



USA Staffing[®]
Great Government Starts Here[®]

USA Staffing Reporting & Analytics

Cognos Report Author Workgroup Meeting

April 11, 2017

Agenda

- **Program Updates**

- Cognos Analytics Deployment Schedule
- Cognos Folder Restructure

- **Modifications to reports/data models**

- Analytics
- Staffing Reports
- Applicant Flow Data



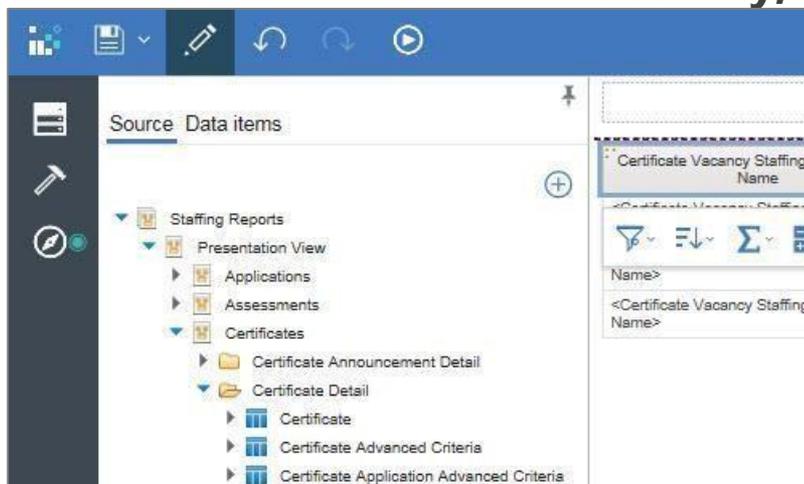
- **Cognos Tips**
- Time to Hire Reporting
- **Open Q&A/Demo**

Program Updates

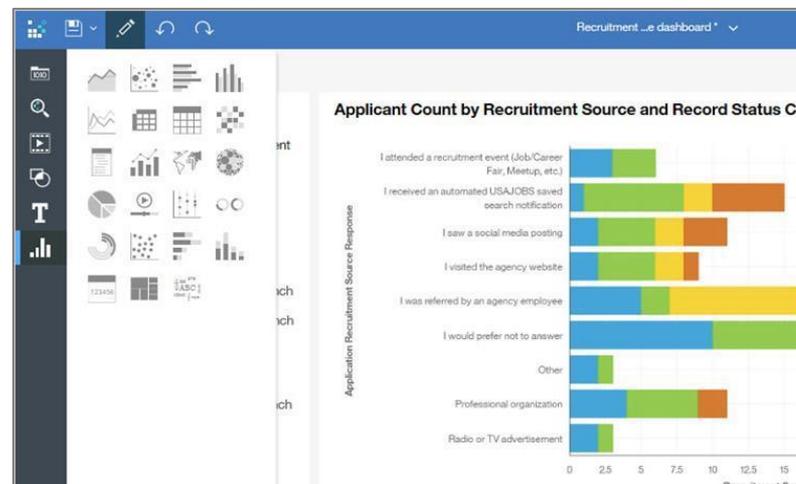


Cognos Analytics

IBM has released a new version of Cognos with **improved usability, enhanced security, and new features**



Reports



Dashboard



(Formerly Report Studio)

Similar Report Authoring functionality to the version with **improvements to the interface and usability**

(New Feature)

The ability for Report Authors to easily **create** current **visualizations and engaging dashboards** for HR users

Report Consumer Experience

HR users and other standard users will not experience a significant change after the deployment of Cognos Analytics

- Users will continue to navigate to Cognos via the Reports tab in USA Staffing



- The path for current reports will be the same - existing standard and custom reports will be in the same folder location
- Users will run reports by entering values in the report prompts
- Reports can be run and exported as HTML, PDF, or Excel

Report Author Experience

Report Authors will experience significant improvements in usability and a new dashboard functionality



- While the look and feel is different, the core functionality of the Report module (formerly known as Report Studio) has not changed
- The static toolbar in the current version has been replaced with an on-demand and object-specific toolbar
- The location and navigation of the data source, properties, explorer, toolbox, and other features has changed
- The new Dashboard feature allows Report Authors to develop custom, interactive dashboards



Deployment Schedule



Cognos Analytics will be deployed for **both Legacy and Upgrade USA Staffing** by April 29

All standard and custom reports in the current version of Cognos will be available in the new version - no agency



intervention is
needed

Stage/Stress deployment

- **Development Pause – April 14:** Users should not build new reports or make modifications to existing reports in the Stage/Stress environment
- **Deployment – April 14:** USA Staffing Upgrade Stage and Legacy Stress environment migrates to Cognos Analytics

Production Deployment

- **Deployment - April 29:** USA Staffing Upgrade Production and USA Staffing Legacy Production



environments migrate to Cognos Analytics (*no development pause is needed as Cognos will be offline during the deployment*)

Cognos Folder Restructure

- The restructure of the Cognos folders simplifies navigation to standard reports and packages
- Allows users to save standard reports and dashboard from both Staffing Reports and Analytics packages in one set of Shared Organizations and Offices
- Custom reports in Organization and Office Share folders will be automatically moved to the new location

Deployment Schedule:
Stage – April 7
Production – April 26



- Data Self-Service users will need to modify the report path for DSS reports

Current DSS Path

Modified Path



/content/folder[@name='USA Staffing Packages
Folders']/folder[@name='Staffing Packages and
Reports']/package[@name='Staffing Reports']

→ and

/content/folder[@name='USA Staffing
Folders']/package[@name='Staffing Reports']



Current Structure





Org and Office Share Folders



Data Self Service Folder



Standard Reports







Org and Office Share Folders



Data Self Service Folders



Standard Reports

Restructured



Modifications to Reports/Data and Models Analytics

Data sourced from the Recruitment Data Warehouse; optimized for metrics and trend reporting (nightly load)

New Reports

User Lookup by Vacancy, Request or Announcement List Report

Displays user information associated with a vacancy, request, or announcement number

Public Folders > USA Staffing Packages and Folders > Analytics > Hiring Process



In Progress

Time to Hire Hiring Phases

Allow users to view the number of days by hiring phases based on the Hiring Process Roadmap

USA Hire

Data to track vacancies that utilize USA Hire assessments

Staffing Metrics

Basic statistics on the staffing process, including vacancy and application counts by organization

Staffing Reports

Real-time data sourced directly from the USA Staffing database; optimized for basic list reporting (real-time)

New Reports

Applicant Scores by Assessment



Displays assessment score average and standard deviation as well as individual applicant rating information

Public Folders > USA Staffing Packages and Folders > Staffing Reports > Staffing Reports > Staffing > Assessment

Data Model Changes

Workflows

New namespace allowing users to report •
on the development of workflows, model
including the tasks and task rules

Tasks

Removed "Task Total Days" from the

- Added "Task Actual Days to Complete" and "Task Purpose" to model



Applicant Flow Data

Demographic information collected from job seekers and combined with milestones in the hiring process; only Applicant Flow Data users are given permission to access this data

Planned

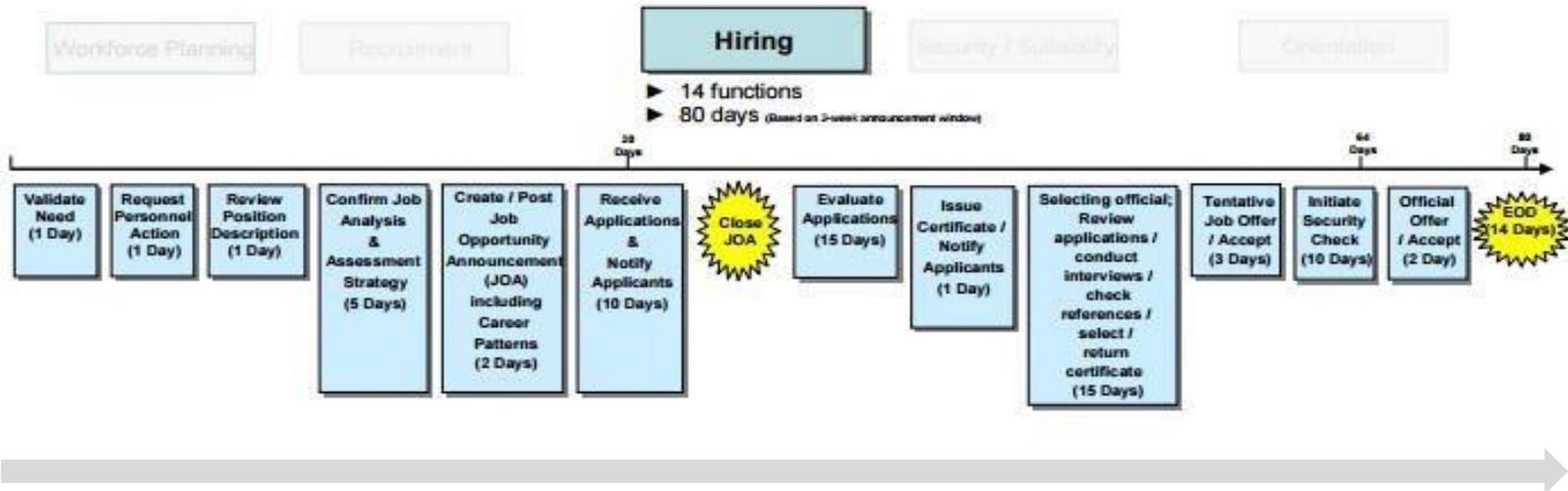
Vacancy Demographic List Report (Upgrade) – Spring 2017 (estimated) **MD-715 A7 Table (Upgrade) – Summer 2017** (estimated) **MD-715 B7 Table (Upgrade) – Summer 2017** (estimated)

Cognos Tips: Time to Hire Reporting



Hiring Process Roadmap

The USA Staffing Time to Hire reporting capability is based on the functions identified in the Hiring Process Roadmap (80-day model)



Overall Time The number of days from when the manager validates the hiring need against **to Hire** agency workforce, staffing, or recruitment plans (**Hiring Need Validated Date**) to the date the new hire enters on duty (**Confirm EOD Date**)





Hiring Phases Agencies can monitor hiring phases and milestones through **workflows and**
Milestones tasks to identify potential bottlenecks in the process **Automating**

Time to Hire reporting

Manual Process

Staff spend time keyentering data, pulling information from various

Data Collection

1. HR Specialists perform staffing and calculate System
2. HR Specialists then key-enter data completed staffing tasks

Data Preparation

3. Analysts clean the actions in a Talent Acquisition data metrics in the time to hire app in a time to hire tracking application based on

Data

Presentation

4. Analysts develop/refresh dashboards and reports at regular intervals



systems, and manually manipulating data, potentially introducing errors

Total Time from Request

Several weeks Completion to Time to Hire Data **to**

months

USA Staffing

Data Collection, Preparation, and Presentation

Process

1. HR Specialists perform staffing actions in USA Staffing

Staff perform 2. Time to hire data is automatically pulled from USA Staffing and restructured in the Recruitment Data Warehouse 3. Data are refreshed nightly and made available in a dashboard and standard reports actions in the system and data is

USA Staffing time to hire reporting is automated to **improve the efficiency of data collection, strengthen data accuracy, and reduce the reporting burden**



automatically collected, analyzed,
and
presented



Total Time from Request
Completion to Time to Hire Data

One day

Populating Time to Hire data

While overall time to hire is automatically calculated for all requests, **data on hiring phases and milestones will only be available if workflows and tasks are set up appropriately**

1. Develop USA Staffing workflows – The agency develops ordered sets of tasks (workflows) to track the hiring process and assign forms to new hires
2. Initiate a request and assign a workflow to

Hiring Need

Validated



vacancies – A request for a hire is initiated by

Date



the manager and processed by HR and a workflow is assigned

3. Complete tasks – HR and managers complete tasks during the staffing and

Hiring onboarding process Phases and

4. New hire enters on duty – The new hire successfully completes onboarding tasks and

Confirm

EOD Date

enters on duty



Milestones

1. Develop USA Staffing workflows

Agencies develop workflows for specific hiring processes (DEU, merit, etc)



Tasks 13

- + Complete Assessment Package
- + Release Announcement
- + Review Applicants
- + Issue Certificates
- + Send Certificates
- + Notify Applicants OF Referral
- + Make And Return Selections
- + Audit Certificates
- + Notify Applicants OF Referral Disposition
- + Send Tentative Offer

- **Staffing workflows are required for all vacancies;** Onboarding workflows can be developed to assign forms to new hires

Task Rules

Schedule task to start **20** days after **Workflow is assigned** and to be completed within **15** days. *

Set task to **Pending** status when workflow is assigned. *

- Agencies can use standard system-wide tasks or develop custom tasks
- When setting up a workflow, **agencies indicate when each task is scheduled to activate and how long each task should take to complete**



2. Initiate a request and assign a workflow

As Vacancies are created, agencies are required to assign a workflow

Request Number	Customer	Request Type	Status			
20170224-44972	OPM	New Vacancy	Incomplete			
Request Information > Location Information > Staffing Approach				Documents 0	Notes 0	History
Vacancy to be Created 1						Add Vacancy/Office
<input type="checkbox"/>	Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination	
<input type="checkbox"/>	Case Exam	Program Office	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) Promotion <input type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit	OPM 80-day	<input checked="" type="checkbox"/> 0201-11(Employee Relations) <input checked="" type="checkbox"/> 0201-12(Employee Relations)	
				Save	Approve Request	Delete Request

Hiring Need Validated Date (Beginning of Time to Hire)

- The date the manager validates the hiring need against agency workforce, staffing, or recruitment plans
- The date is either:
- Collected from an agency system through an interconnection or
- Calculated as Request Approval Date minus 2 days (based on the Hiring Process Roadmap)*



*USA Staffing is planning on also allowing users to manually input the **Hiring Need Validated Date, Review Position Description Date, and Request Personnel Action (SF-52) Date** in the request module

3. Complete Tasks

As HR specialists and hiring managers work through the hiring process, **they complete tasks and actions in the system which populates time to hire data**



<input checked="" type="checkbox"/> Tasks (12) All ▼ Add Task		
Task	Owner	Due
Complete Assessment Package	Caleb Judy	02/21/2017
Release Announcement	Caleb Judy	02/23/2017
Review Applicants	Caleb Judy	03/20/2017
Issue Certificates	Caleb Judy	03/21/2017
Send Certificates	Caleb Judy	03/21/2017
Notify Applicants Of Referral	Caleb Judy	03/21/2017
Audit Certificates	Caleb Judy	04/08/2017
Notify Applicants Of Referral Disposition	Caleb Judy	04/08/2017
Send Tentative Offer	Caleb Judy	04/08/2017
Initiate Background Investigation/Security Clearance	Caleb Judy	04/18/2017

1 - 10 OF 12 << < 1 2 > >>

- Task Complete Date
- Task Days to Complete (target days)

- **System tasks are triggered by system actions** (for example, the Complete Assessment Package Task is closed when the Assessment Package is complete)
- Custom and some onboarding tasks must be completed manually by users
- **When tasks are completed, data is available on:**
 - Task Name
 - Task Owner Name (the user responsible)
 - Task Active Date

System Task Triggers

[https://help.usastaffing.gov/ResourceCenter/images/e/ea/USA Staffing Upgrade Task Statuses - 01-17-17.pdf](https://help.usastaffing.gov/ResourceCenter/images/e/ea/USA_Staffing_Upgrade_Task_Statuses_-_01-17-17.pdf)



4. New Hire enters on duty

When the new hire successfully completes onboarding tasks and enters on duty, **HR specialists complete the Confirm Entry on Duty task which completes time to hire measurement for that request**

Tasks 4						Assign Workflow	Add Task
All Statuses		Human Resources					
<input type="checkbox"/>	Task Name	Owner	Status	Due	Completed Date		
<input type="checkbox"/>	Send Tentative Offer	Test Admin	Complete	07/16/2016	06/27/2016		
<input type="checkbox"/>	Initiate Background Investigation/Security Clearance	Test Admin	Active	07/26/2016			
<input type="checkbox"/>	Send Formal Offer	Test Admin	Complete	07/28/2016	08/03/2016		
<input type="checkbox"/>	Confirm Entry on Duty	Test Admin	Active	08/11/2016	02/24/2017		

- **The overall time to hire metric will only be calculated when the Confirm Entry on Duty task is completed by HR**
- The Confirm Entry on Duty task is required on all staffing workflows; this ensures the overall time to hire metric can be calculated for all requests

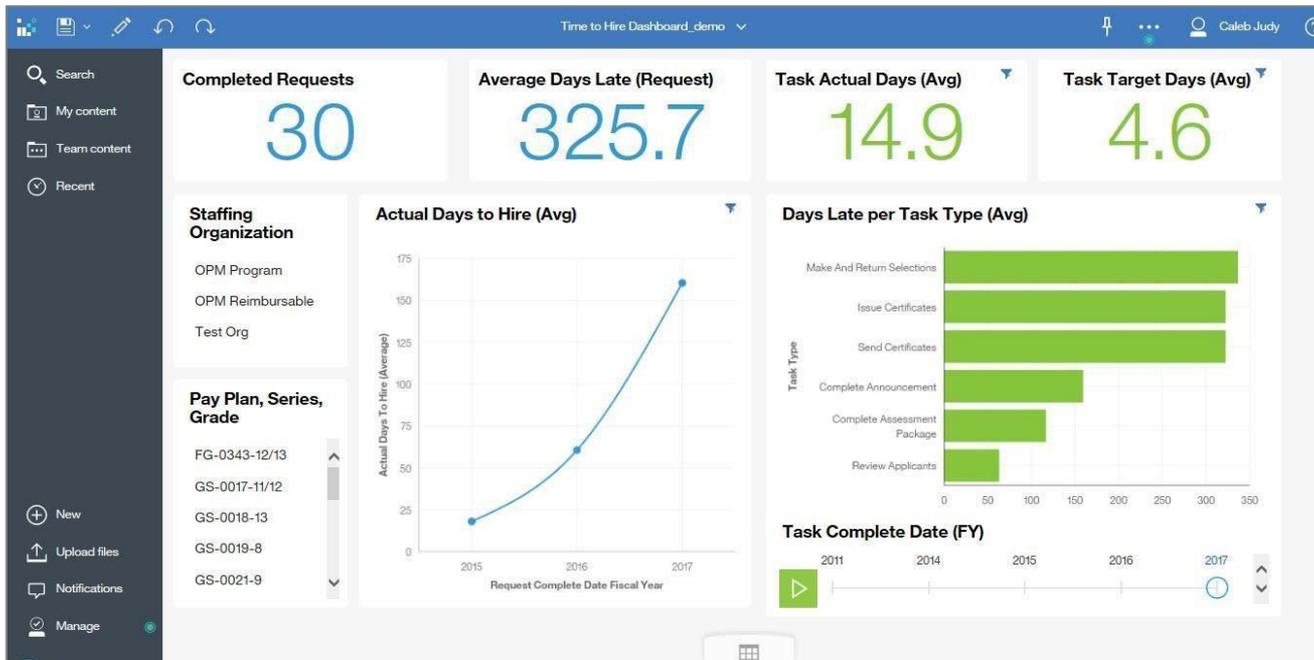


- Most onboarding tasks are not triggered by system events; **the task rules for Onboarding tasks should be set to ensure accurate time to hire data is available**



Time to Hire Dashboard (mockup)

The Time to Hire Dashboard will provide users with a **one-screen, interactive overview of the most important time to hire metrics**



- Filter by Organization, Office, Customer, Occupational Series, Announcement Type, Appointing authority, and other vacancy and request attributes
- Availability:



Expected at the
end of FY 2017

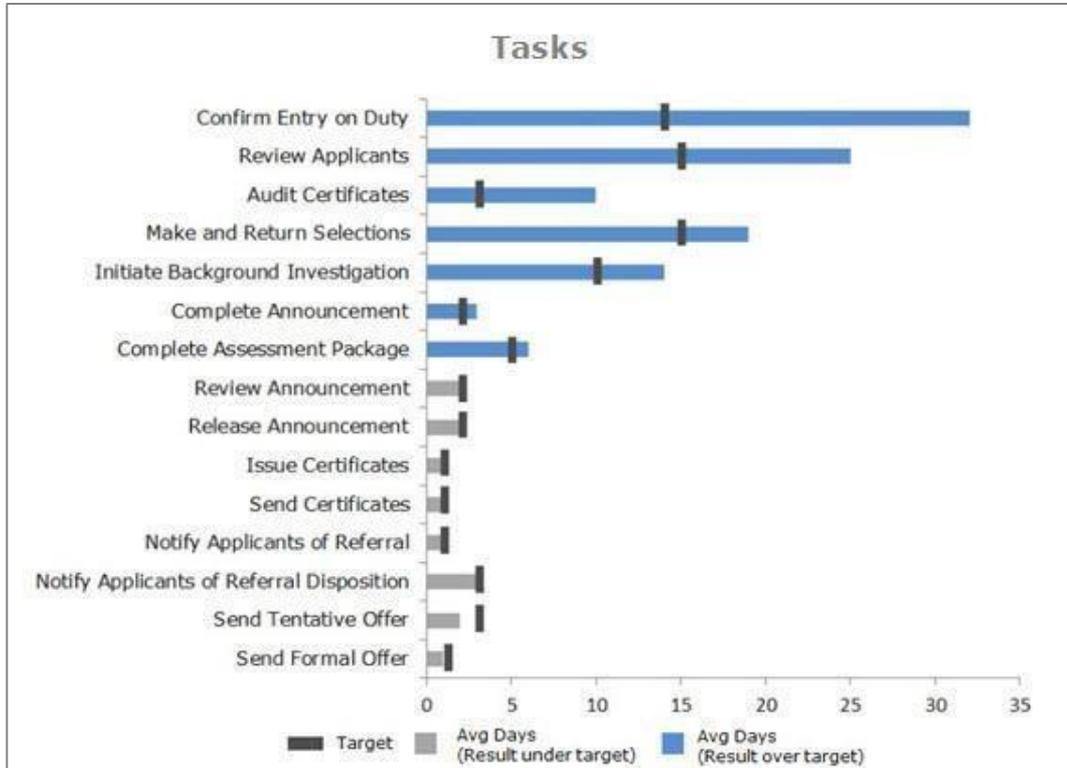
Time to Hire Task Report

Allow users to compare task completion days to targets to **identify potential**



bottlenecks in the process

- Filter by Organization,



- Drill-down to detail for

available in Production

Packages and Folders > Analytics

>

Time to Hire > Staffing Time to Hire > Time to Hire Task Report Office, Task Owner, and Task Complete Date



all tasks

- Availability: **Currently**

Path:

Public Folders > USA Staffing

Time to Hire Request Report

Allow users to view **overall time to hire by request number compared to the target number of days for the workflow**



Customer Agency Name	Request Number	Request Approval Date	Vacancy Number	Vacancy Type	Pay Plan-Series-Grade	Job Title	Announcement Type	Actual Days to Hire	Target Days to Hire	Days Late	Days Early
Customer E	28654-8925	2/15/2016	123456	Standing Register	GS-0343-11/12	Program Analyst	Public (U.S. Citizens and Non-Citizens)	164	120	44	--
Customer E	28654-8926	3/1/2016	123457	Case Exam	GS-0201-9/11	Human Resources Specialist	Public (U.S. Citizens and Non-Citizens)	156	120	36	--
Customer E	28654-8927	4/23/2016	123460	Case Exam	GS-2210-14	Program Manager	Internal Merit Promotion	131	80	51	--
Customer E	28654-8928	3/18/2016	123461	Case Exam	GS-0510-12/13	Auditor	Status (Federal/Veteran/Other Eligible)	123	80	43	--
Customer E	28654-8929	4/25/2016	123462	Case Exam	GS-0201-9/11	Human Resources Specialist	Public (U.S. Citizens and Non-Citizens)	121	80	41	--
Customer E	28654-8930	2/15/2016	123463	Case Exam	GS-0343-13/14	Senior Management Analyst	Internal Merit Promotion	112	115	--	3

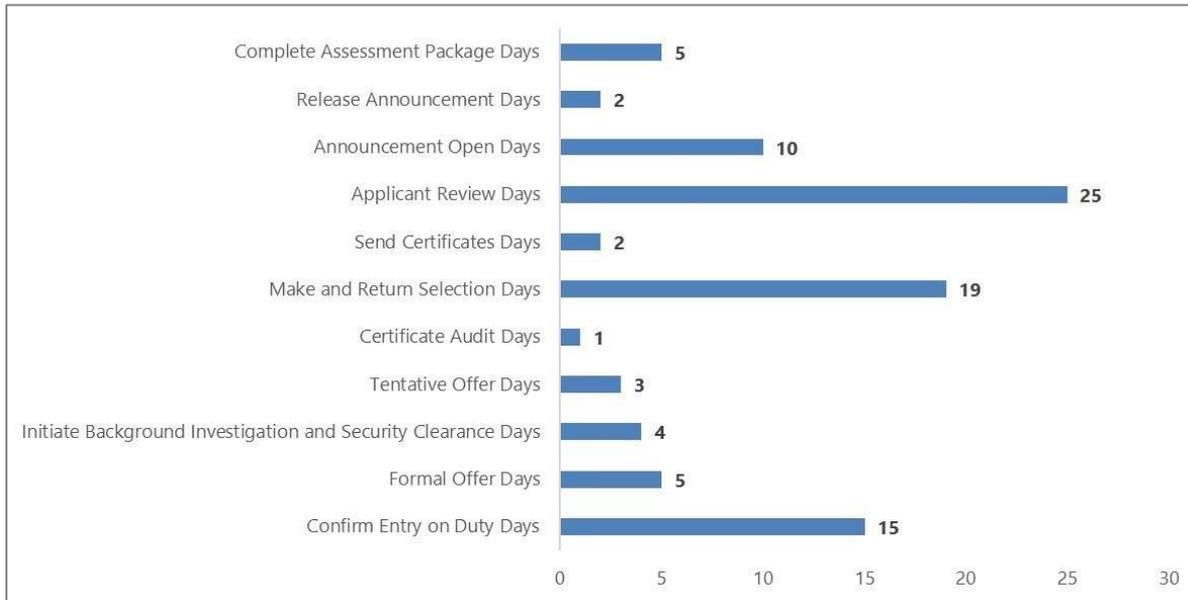
- Filter by Organization, Office, Customer, and Request Complete Date
- Drill-down to detail for all tasks associated with the vacancy
- Availability: **Currently available in Production**

Path: Public Folders > USA Staffing Packages and Folders > Analytics > Time to Hire > Staffing Time to Hire > Time to Hire Request Report



Time to Hire Hiring Phases

Allow users to view **the number of days by hiring phases based on the Hiring Process Roadmap**



- Phases based on system events and the completion of tasks
- Filter by Organization, Office, Customer, Occupational Series, and other Vacancy and Request attributes



- Availability: **Expected
in
Summer 2017**

Open Q&A/Demo



Resources

Reporting and Analytics Strategy and Consulting

Discuss your organization's reporting and analytics needs and identify a strategy to build reports and analytical projects. Consult and provide guidance to your organization's report authors in developing USA Staffing Cognos reports and dashboards

Cognos Report Author Training Sessions

An overview of USA Staffing data with practical exercises in running standard reports and developing custom reports in Cognos. Contact us if you are interested in scheduling a session for the report authors in your organization

IBM Cognos Report Author Training

Listing of paid training opportunities sponsored by IBM Cognos <http://www-01.ibm.com/software/analytics/training-and-certification/>



Contact:

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Help:

Submit a Help Desk Ticket through the question mark icon in USA Staffing

