



## User License Data Warehouse

### *What is the User License data warehouse?*

The User License data warehouse enables simplified, detailed reporting on all users and user accounts. The data warehouse is updated three times a day.

The warehouse is divided into two namespaces:

- **User Details** contains detailed information for all user accounts, both paid and unpaid.
- **User Metrics** contains information on paid accounts by tenant, organization, and office based on the user's designated primary office.

### *How do I decide which namespace to use?*

The **User Details** namespace should be used when reporting on all users and user types. All information associated with a user, their permission profile(s) and associated offices or customers, their user type(s), and their paid status is available for reporting, even if the account has been retired.

The **User Metrics** namespace should be used when reporting on paid, non-retired Human Resources users for the purpose of managing the allocation of paid licenses. Only information associated with the user (e.g., email, address, position title, employee ID) and the permission profile associated with the user's designated primary office is available for reporting. This limitation makes it easier to identify and manage paid accounts because there will only be one record per user per tenant (if the same user has access to multiple tenants, there will be one user record per tenant).

In summary, to appear in User Metrics, a user must meet the following conditions:

1. Be a Human Resources User with a designated primary office
2. Have at least one permission profile that includes a paid function
3. Not be retired
4. Not be an excepted user (i.e., an OPM user with permissions to provide support to agency customers)

### *How are user account metrics calculated?*

There are two user account metrics in the User Metrics namespace:

- The **Paid Accounts** metric indicates if a user account has at least one permission profile that includes a paid function. When true, a one (1) is returned for the account's primary office. Important to note is that if a user has access to multiple tenants, they may be counted once per tenant provided they meet the criteria to show up in User Metrics in each tenant.
- The **Paid Accounts Allocated** metric indicates the number of paid accounts or licenses allocated to each organization.

### *How should the Paid Accounts metric be used?*

The Paid Accounts metric can be used with user-level or higher query items (e.g., office, organization). When reporting at the user level, all metrics will be 1 due to the criteria for accounts to be included in the User Metrics namespace.

## User Level

Tenant Code	User Email	Paid Accounts
OPM	automatedstaffingtest+189@gmail.com	1
OPM	automatedstaffingtest+584@gmail.com	1
OPM	automatedstaffingtest+743@gmail.com	1
OPM	automatedstaffingtest+1038@gmail.com	1
OPM	automatedstaffingtest+1404@gmail.com	1
OPM	automatedstaffingtest+1485@gmail.com	1
OPM	automatedstaffingtest+4314@gmail.com	1
OPM	automatedstaffingtest+4890@gmail.com	1
OPM	automatedstaffingtest+2467@gmail.com	1

When used with higher-level query items (e.g., office, organization), the Paid Accounts metric will automatically summarize up to the lowest level query item included in the report.

## Office Level

Tenant Code	Organization Name	Paid Account Primary Office	Paid Accounts
OPM	Department of Automated Testing	Office Alpha	7
OPM	Department of Automated Testing	Office Beta	1
OPM	Office of Personnel Management	OPM HR Royce	18
OPM	Office of Personnel Management	OPM HR TRE	11
OPM	OPM Program	Program Office	11
OPM	OPM Program	USAS Demo Office	2
OPM	OPM Reimbursable	Philadelphia Services Branch	5,021
OPM	OPM Reimbursable	San Antonio Services Branch	7
OPM	OPM Reimbursable	San Francisco Services Branch	4
OPM	OPM Reimbursable	Washington Services Branch	4
OPM	Test Org	Task Testing Office	2

## Organization Level

Tenant Code	Organization Name	Paid Accounts
OPM	Department of Automated Testing	8
OPM	Office of Personnel Management	29
OPM	OPM Program	13
OPM	OPM Reimbursable	5,036
OPM	Test Org	2

## Tenant Level

Tenant Code	Paid Accounts
OPM	5,088

### *How should the Paid Accounts Allocated metric be used?*

The **Paid Accounts Allocated** metric can be user with organization-level or higher query items (e.g., tenant). When reporting at the organization level, the metric will provide the number of paid licenses allocated to the organization as a whole.

## Organization Level

Tenant Code	Organization Name	Paid Accounts Allocated
GOT	ASMG GOT Tenant Management	0
GOT	Essos	20
GOT	North of the Wall	6
GOT	Westeros	22
OPM	Department of Automated Testing	100
OPM	Office of Personnel Management	10
OPM	OPM Program	20
OPM	OPM Reimbursable	5,040
OPM	Test Org	4

When used with higher level query items, the Paid Accounts Allocated metric will automatically summarize up to the lowest level query item included in the report.

## Tenant Level

Tenant Code	Paid Accounts Allocated
GOT	48
OPM	5,174

### *Can the Paid Accounts and Paid Accounts Allocated metrics be used together?*

Yes! By using these metrics together at the organization level, you can easily determine whether an organization is using too many or too few paid licenses. Separate lists providing detailed information at the user level (e.g., User Days Since Last Login) can help to pinpoint which users may need to have changes made to their permission profiles.

Tenant Code	Organization Name	Paid Accounts Allocated	Paid Accounts
GOT	ASMG GOT Tenant Management	0	3
GOT	Essos	20	22
GOT	North of the Wall	6	1
GOT	Westeros	22	8
OPM	Department of Automated Testing	100	8
OPM	Office of Personnel Management	10	29
OPM	OPM Program	20	13
OPM	OPM Reimbursable	5,040	5,036
OPM	Test Org	4	2

### *User Types and Last Login Dates*

The User License data warehouse contains several query items related to the user's last login date/time. Last login date/time is available for both the user's overall account and for the separate user types.

In the **User Details** namespace, the User Last Login Date/Time query item in the Account Details query subject returns the date/time the user most recently logged in as any user type. The User Type Last Login Date/Time in the User Type returns the date/time the user most recently logged in as a specific user type (e.g., Hiring Manager User, Human Resources User). *As a result, user accounts may span multiple rows.*

Tenant Code	User Email	User Last Login Date/Time	User Type	User Type Last Login Date/Time
OPM	30774test2@mail.com	04/10/2019 10:50:11.960 AM	Human Resources User	04/10/2019 10:50:11.960 AM
OPM	33743test@mail.com	11/16/2016 02:54:43.857 PM	Hiring Manager User	11/16/2016 02:54:43.857 PM
OPM	automatedstaffingtest+10@gmail.com	03/31/2021 11:09:12.373 PM	Hiring Manager User	07/02/2020 01:58:29.570 PM
OPM	automatedstaffingtest+10@gmail.com	03/31/2021 11:09:12.373 PM	Human Resources User	03/31/2021 11:09:12.373 PM
OPM	automatedstaffingtest+10@gmail.com	03/31/2021 11:09:12.373 PM	Onboarding User	
OPM	automatedstaffingtest+1002@gmail.com	07/31/2019 04:41:07.143 PM	Hiring Manager User	07/31/2019 04:41:07.143 PM
OPM	automatedstaffingtest+1002@gmail.com	07/31/2019 04:41:07.143 PM	Human Resources User	
OPM	automatedstaffingtest+1002@gmail.com	07/31/2019 04:41:07.143 PM	Onboarding User	07/31/2019 04:40:57.173 PM

The **User Metrics** namespace contains query items for last date/time the user logged-in as their paid human resources user type.

Tenant Code	Organization Name	Paid Account Primary Office	User Email	Paid User Last Login Date/Time	User Days Since Last Login
GOT	ASMG GOT Tenant Management	ASMG ACWA Access Office	mahmad.test+hm@gmail.com	05/12/2021 02:25:16.187 PM	159
GOT	ASMG GOT Tenant Management	ASMG ACWA Access Office	mahmad.test+hr@gmail.com	05/12/2021 02:26:00.377 PM	159
GOT	ASMG GOT Tenant Management	ASMG ACWA Access Office	mahmad.test+ra@gmail.com	10/15/2021 09:28:23.743 AM	3
GOT	Essos	Braavos2	bheinz@satx.rr.com	09/29/2021 03:06:07.723 PM	19
GOT	Essos	Braavos2	brandonknight4921@yahoo.com	03/14/2019 09:19:16.067 AM	949
GOT	Essos	Braavos2	carrieatopm@gmail.com	02/13/2020 08:37:57.063 AM	613
GOT	Essos	Braavos2	casyegebard@outlook.com	11/20/2017 03:26:27.637 PM	1,428
GOT	Essos	Braavos2	georgebluttest+3@gmail.com	05/21/2018 03:15:41.253 PM	1,246
GOT	Essos	Braavos2	Jchapman098+sam@gmail.com	03/12/2020 03:20:45.370 PM	585
GOT	Essos	Braavos2	kelly.hobbs@excella.com	11/02/2018 12:06:10.047 PM	1,081