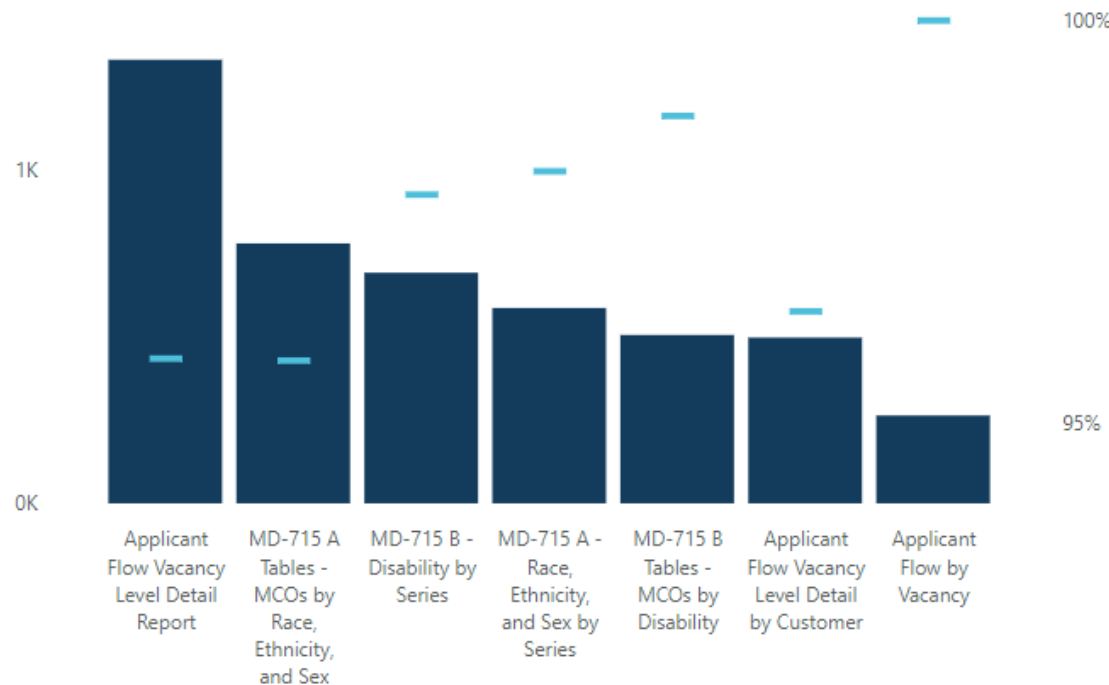
Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Applicant Flow Vacancy Level Detail Report	1,333	95.80%	197.66
MD-715 A Tables - MCOs by Race, Ethnicity, and Sex	781	95.77%	8.97
MD-715 B - Disability by Series	693	97.84%	9.61
MD-715 A - Race, Ethnicity, and Sex by Series	587	98.13%	15.24
MD-715 B Tables - MCOs by Disability	506	98.81%	45.87
Applicant Flow Vacancy Level Detail by Customer	498	96.39%	56.52
Applicant Flow by Vacancy	264	100.00%	0.65
Total	**4,662**	**97.02%**	**71.78**

Data Source: USAJOBS   Data Through: December 2022

Reporting User Satisfaction Survey

Reporting User Satisfaction Survey

The **bi-annual customer satisfaction survey** launched on **Monday, November 28** and was open until **Friday, December 23, 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

889	54	6%	35	10
Total Recipients	Respondents	Response Rate	Org Count	Agency Count

Survey Sections Summary

80%
% Positive

16.9%
% Positive Change

4.1
Avg Response Value

0.6
Avg Response Change

▲ Support — 94%

▲ Training — 84%

▲ Workgroups — 83%

▲ USA Staffing Reporting Program — 79%

▲ Data and Reports — 74%

▲ Interconnections — 73%

▲ Business Intelligence Tool — 63%

Top 5 Questions

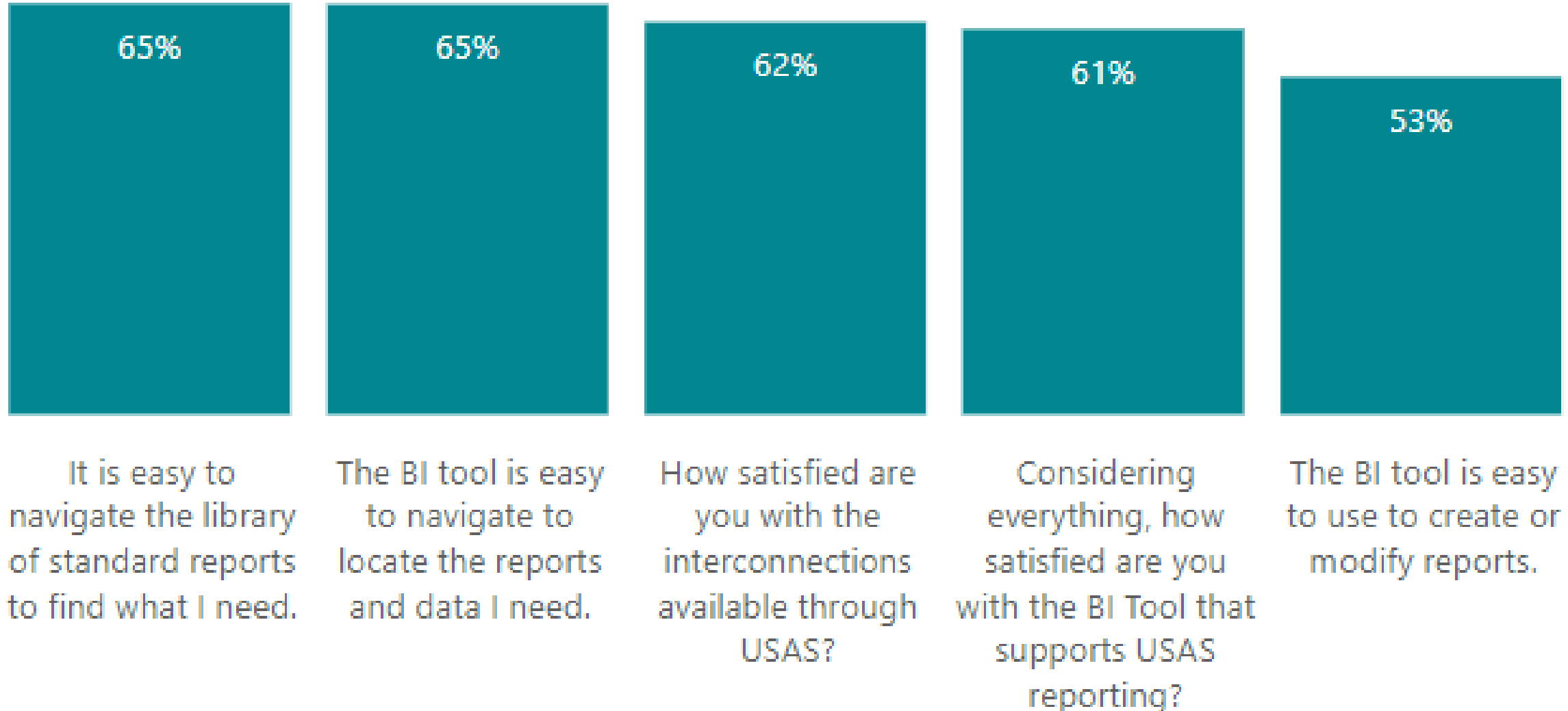| 98%	98%	98%	94%	94%
The USAS Reporting team is knowledgeable	The USAS Reporting team conducts business in a professional manner.	The USAS Reporting team provides consistent and reliable service.	Considering everything, how satisfied are you with the reporting support provided through the USAS Help Desk and/or USAStaffingData in...	How satisfied are you with the timeliness of the resolution / responses provided through the USAS Help Desk and/or USAStaffingData in...

*3 of the top 5 items remain the same from the June 2022 survey.

Bottom 5 Questions

65%	65%	62%	61%	53%
It is easy to navigate the library of standard reports to find what I need.	The BI tool is easy to navigate to locate the reports and data I need.	How satisfied are you with the interconnections available through USAS?	Considering everything, how satisfied are you with the BI Tool that supports USAS reporting?	The BI tool is easy to use to create or modify reports.

*4 of the bottom 5 were also in the bottom 5 from the June 2022 survey.

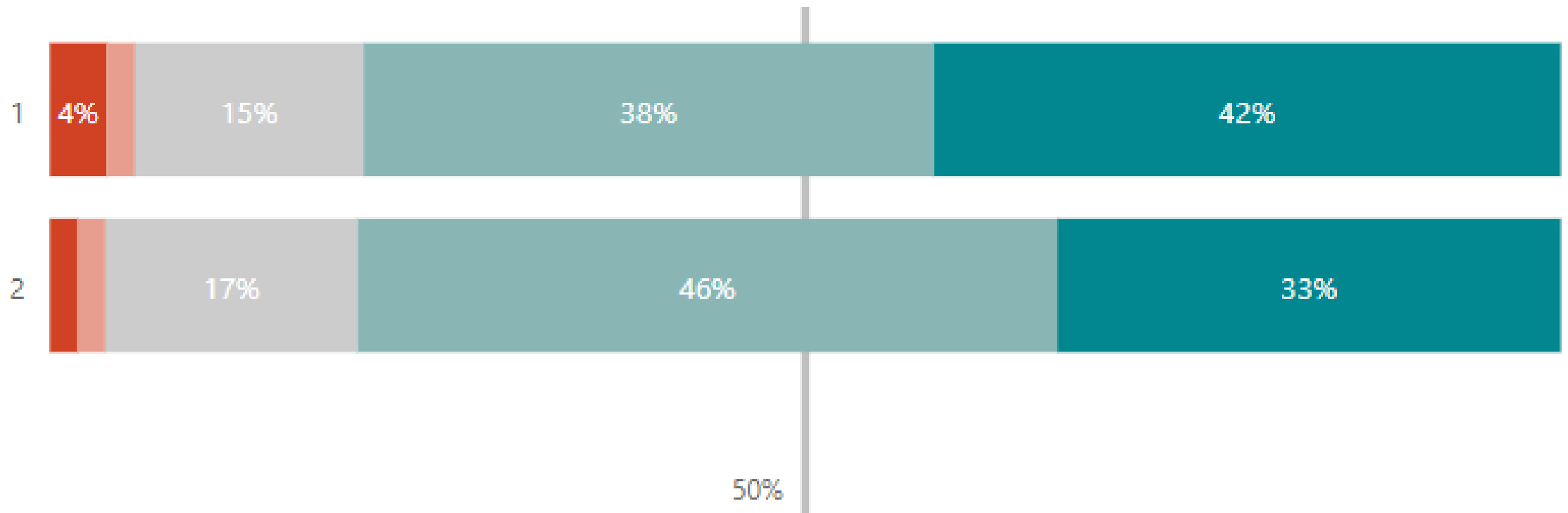# USA Staffing Reporting Program

79%
Percent Positive

15.1%
Percent Positive Change

4.1
Average Response Value

0.4
Average Response Change

1	4%	15%	38%	42%
2		17%	46%	33%

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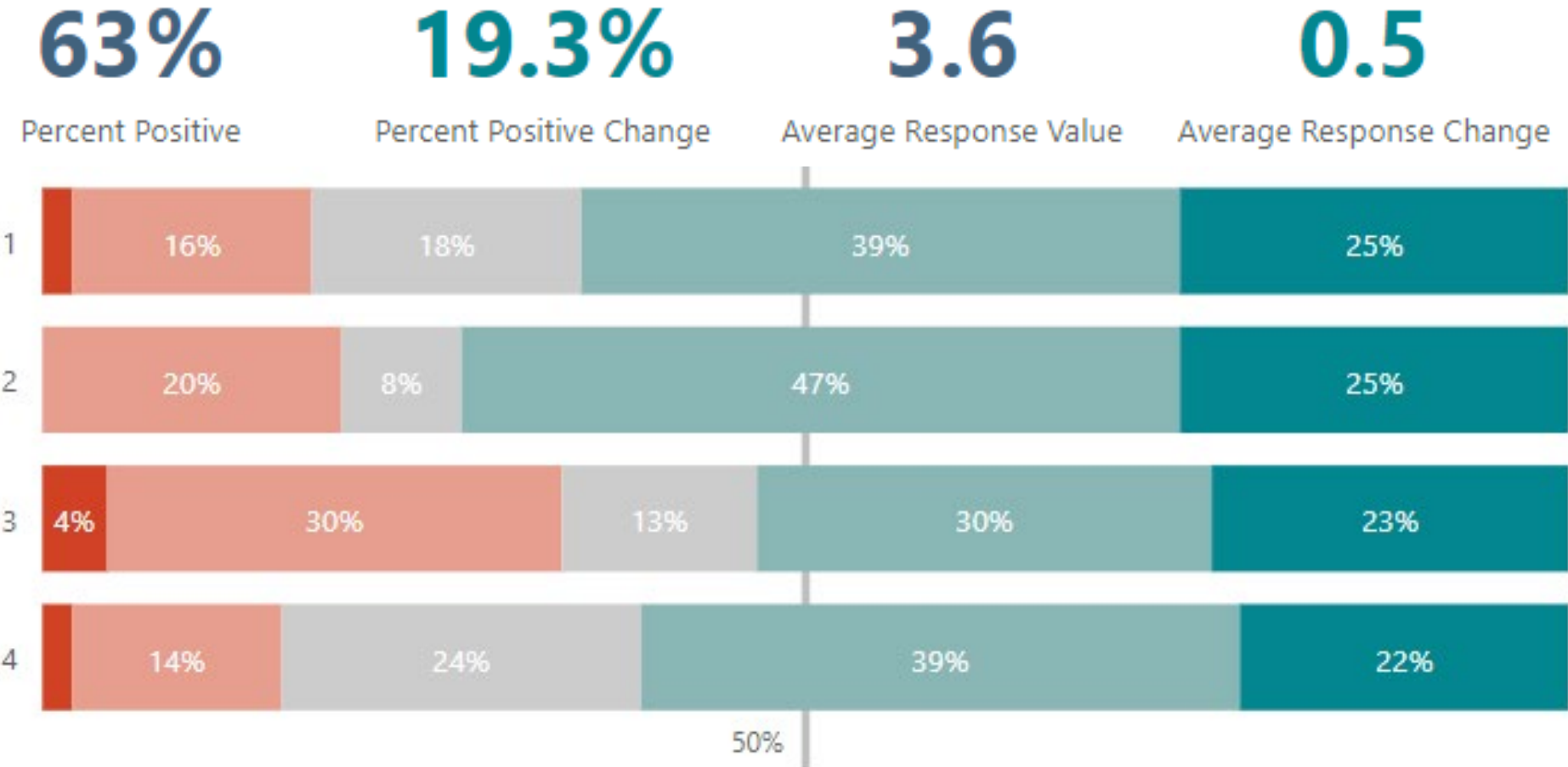
1. I would recommend USAS reporting products and services to other government organizations.
2. Considering all your experiences with USAS Reporting, how satisfied are you with reporting products and services?

Business Intelligence Tool

63%
Percent Positive

19.3%
Percent Positive Change

3.6
Average Response Value

0.5
Average Response Change

1	16%	18%	39%	25%
2	20%	8%	47%	25%
3	4% 30%	13%	30%	23%
4	14%	24%	39%	22%

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?
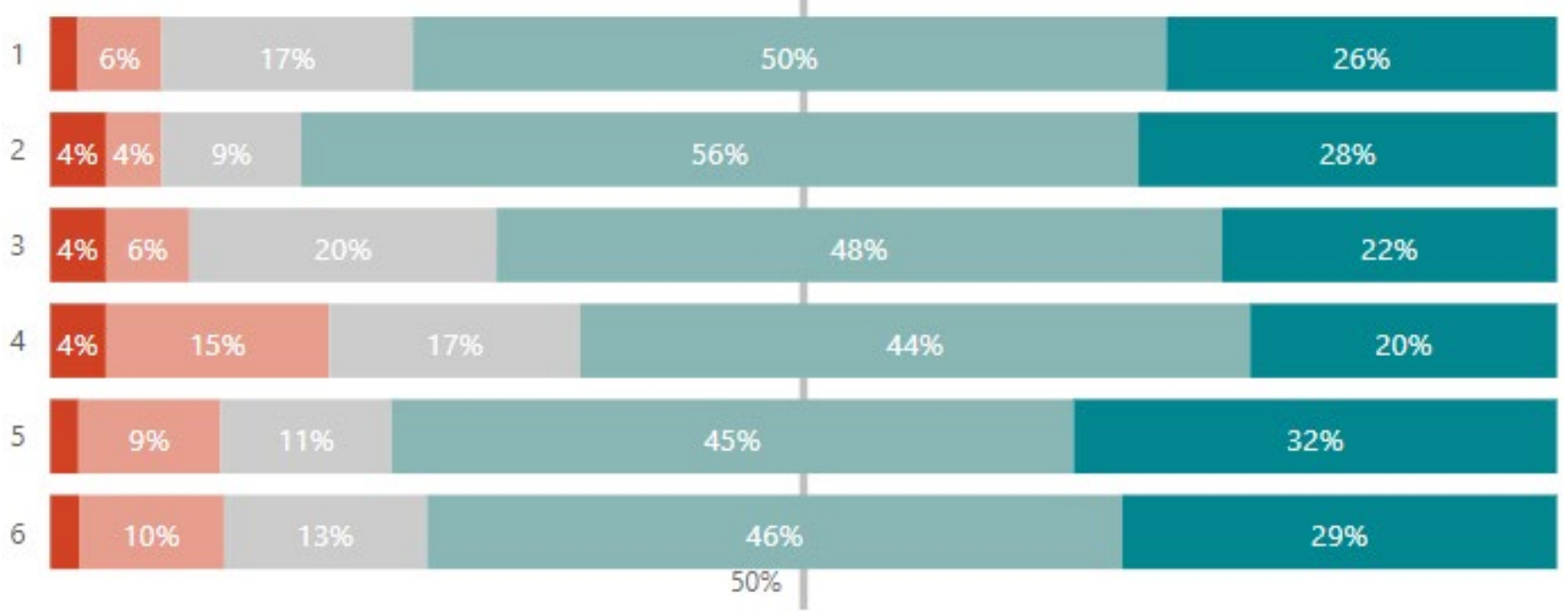
Data and Reports

	74%	13.3%	3.9	0.4
	Percent Positive	Percent Positive Change	Average Response Value	Average Response Change

1		6%	17%	50%	26%
2	4%	4%	9%	56%	28%
3	4%	6%	20%	48%	22%
4	4%	15%	17%	44%	20%
5		9%	11%	45%	32%
6		10%	13%	46%	29%

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

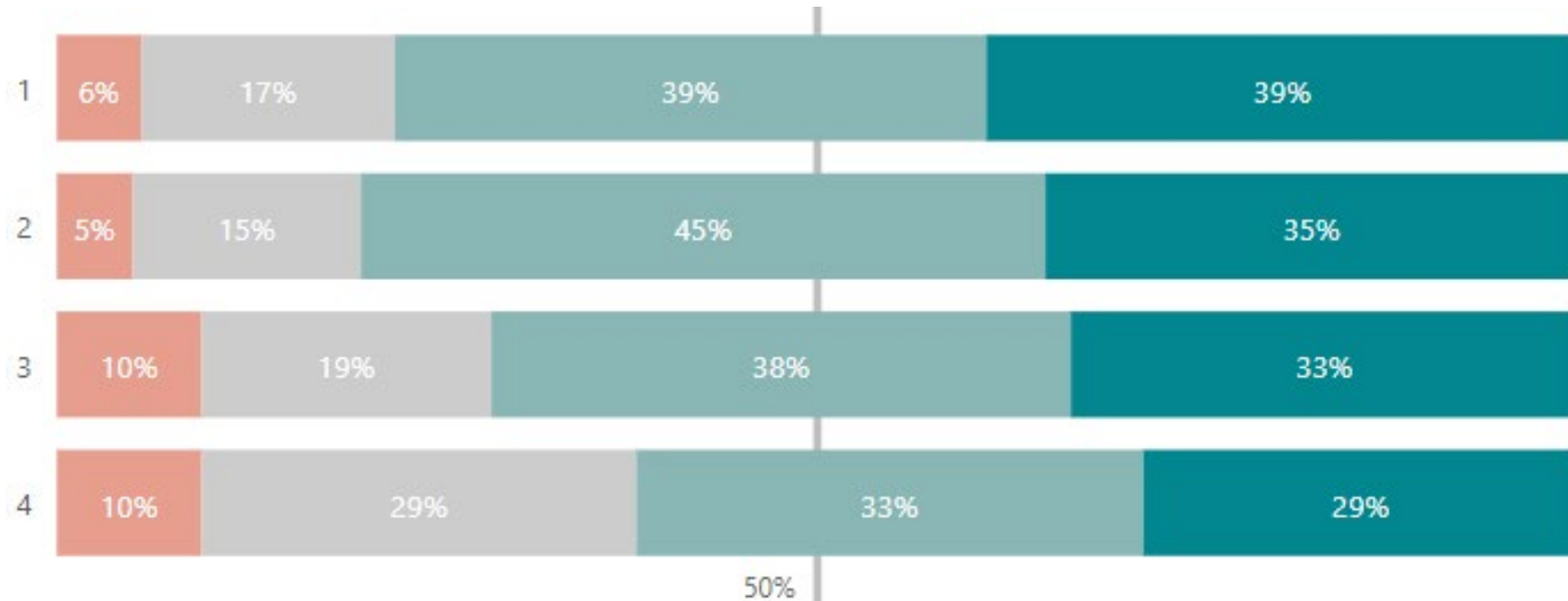
73%
Percent Positive

0.6%
Percent Positive Change

4.0
Average Response Value

0.2
Average Response Change

1	6%	17%	39%	39%
2	5%	15%	45%	35%
3	10%	19%	38%	33%
4	10%	29%	33%	29%

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?
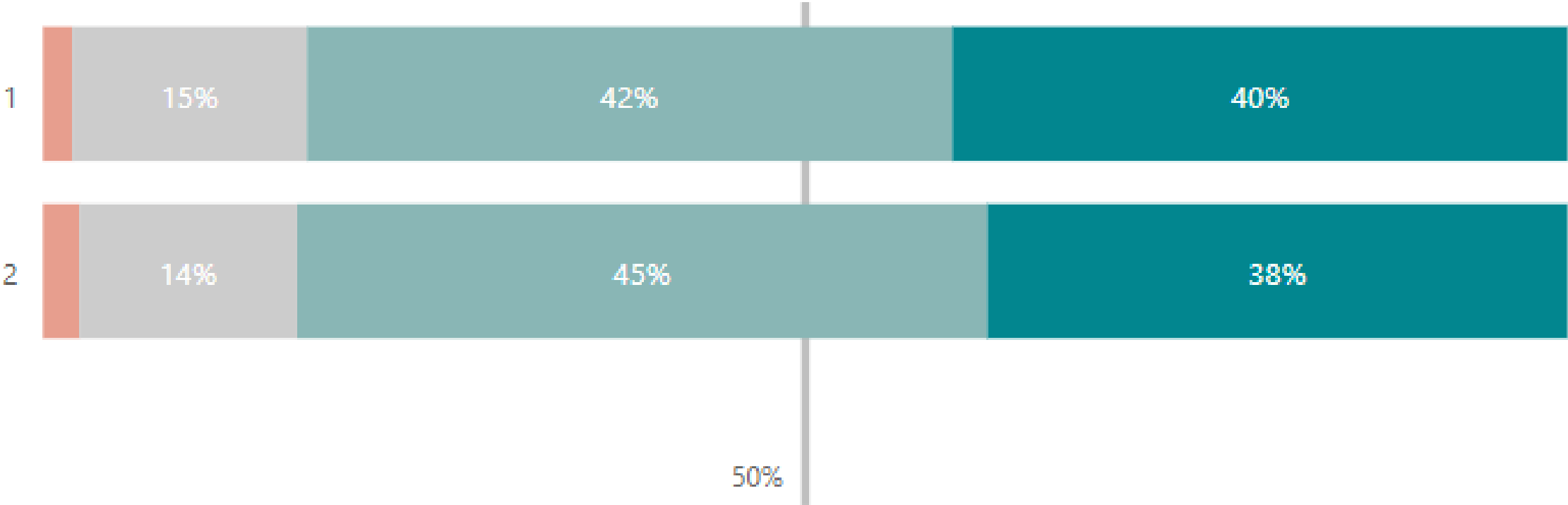
Workgroups

83%
Percent Positive

4.6%
Percent Positive Change

4.2
Average Response Value

0.2
Average Response Change

1	15%	42%	40%
2	14%	45%	38%

50%

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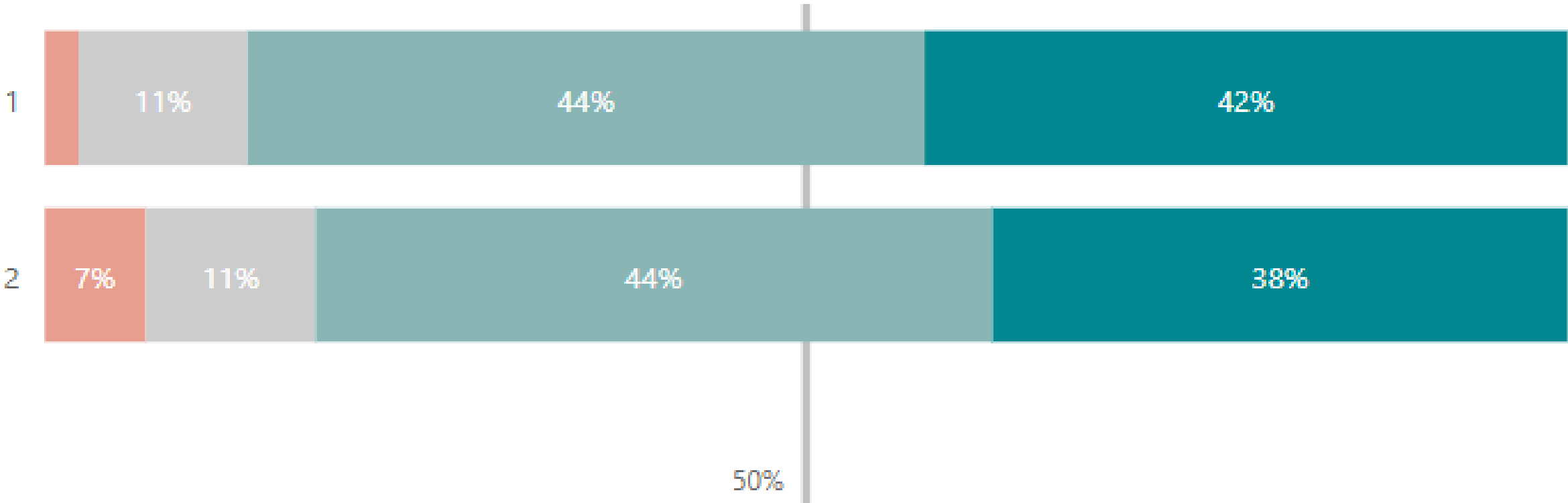
Training

84%
Percent Positive

7.1%
Percent Positive Change

4.2
Average Response Value

0.3
Average Response Change

1	11%	44%	42%
2	7% 11%	44%	38%

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?
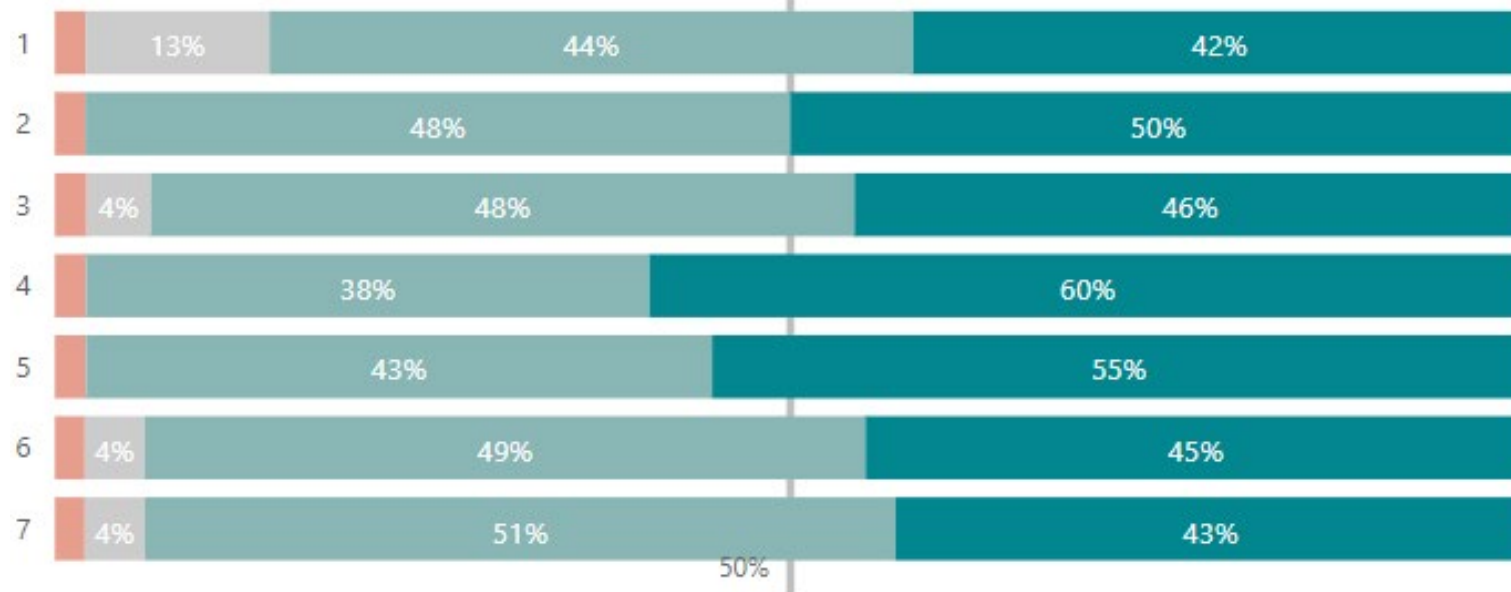
Support

94%	8.7%	4.4	0.3
Percent Positive	Percent Positive Change	Average Response Value	Average Response Change

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

"The team provides timely informative email communication during system updates, outages, and resolutions to issues."

2 Support

"Responds quickly to assist me as a super user in my agency as well as when I need USAS to actually create the report for me it's done timely and efficiently."

3 Data and Reports Available

"I think the reports are great and detailed…and for the most part, they meet our needs."

4 BI Tool

"Available tools are excellent."

What can USA Staffing do to improve?

1 **Training**

"At times, the meetings/forums can be a bit much for someone who is learning the basic reporting concepts, data layouts, terms, etc."

2 **Navigation**

"I find it difficult to locate standard reports based on the naming convention. A better guide or crosswalk is needed so I'm not spending all day looking for what I need."

3 **Data and Reports Available**

"Would like to see the addition of interview data as required by the EEOC for applicant flow analysis/MD-715 tables."

4 **BI Tool**

"Continue working to make it more user friendly and easier to create customized reports."

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, January 18 1:00 – 4:00 PM EDT	Wednesday, February 22 10:00 AM – 3:00 PM EDT + Thursday, February 23 10:00 AM – 3:00 PM EDT	Thursday, February 2 11:00 AM – 12:00 PM EDT Thursday, March 2 11:00 AM – 12:00 PM EDT Thursday, April 6 11:00 AM – 12:00 PM EDT
How to Register	Contact your USA Staffing Account Manager.		No registration required. Questions can be submitted in advance.

Modifications to Reports and Data Models

Sprint 37 deployed to Production on December 7th

Sprint 38 deployed to Production on December 21st

Sprint 39 deployed to Production on January 18th

Only sprints that had AFD-related updates are listed

Data Model Changes

Applicant Flow Data Warehouse

Announcements – deployed December 7th and December 21st
Five new query subjects and associated query items were added to enable reporting on announcements and announcement locations, appointment type, hiring path, and work schedule.

Application Rating Combination namespace > Announcement Information
- Announcement query subject **– deployed December 7th**
  - [Application Rating Combination].[Announcement].[Announcement Close Date]
  - [Application Rating Combination].[Announcement].[Announcement Hiring Paths]
  - [Application Rating Combination].[Announcement].[Announcement Last Modified Date/Time]
  - [Application Rating Combination].[Announcement].[Announcement Locations]
  - [Application Rating Combination].[Announcement].[Announcement Number]
  - [Application Rating Combination].[Announcement].[Announcement Open Date]
  - [Application Rating Combination].[Announcement].[Announcement Released Date/Time]
  - [Application Rating Combination].[Announcement].[Announcement Released?]
  - [Application Rating Combination].[Announcement].[Announcement Status]
  - [Application Rating Combination].[Announcement].[Application Limit]
  - [Application Rating Combination].[Announcement].[Application Limit Set?]
  - [Application Rating Combination].[Announcement].[External Contact Email]
  - [Application Rating Combination].[Announcement].[External Contact ID]
  - [Application Rating Combination].[Announcement].[External Contact Name]
  - [Application Rating Combination].[Announcement].[Internal Contact Email]
  - [Application Rating Combination].[Announcement].[Internal Contact ID]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Announcement Information
- Announcement query subject (continued) **– deployed December 7th**
  - [Application Rating Combination].[Announcement].[Internal Contact Name]
  - [Application Rating Combination].[Announcement].[Maximum Salary]
  - [Application Rating Combination].[Announcement].[Minimum Salary]
  - [Application Rating Combination].[Announcement].[Not to Exceed]
  - [Application Rating Combination].[Announcement].[Salary Type]
  - [Application Rating Combination].[Announcement].[Total Openings]
  - [Application Rating Combination].[Announcement].[USAJOBS Control Number]
  - [Application Rating Combination].[Announcement].[USAJOBS Job Status]
  - [Application Rating Combination].[Announcement].[Who May Apply]
  - [Application Rating Combination].[Announcement].[Who May Apply Override Text]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Announcement Information
- Announcement Location query subject **– deployed December 21st**
  - [Application Rating Combination].[Announcement Location].[Announcement Location City]
  - [Application Rating Combination].[Announcement Location].[Announcement Location Country]
  - [Application Rating Combination].[Announcement Location].[Announcement Location County]
  - [Application Rating Combination].[Announcement Location].[Announcement Location Description]
  - [Application Rating Combination].[Announcement Location].[Announcement Location Duty Station Code]
  - [Application Rating Combination].[Announcement Location].[Announcement Location Label]
  - [Application Rating Combination].[Announcement Location].[Announcement Location Openings]
  - [Application Rating Combination].[Announcement Location].[Announcement Location State]
  - [Application Rating Combination].[Announcement Location].[Announcement Location State Abbreviation]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Announcement Information
- Appointment Type query subject **– deployed December 21st**
  - [Application Rating Combination].[Appointment Type].[Appointment Type]

- Hiring Path query subject **– deployed December 21st**
  - [Application Rating Combination].[Hiring Path].[Hiring {Path Description]
  - [Application Rating Combination].[Hiring Path].[Hiring {Path Name]

- Work Schedule query subject **– deployed December 21st**
  - [Application Rating Combination].[Work Schedule].[Work Schedule]

Data Model Changes

Applicant Flow Data Warehouse

Applications – deployed January 18th
Three new query subjects and associated query items were added to enable reporting on applications, application eligibilities, and application locations.

Application Rating Combination namespace > Application Information
- Application query subject
  - [Application Rating Combination].[Application].[Applicant Unique Identifier]
  - [Application Rating Combination].[Application].[Application Unique Identifier]
  - [Application Rating Combination].[Application].[Application Eligibility End Date]
  - [Application Rating Combination].[Application].[Application Eligibility Start Date]
  - [Application Rating Combination].[Application].[Application Expired?]
  - [Application Rating Combination].[Application].[Application Last Modified Date/Time]
  - [Application Rating Combination].[Application].[Application Last Submitted Date/Time]
  - [Application Rating Combination].[Application].[Application Re-Rated?]
  - [Application Rating Combination].[Application].[Application Status]
  - [Application Rating Combination].[Application].[Claimed Eligibilities]
  - [Application Rating Combination].[Application].[Disability Codes]
  - [Application Rating Combination].[Application].[Disability Indicator]
  - [Application Rating Combination].[Application].[Disability Omitted Indicator]
  - [Application Rating Combination].[Application].[Disability Responses]
  - [Application Rating Combination].[Application].[Eligibility Adjudications]
  - [Application Rating Combination].[Application].[Eligible Series]
  - [Application Rating Combination].[Application].[Ethnicity and Race Category]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Application Information
- Application query subject (continued) **– deployed January 18th**
  - [Application Rating Combination].[Application].[Override?]
  - [Application Rating Combination].[Application].[Qualification Override?]
  - [Application Rating Combination].[Application].[Rating Override?]
  - [Application Rating Combination].[Application].[Record Status Code]
  - [Application Rating Combination].[Application].[Record Status Code Description]
  - [Application Rating Combination].[Application].[Sex Response]
  - [Application Rating Combination].[Application].[Targeted Disability Indicator]
  - [Application Rating Combination].[Application].[Veterans Preference Adjudicated]
  - [Application Rating Combination].[Application].[Veterans Preference Adjudicated Description]
  - [Application Rating Combination].[Application].[Veterans Preference Claimed]
  - [Application Rating Combination].[Application].[Veterans Preference Claimed Description]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Application Information
- Application Eligibility query subject **– deployed January 18th**
  - [Application Rating Combination].[Application Eligibility].[Claimed Eligibility]
  - [Application Rating Combination].[Application Eligibility].[Claimed Eligibility Label]
  - [Application Rating Combination].[Application Eligibility].[Claimed Eligibility Type]
  - [Application Rating Combination].[Application Eligibility].[Eligibility Adjudication]

- Application Location query subject **– deployed January 18th**
  - [Application Rating Combination].[Application Location].[Application Location City]
  - [Application Rating Combination].[Application Location].[Application Location Country]
  - [Application Rating Combination].[Application Location].[Application Location County]
  - [Application Rating Combination].[Application Location].[Application Location Description]
  - [Application Rating Combination].[Application Location].[Application Location Duty Location Code]
  - [Application Rating Combination].[Application Location].[Application Location State]
  - [Application Rating Combination].[Application Location].[Application Location State Abbreviation]

Data Model Changes

Applicant Flow Data Warehouse

Vacancy Metrics – deployed December 7th
Two new query subjects and associated query items were added to enable reporting on pre-calculated metrics for the most commonly used metrics related to the vacancy as well as the various date types associated with the date on which the announcement was closed.

Application Rating Combination namespace > Vacancy Metrics folder
- Vacancy Metric query subject
  - [Application Rating Combination].[Vacancy Metric].[Total Applied]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Unused]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Unused with Veterans]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Unused without Veterans]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Used]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Used with Veterans]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Audited and Used without Veterans]
  - [Application Rating Combination].[Vacancy Metric].[Total Certificates Issued]
  - [Application Rating Combination].[Vacancy Metric].[Total Entered on Duty]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Vacancy Metrics folder
- Vacancy Metric query subject (continued) **– deployed December 7th**
  - [Application Rating Combination].[Vacancy Metric].[Total Hired]
  - [Application Rating Combination].[Vacancy Metric].[Total Not Referred – Not Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Not Referred - Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Referred]
  - [Application Rating Combination].[Vacancy Metric].[Total Selected]
  - [Application Rating Combination].[Vacancy Metric].[Total Sent Official Offers]
  - [Application Rating Combination].[Vacancy Metric].[Total Sent Tentative Offers]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Applied]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Entered on Duty]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Hired]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Not Referred – Not Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Not Referred - Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Qualified]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Referred]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Selected]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Sent Official Offers]
  - [Application Rating Combination].[Vacancy Metric].[Total Veterans Sent Tentative Offers]

Data Model Changes

Applicant Flow Data Warehouse

Application Rating Combination namespace > Vacancy Metrics folder
- Vacancy Metric Date query subject **– deployed December 7th**
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Calendar Month]
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Calendar Month Number]
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Calendar Year]
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Fiscal Month]
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Fiscal Quarter]
  - [Application Rating Combination].[Vacancy Metric Date].[Announcement Closed Fiscal Year]

API Updates

USA Staffing Data APIs

ExternalIDs – deployed December 21st
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.

- AFD Announcements API
- AFD Applications API
- AFD Vacancies API

Annual Report on Agency Applicant Flow

Governmentwide Data Call

- On December 19, 2022 the Equal Employment Opportunity Commission (EEOC) issued a memo informing EEO Directors and Officials of a new reporting of AFD for the Annual Report on Agency Applicant Flow (ARAAF)
  - Data collection is distinct from MD-715
  - Data is due to EEOC no later than February 28, 2023

- USA Staffing is participating in a pilot designed to ease agency reporting burden by providing data on agencies' behalf directly to EEOC
  - Agencies may opt-out of the pilot by reaching out to their USA Staffing Account Manager no later than February 10, 2023
  - Agencies that opt-out must send their data to OFOResearch@eeoc.gov

- The standard report titled "Applicant Flow Vacancy Level Detail" will be used to provide data to EEOC
  - Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

Open Demonstration and Q&A

USA Staffing Reporting Upcoming Events and Releases

Events

January 5	Advanced Author Forum
January 10	Reporting and Analytics Workgroup Meeting
January 18	Cognos Consumer Training
January 26	Applicant Flow Data Workgroup Meeting
February 2	Advanced Author Forum
February 22 - 23	Cognos Report Author Training

Releases

January 11	Reporting Stage
January 18	Reporting Production
January 25	Reporting Stage
February 1	Reporting Production
February 8	Reporting Stage
February 15	Reporting Production
February 22	Reporting Stage

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**