OPM | Talent Acquisition Analytics Group

USA Staffing Reporting and Analytics Workgroup

September 19, 2023

Draft Pre-Decisional | Internal Use Only
Do not Distribute Without Permission

Agenda

- Power BI Update
- Cognos Performance Metrics
- Cognos Training Program
- Reporting User Satisfaction Survey
- Modifications to Reports and Data Models
- API Updates
- Cognos Tip
- Open Demonstration and Q & A

Power BI Update

User Testing and Release

Next Steps

Completed:

- User License Power BI app released to onboarded customers, Job Aid, and Special Edition Release Notes published
- Infrastructure work for User License automated data refreshes

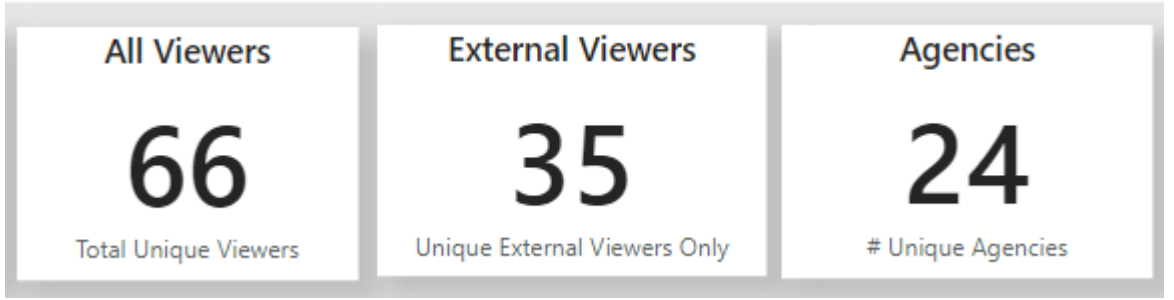
In Progress:

- Collect User License app feedback
- Remaining Azure AD authentication work with DOD components, IRS, EOP
- Time to Hire data lakehouse pipelines
- Time to Hire dataset and report development

Next Steps:

- Identify Power BI Pro license holders (FY24-Q1)
- Host workspace administration session(s) (FY24-Q1)
- Release Power BI FAQs
- Time to Hire automated data refreshes
- Time to Hire app release

User License Statistics



Users are encouraged to login to the User License report to test access to OPM Power BI and trouble shoot any issues.

Completed initial Time to Hire ideation

Analytical Questions

- What part of the hiring process takes longest?
- What parts of process exceed benchmarks?
- Where are outlines coming from?
- What are expected timing differences for different organizations or employee types?

Operational Questions

- Time to Hire detail report
- What number of selections need to be made to complete request?
- How many actions are pending by responsible party?
- Workload management
- Status tracking

Slicers needed across visuals

Agency Slicers

- Reporting Periods
- USA Staffing Organization
- Staffing Office
- Customer
- HR POC
- Series
- Position Type
- MCOs
- Hire Type

Search

- Occupational Series
- Position Title Group

T2H Process

- Organization & Office
- Occupational Series
- Pay Plan & Grade
- JOA Type
- Request Type

Search

- Position Title
- Request Number

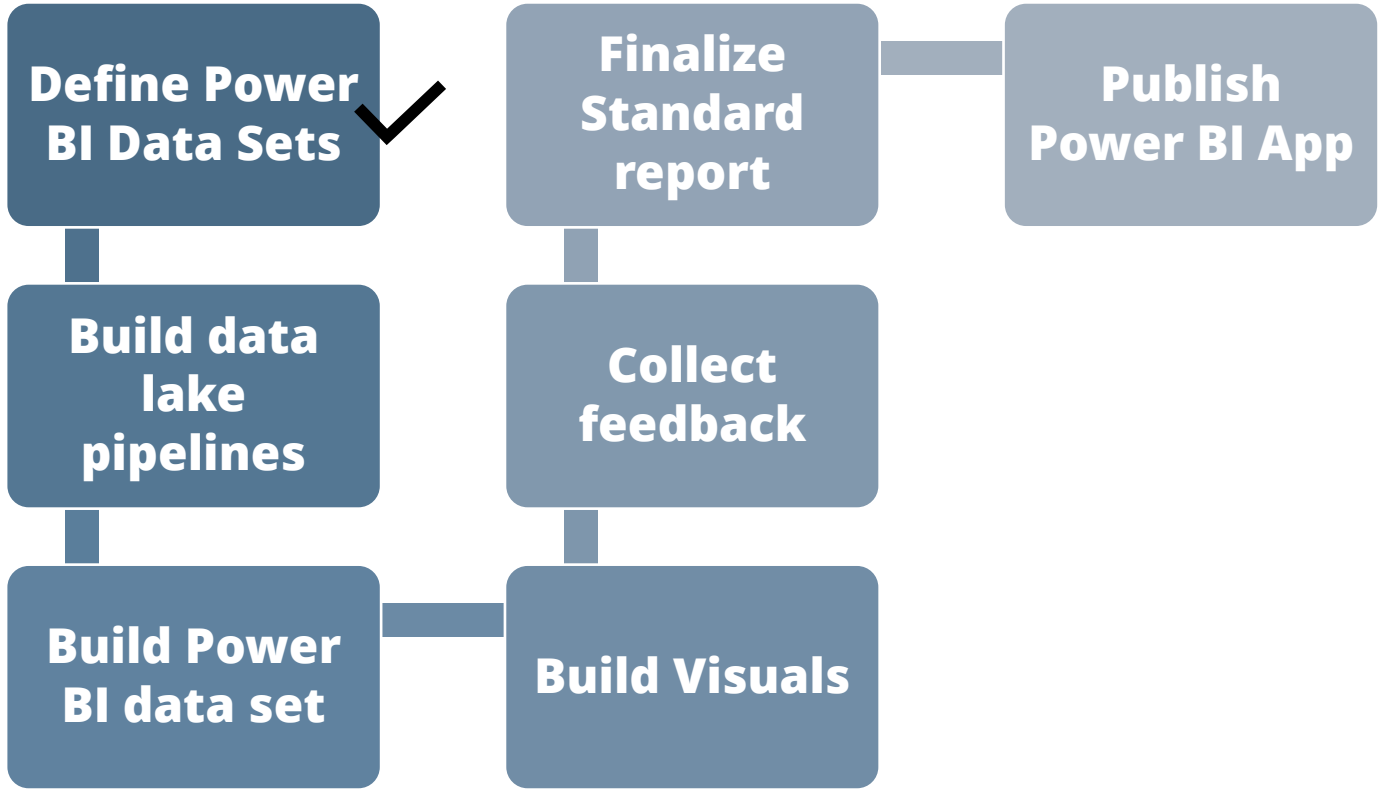
Cognos

- Organizations
- Fiscal Year
- Months
- Series
- Request Types
- Request Numbers
- Vacancy Types
- Vacancy Numbers

Suggested

- Direct hire appointing authority

Time to Hire Next Steps



Cognos Performance Metrics

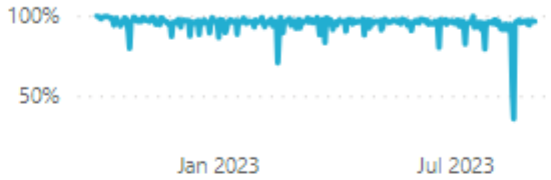
FY23 All Reports

Cognos Total Runs

3,474,984

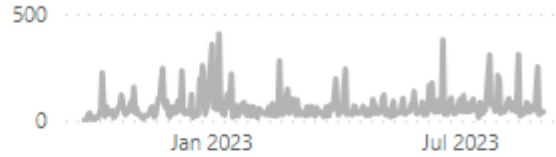
Avg. Success Rate

95.18%

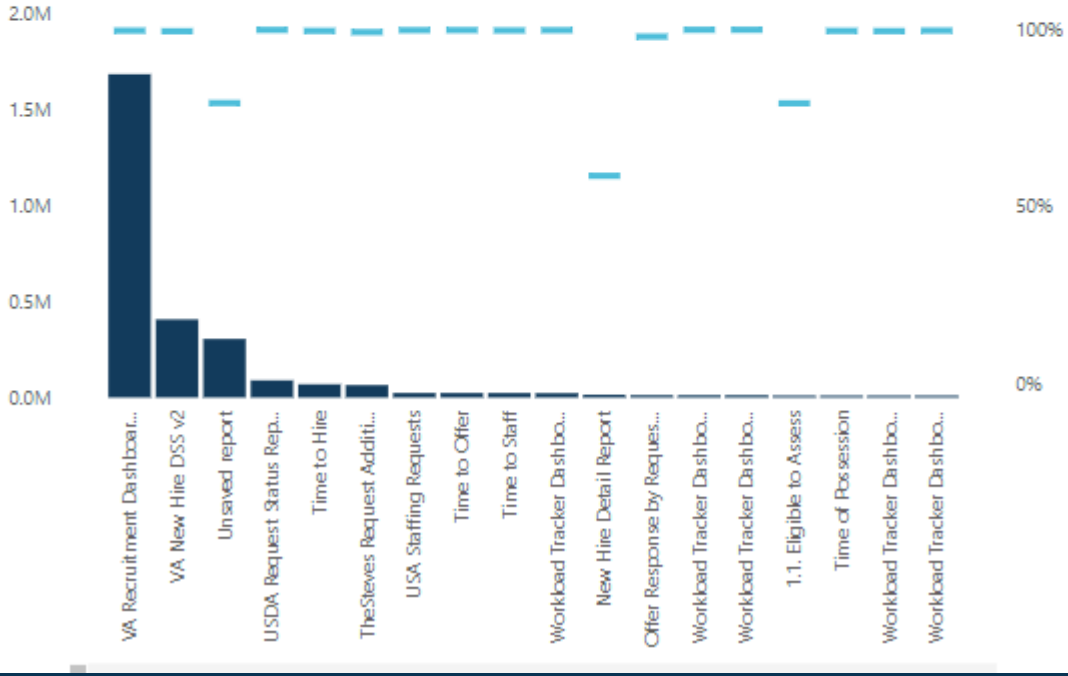


Avg. Runtime (Sec)

45.95



Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
VA Recruitment Dashboard DSS v1	1,686,048	99.73%	5.32
VA New Hire DSS v2	407,475	99.57%	3.42
Unsaved report	305,596	79.22%	15.75
USDA Request Status Report - Certificate V3	89,694	99.93%	34.12
Time to Hire	69,110	99.66%	15.58
TheSteves Request Additional Information Report	64,821	99.30%	1.76
USA Staffing Requests	23,627	99.86%	2.37
Time to Offer	23,555	99.87%	2.80
Time to Staff	23,522	99.78%	7.62
Workload Tracker Dashboard - Qualification Analysis Phase	22,718	99.84%	15.67
New Hire Detail Report	14,758	58.60%	655.62
Offer Response by Request Number	12,194	98.03%	3.11
Workload Tracker Dashboard - RequestsAnnouncementsCerts	11,949	99.96%	9.75
Workload Tracker Dashboard - NewHireCertSelections	11,939	99.96%	8.97
1.1. Eligible to Assess	9,966	79.14%	115.95
Time of Possession	9,046	99.66%	56.17
Total	**3,474,984**	**95.18%**	**45.95**

Data Source: USAJOBS Data Through: August 2023

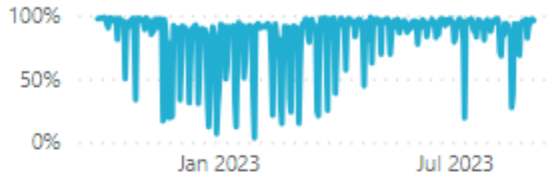
FY23 HDW Reports

HDW Total Runs

120,226

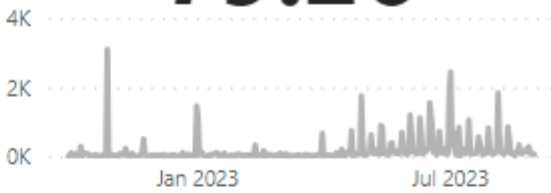
Avg. Success Rate

90.55%

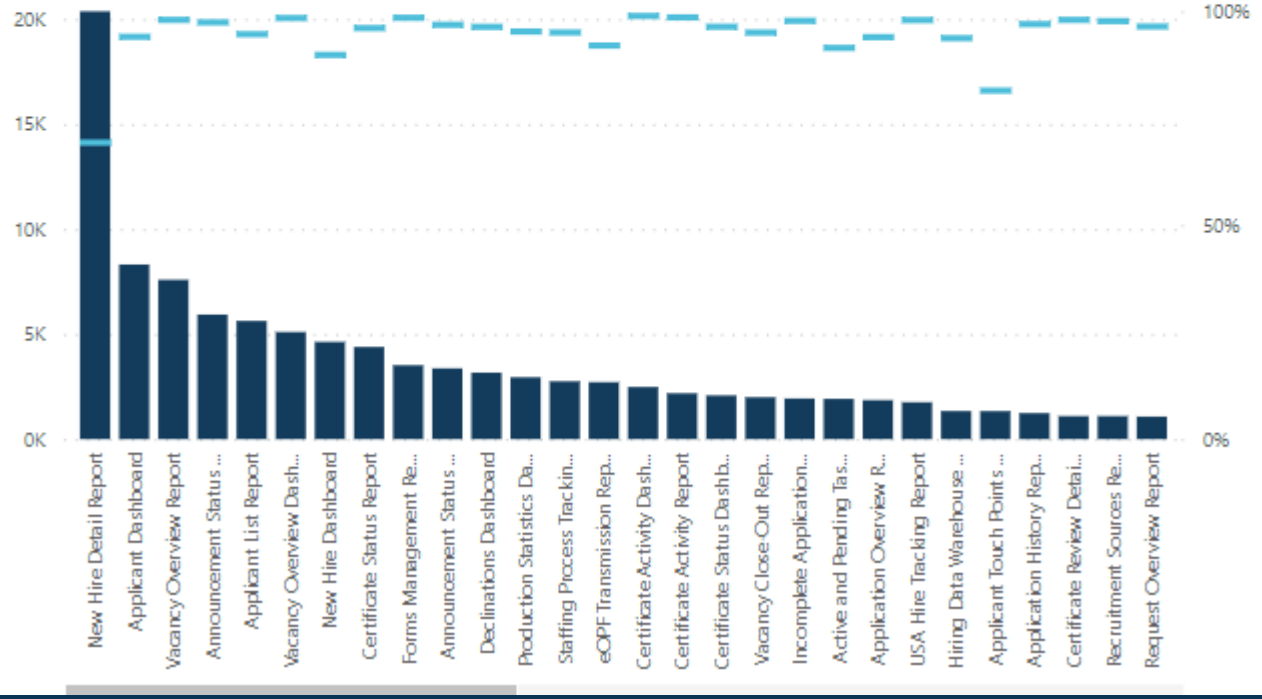


Avg. Runtime (Sec)

79.26



HDW Total Runs and HDW Success Rate



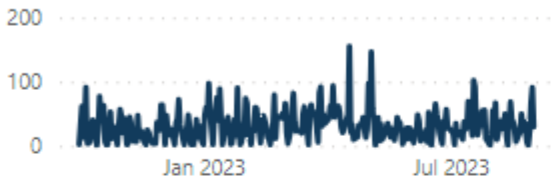
Report name	HDW Total Runs	HDW Success Rate	Avg Runtime
New Hire Detail Report	20,370	69.32%	282.52
Applicant Dashboard	8,315	94.05%	97.07
Vacancy Overview Report	7,589	98.00%	9.60
Announcement Status Report	5,931	97.42%	9.33
Applicant List Report	5,627	94.65%	44.84
Vacancy Overview Dashboard	5,100	98.43%	6.76
New Hire Dashboard	4,630	89.81%	84.63
Certificate Status Report	4,388	96.08%	42.58
Forms Management Report	3,518	98.49%	3.52
Announcement Status Dashboard	3,371	96.86%	10.37
Declinations Dashboard	3,167	96.37%	69.46
Production Statistics Dashboard	2,945	95.28%	64.51
Staffing Process Tracking Report	2,753	95.06%	90.90
eOPF Transmission Report	2,711	92.00%	49.82
Certificate Activity Dashboard	2,482	98.91%	5.76
Certificate Activity Report	2,183	98.58%	3.67
Certificate Status Dashboard	2,081	96.40%	79.64
Vacancy Close-Out Report	1,994	95.04%	76.93
Incomplete Applications Report	1,935	97.78%	3.79
Total	**120,226**	**90.55%**	**79.26**

Data Source: USAJOBS Data Through: August 2023

FY23 Time to Hire

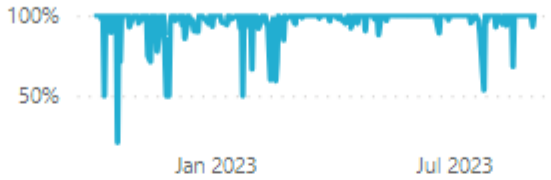
Cognos Total Runs

9,066



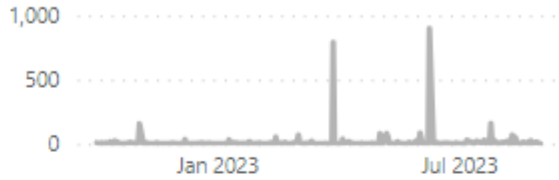
Avg. Success Rate

97.01%

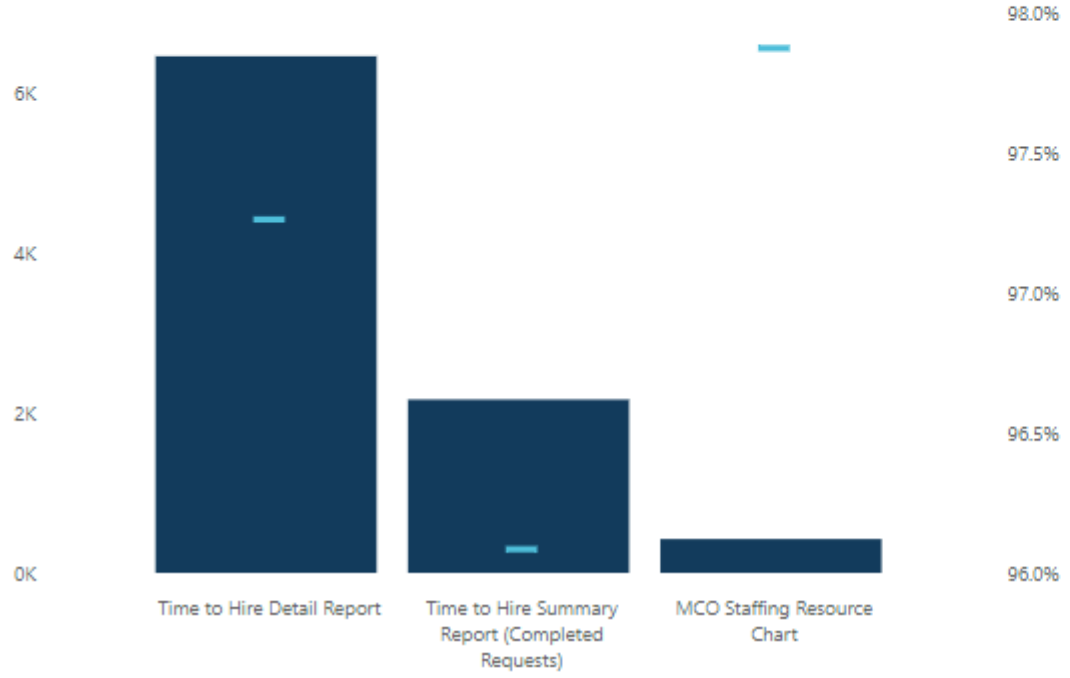


Avg. Runtime (Sec)

13.20



Cognos Total Runs and Cognos Success Rate



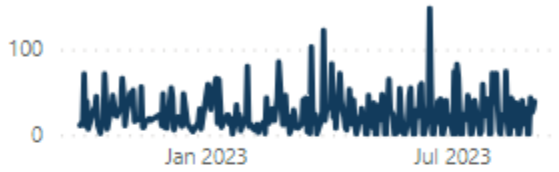
Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Time to Hire Detail Report	6,471	97.26%	5.25
Time to Hire Summary Report (Completed Requests)	2,171	96.08%	35.59
MCO Staffing Resource Chart	424	97.88%	21.18
Total	**9,066**	**97.01%**	**13.20**

Data Source: USAJOBS Data Through: August 2023

FY23 User License

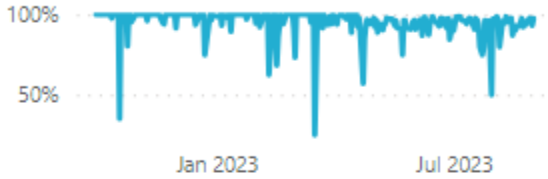
Cognos Total Runs

6,949



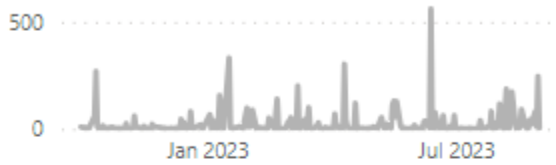
Avg. Success Rate

95.55%

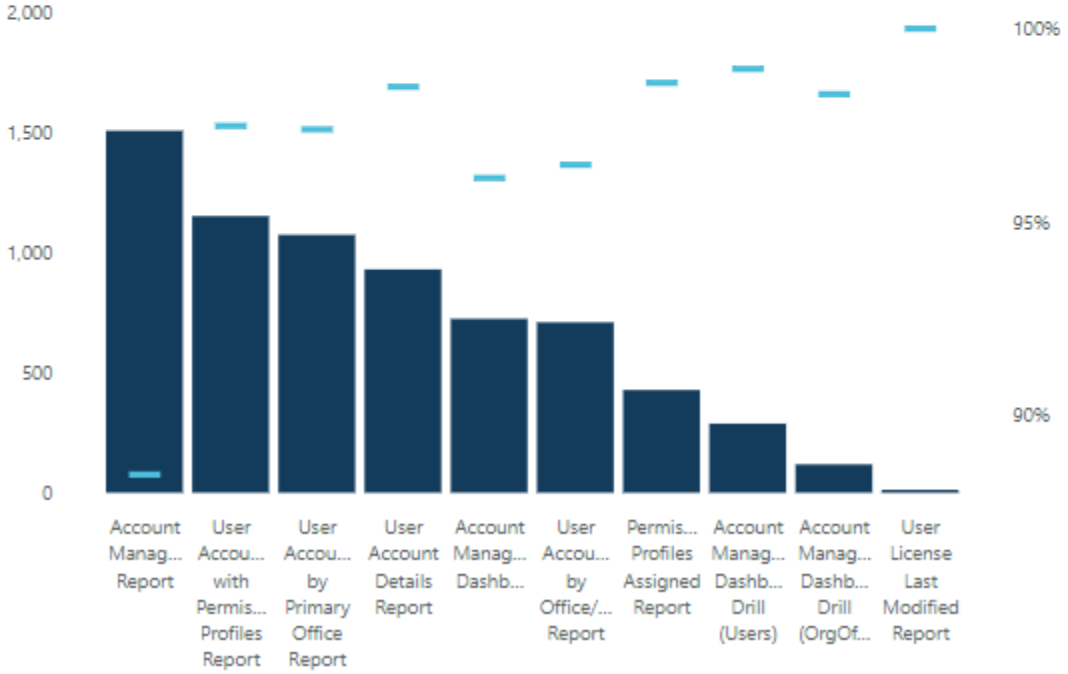


Avg. Runtime (Sec)

27.46



Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Account Management Report	1,509	88.47%	42.39
User Accounts with Permission Profiles Report	1,153	97.48%	21.54
User Accounts by Primary Office Report	1,075	97.40%	3.37
User Account Details Report	931	98.50%	23.41
Account Management Dashboard	725	96.14%	38.91
User Accounts by Office/Customer Report	710	96.48%	52.05
Permission Profiles Assigned Report	428	98.60%	14.17
Account Management Dashboard Drill (Users)	288	98.96%	6.85
Account Management Dashboard Drill (OrgOffice)	118	98.31%	50.16
User License Last Modified Report	12	100.00%	1.81
Total	**6,949**	**95.55%**	**27.46**

Data Source: USAJOBS Data Through: August 2023

Cognos Training Program

USA Staffing Reporting Trainings and Forums

	Cognos Consumer Training	Cognos Consumer Forum	Cognos Author Training	Cognos Author Forum
Who?	• New USA Staffing reports users	• Report consumers	• New report authors	• Report authors
What?	• How to navigate to and run reports	• Open forum to ask questions	• How to get started building reports	• Open forum to ask questions
How Long?	• ~ 4 hours	• 1 hour	• 1 ½ days	• 1 hour
When?	• Anytime!	• The third Thursday of each month at 11:00 AM EDT	• Monthly	• The first Thursday of each month at 11:00 AM EDT
How/ Where?	• https://usastaffing.usalearning.net/login/index.php	• Meeting info sent to AB members and completers of virtual training	• Contact your USA Staffing Account Manager to sign-up	• Meeting info sent to all report authors

Upcoming Trainings and Forums

	Cognos Consumer Forum	Cognos Author Training	Cognos Author Forum
Dates	Thursday, September 21 11:00 AM EDT Thursday, October 19 11:00 AM EDT Thursday, November 16 11:00 AM EDT Thursday, December 21 11:00 AM EDT	Tuesday, September 19 10:00 AM – 3:00 PM EDT + Wednesday, September 20 10:00 AM – 3:00 PM EDT Tuesday, October 17 10:00 AM – 3:00 PM EDT + Wednesday, October 18 10:00 AM – 3:00 PM EDT	Thursday, October 5 11:00 AM EDT Thursday, November 2 11:00 AM EDT Thursday, December 7 11:00 AM EDT Thursday, January 4 11:00 AM EDT
How to Register	No registration required. Questions can be submitted in advance. USAStaffingData@opm.gov	Contact your USA Staffing Account Manager	No registration required. Questions can be submitted in advance. USAStaffingData@opm.gov

Reporting User Satisfaction Survey

Reporting User Satisfaction Survey

- The bi-annual customer satisfaction survey launched on Tuesday, June 20 and closed on Friday, July 21
- Survey 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

Thanks to those of you who took the time to complete the survey!

Response Rate and Overall Satisfaction

977	144	15%	62	12
Total Recipients	Respondents	Response Rate	Org Count	Agency Count

- Response rate is up by 1% from the Fall 2022 administration
- The number of organizations represented went from 54 to 62

75%	-3.3%	3.9	-0.1
% Positive	% Positive Change	Avg Response Value	Avg Response Change

- Overall percent positive ratings are down slightly, but overall average response value remained steady

Survey Sections Summary

What does USA Staffing Reporting do well?

"I deem the information sharing as very good!"

"The team is very knowledgeable and exemplifies good customer service when requested."

"What I like is how USA Staffing Reporting is constantly working on improving the system and data that's available."

"We've seen a marked increase in the speed of reporting."

"Report training opportunities, including the consumer forum and adv. author forum."

What can USA Staffing Reporting do to improve?

"Determine why reports are failing. Improve your report speed. Prevent ad-hoc system errors (can't login/can't run a report/can't save a report)."

"Provide short videos in general to document various things, especially HDW. Videos are hugely helpful and could cut down on the number of questions/tickets you receive."

"Post training topics discussed during Cognos Consumer Forum and the Advanced Report Author Forum. This will provide a useful reference for users."

"Develop an online, self-paced training version for Cognos Report Author Training."

Modifications to Reports and Data Models

Sprint 54 deployed to Production on August 16

Sprint 55 deployed to Production on August 30

Sprint 56 deployed to Production on September 13

New or Modified Reports

Candidate Inventory Report – deployed August 30th

The Candidate Inventory Report was created. This report provides tabular data about vacancies and certificates with candidate inventory enabled, including counts of the number of applicants opting in to have their application shared by candidate inventory.

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

User License Last Modified Report – deployed August 30th

The User License Last Modified Report was created. This report shows the latest date/time for certain fields within the User License data package to provide an indication of the age of data currently available for reporting. Please note this information is an approximation of the age of data available for reporting based on system activity.

- Team Content > USA Staffing Packages and Folders > User License

Data Model Changes

Applicant Flow Data Warehouse

Requesters – deployed September 13

A new query subject and query items were added to enable reporting on the requester(s) for any requests associated with a vacancy.

Vacancy namespace > Vacancy Information folder

- Requester query subject
  - [Vacancy].[Requester].[Requester Email]
  - [Vacancy].[Requester].[Requester Name]

Data Model Changes

Hiring Data Warehouse

Application USA Hire Status – deployed September 13

New query items were added to enable reporting on the status of an application with regard to USA Hire assessments.

Applications folder > Application Information sub-folder

- Application query subject
  - [Presentation View].[Application].[Invited to USA Hire?]
  - [Presentation View].[Application].[USA Hire Status]

Data Model Changes

Hiring Data Warehouse

Assessments and Batteries – deployed August 30 and September 13

A new query subject and new query items were added to enable reporting on additional information about USA Hire assessments and batteries, flags associated with the assessment, and questionnaire assessment methods.

Assessment Packages folder > Assessment Information sub-folder

- Assessment query subject
  - [Presentation View].[Assessment].[Assessment Battery Name]
  - [Presentation View].[Assessment].[Assessment Battery Number]
  - [Presentation View].[Assessment].[Assessment Flags]
  - [Presentation View].[Assessment].[Questionnaire Assessment Methods]
  - [Presentation View].[Assessment].[USA Hire Type]
- Assessment Flags query subject
  - [Presentation View].[Assessment Flags].[Assessment Flag]

Data Model Changes

Hiring Data Warehouse

Assessment Screen-Outs – deployed September 13

A new query subject and new query items was added to enable reporting on the screen-out criteria associated with an assessment.

Assessment Packages folder > Assessment Scoring Information sub-folder

- Assessment Screen-Outs query subject
  - [Presentation View].[Assessment Screen-Outs].[Assessment Screen-Out Ineligibility Code]
  - [Presentation View].[Assessment Screen-Outs].[Assessment Screen-Out Name]

Data Model Changes

Hiring Data Warehouse

Questionnaire Assessment Methods – deployed August 16

A new query subject and new query items was added to enable reporting on the assessment questionnaire methods.

Assessment Packages folder > Assessment Information sub-folder

- Questionnaire Assessment Methods query subject
  - [Presentation View].[Questionnaire Assessment Methods].[Questionnaire Assessment Method]
  - [Presentation View].[Questionnaire Assessment Methods].[Questionnaire Assessment Method Details]

Data Model Changes

Hiring Data Warehouse

Certificate Candidate Inventory – deployed August 16

A new query subject and new query items was added to enable reporting on whether candidate inventory is enabled for a certificate and, if so, the start and end date of the availability of candidates through the inventory.

Certificates folder > Certificate Information sub-folder

- Certificate query subject
  - [Presentation View].[Certificate].[Certificate Candidate Inventory Enabled?]
  - [Presentation View].[Certificate].[Certificate Candidate Inventory End Date]
  - [Presentation View].[Certificate].[Certificate Candidate Inventory Start Date]

Data Model Changes

Hiring Data Warehouse

Applicant List Review Followers – deployed August 16

A new query subject and query items were added to enable reporting on the followers of an applicant list review.

Certificates folder > Review Information sub-folder

- Certificate Review Followers query subject
  - [Presentation View].[Certificate Review Followers].[Certificate Review Follower Email]
  - [Presentation View].[Certificate Review Followers].[Certificate Review Follower Name]
  - [Presentation View].[Certificate Review Followers].[Certificate Review Follower Phone Number]
  - [Presentation View].[Certificate Review Followers].[Certificate Review Follower Title]

Data Model Changes

Hiring Data Warehouse

Panel Review Followers – deployed August 16

A new query subject and query items were added to enable reporting on the followers of a panel review.

Applicants folder > Panel Review Information sub-folder

- Panel Review Followers query subject
  - [Presentation View].[Panel Review Followers].[Panel Review Follower Email]
  - [Presentation View].[Panel Review Followers].[Panel Review Follower Name]
  - [Presentation View].[Panel Review Followers].[Panel Review Follower Phone Number]
  - [Presentation View].[Panel Review Followers].[Panel Review Follower Title]

Data Model Changes

Hiring Data Warehouse

JOA Review Followers – deployed August 16

A new query subject and query items were added to enable reporting on the followers of a JOA review.

Vacancies folder > JOA Review Information sub-folder

- JOA Review Followers query subject
  - [Presentation View].[JOA Review Followers].[JOA Review Follower Email]
  - [Presentation View].[JOA Review Followers].[JOA Review Follower Name]
  - [Presentation View].[JOA Review Followers].[JOA Review Follower Phone Number]
  - [Presentation View].[JOA Review Followers].[JOA Review Follower Title]

API Updates

USA Staffing Data API Updates

Snapshot Information – deployed August 16

The following APIs were updated to allow users to identify the database snapshot the API is querying against. This snapshot information will enable users to identify when/if a refresh to the data has occurred.

- Staffing Tasks API
- Time to Hire API

USA Staffing Data API Updates

AFD Applications API – deployed September 13

The AFD Applications API was updated to include an additional column for Application Originally Submitted Date/Time.

USA Staffing Data API Updates

Applications API – deployed August 30

The Applications API was updated to include an additional column for Application Originally Submitted Date/Time.

Applications API Sub-Entities – deployed August 30

The following Applications API sub-entities were updated to allow direct data pulls (rather than through the Applications API) and to enable sorting of the data based on the DW Last Modified Date/Time.

- Application/Applicant
- Application/Documents
- Application/Eligibilities
- Application/Locations
- Application/Ratings
- Application/RecruitmentSources

USA Staffing Data API Updates

Assessments API – deployed September 13

The Assessments API was updated to include additional columns related to assessment settings.

- Quality Ranking Factor?
- Selective Factor?

USA Staffing Data API Updates

Certificates API – deployed August 16 and September 13

The Certificates API was updated to include additional columns.

- Certificate Application Originally Submitted Date/Time
- Certificate Candidate Inventory Enabled?
- Certificate Candidate Inventory End Date
- Certificate Candidate Inventory Start Date

Certificates API Sub-Entity – deployed August 30

A new sub-entity link for Certificate Metrics was added to the Certificates API to enable reporting on certificate-level metrics (e.g., total referred, total selected, total available, total not selected).

USA Staffing Data API Updates

Vacancies API – deployed September 13

The Vacancies API was updated to include an additional column for Certificate Candidate Inventory Enabled?.

Vacancies API Sub-Entity – deployed August 16

A new sub-entity link for Vacancy Metrics was added to the Vacancies API to enable reporting on vacancy-level metrics (e.g., total applications, total declined/withdrawn applications).

Cognos Tip

Reporting on responses to the most recent tentative and formal job offers

Reporting On Only the Most Recent Job Offer

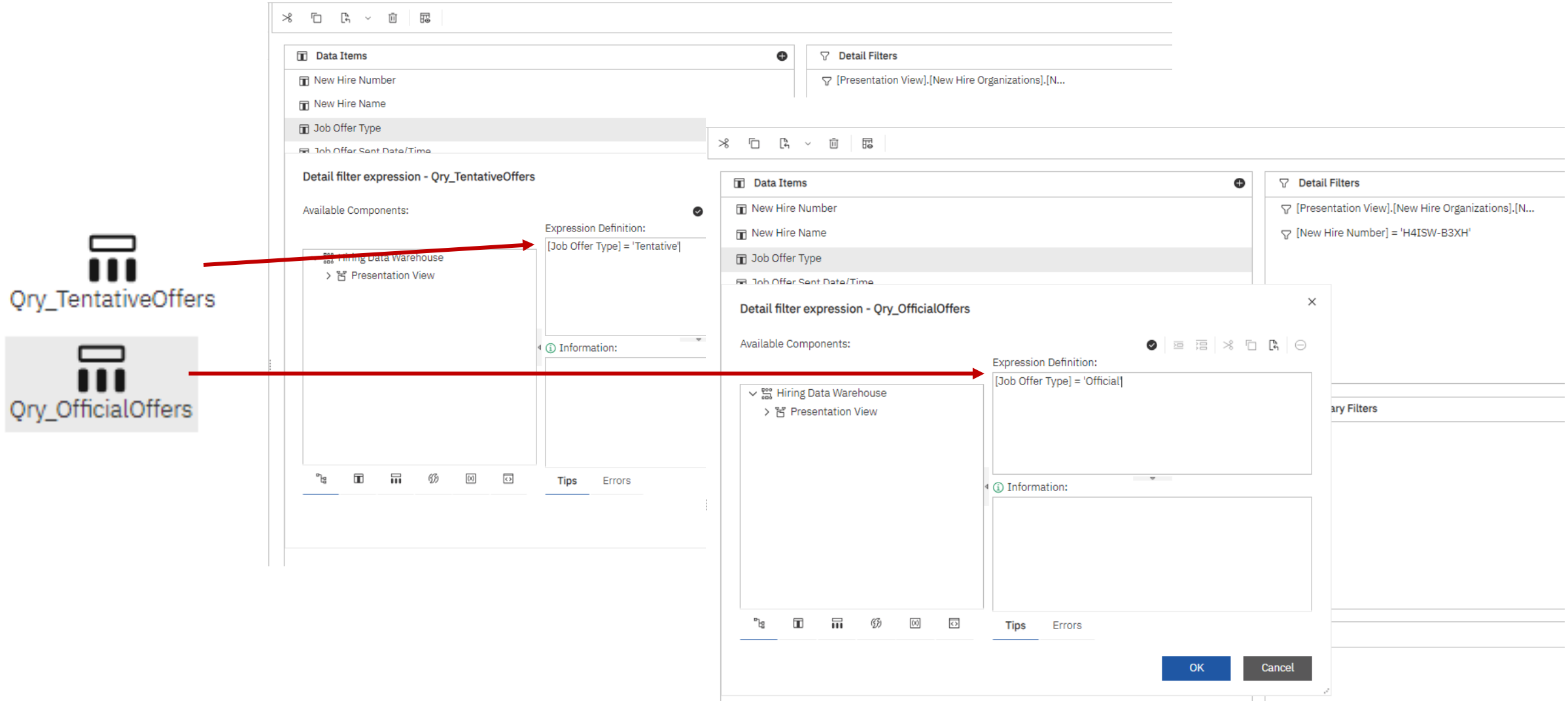
- Need:
  - I want to report on only the most recent tentative job offer and show the response received to that specific offer
  - I want to report on only the most recent official job offer and show the response received to that specific offer
  - I want one row per new hire

New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Sent By Email	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Tentative	08/13/2019 05:13:03.787 PM	stuart.shave@opm.gov	Accepted	08/13/2019 05:19:15.190 PM
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:08:43.900 PM	stuart.shave@opm.gov	Preliminary Acceptance	08/14/2019 04:10:57.440 PM
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:22:38.260 PM	testingstuart@gmail.com	Accepted	08/14/2019 04:26:44.850 PM

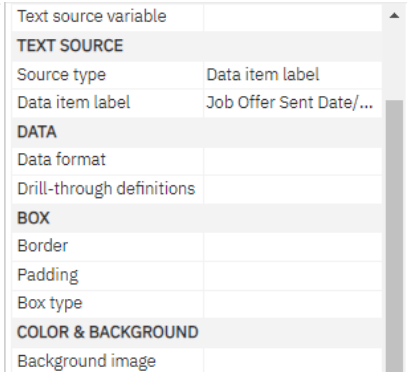
Reporting on the Response to the Most Recent Job Offer

- Problem:
  - When reporting on the maximum job offer sent date/time, the job offer response is not only showing the response to the most recent job offer
    - If Job Offer Responses differ, all responses are shown
    - If Job Offer Responses are the same, only one is shown

Create a Query for Each Offer Type



Set the Aggregation on Job Offer Sent Date/Time to Maximum

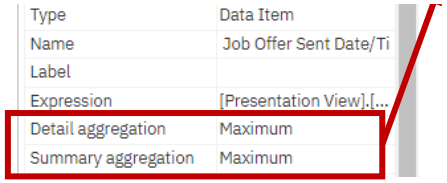


Tentative Offers

New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Tentative	08/13/2019 05:13:03.787 PM	Accepted	08/13/2019 05:19:15.190 PM

Official Offers

New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:22:38.260 PM	Accepted	08/14/2019 04:26:44.850 PM
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:08:43.900 PM	Preliminary Acceptance	08/14/2019 04:10:57.440 PM



Be sure to set both the Detail and Summary aggregation for the date/time on both queries

Because the responses varied, we still see all offers and responses even after applying the aggregation

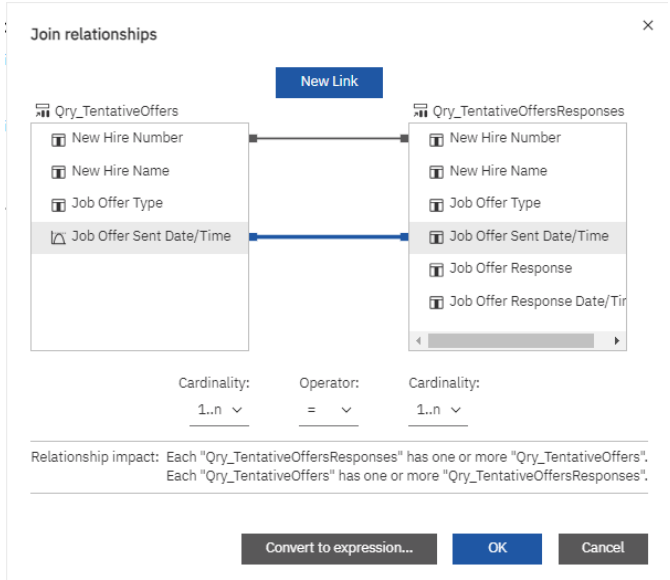
Remove Response Data from Original Queries and Create New Queries for Responses

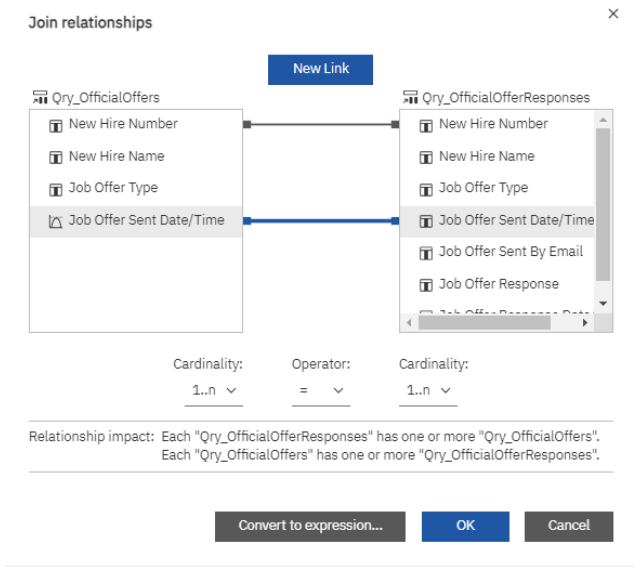
- Create:
  - Query for responses to tentative offers – update labels
  - Query for responses to official offers – update labels
- Remove:
  - Response data from original queries

- Use the same filters and prompts as the original queries
- Detail and Summary aggregation on Job Offer Sent Date/Time should be set to None
- Include both offer and response data:
  - Job Offer Sent Date/Time
  - Job Offer Response
  - Job Offer Response Date/Time

Join Queries for each Job Offer Type

- Join the queries using both:
  - New Hire Number
  - Job Offer Sent Date/Time





Tentative Offers

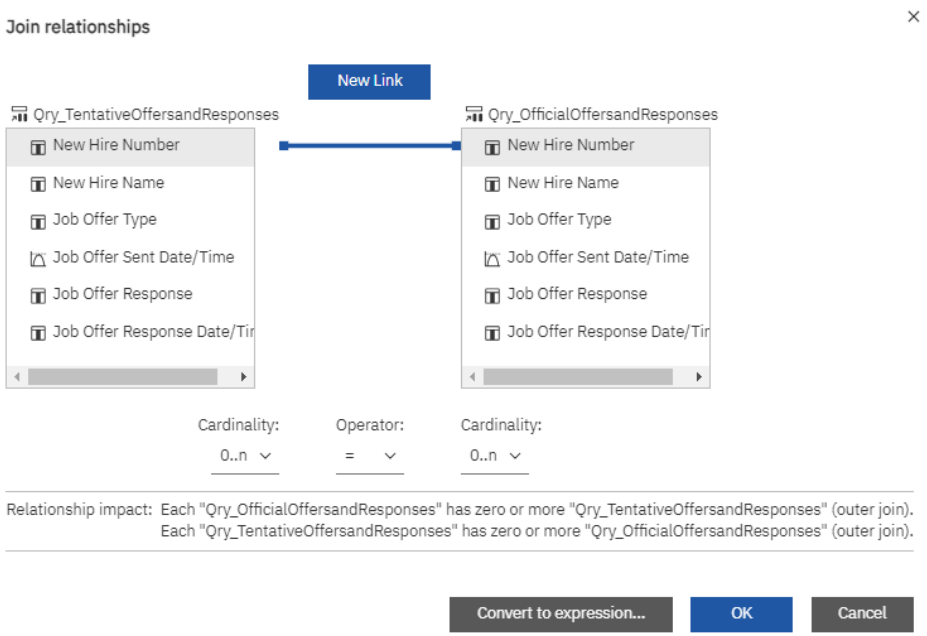
New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Tentative	08/13/2019 05:13:03.787 PM	Accepted	08/13/2019 05:19:15.190 PM

Official Offers

New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:22:38.260 PM	Accepted	08/14/2019 04:26:44.850 PM

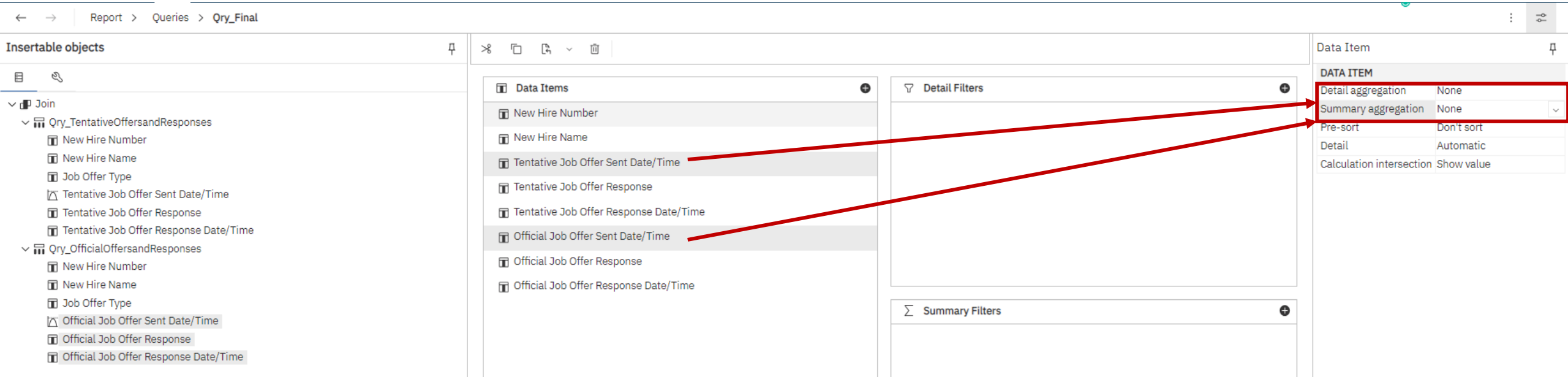
Join Tentative Offers and Responses to Official Offers and Responses

- Use New Hire Number for the join
- Adjust cardinality to see all most recent offers



Adjust Aggregation in Final Joined Query

- Set the Detail and Summary aggregation on the offer sent date/time to None for both offer types



Create a List in the Report Using the Final Query

- Original

New Hire Number	New Hire Name	Job Offer Type	Job Offer Sent Date/Time	Job Offer Response	Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:08:43.900 PM	Preliminary Acceptance	08/14/2019 04:10:57.440 PM
H4ISW-B3XH	Stage Test92	Official	08/14/2019 04:22:38.260 PM	Accepted	08/14/2019 04:26:44.850 PM
H4ISW-B3XH	Stage Test92	Tentative	08/13/2019 05:13:03.787 PM	Accepted	08/13/2019 05:19:15.190 PM

- Final

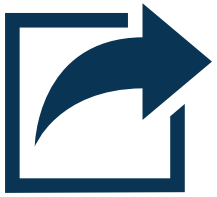
New Hire Number	New Hire Name	Tentative Job Offer Sent Date/Time	Tentative Job Offer Response	Tentative Job Offer Response Date/Time	Official Job Offer Sent Date/Time	Official Job Offer Response	Official Job Offer Response Date/Time
H4ISW-B3XH	Stage Test92	08/13/2019 05:13:03.787 PM	Accepted	08/13/2019 05:19:15.190 PM	08/14/2019 04:22:38.260 PM	Accepted	08/14/2019 04:26:44.850 PM

Open Demonstration and Q & A

USA Staffing Reporting Upcoming Events and Releases

Events

September 19	Reporting and Analytics Workgroup Meeting
September 19 – 20	Cognos Author Training
September 21	Cognos Consumer Forum
October 5	Cognos Author Forum
October 17 – 18	Cognos Author Training
October 19	Cognos Consumer Forum
October 19	Applicant Flow Data Workgroup Meeting
October 31	Reporting and Analytics Workgroup Meeting



Releases

September 20	Reporting Stage
September 27	Reporting Production
October 4	Reporting Stage
October 11	Reporting Production
October 18	Reporting Stage

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

Reporting Resources

- **Resource Center** (https://help.usastaffing.gov/ResourceCenter/index.php/Reporting_and_Analytics)
  - **Trainings:** Information about trainings and forums is provided, as well as links to the virtual self-paced Cognos Consumer Training
  - **Job Aids:** Most data packages have job aids available to provide guidance on complex reporting topics.
  - **Release Notes:** Published every other week, the Release Notes identify the most recent modifications to reports and data models.
  - **Workgroup Materials:** slide decks and recordings from prior workgroup meetings are available.
- **Need Help?**
  - If you are experiencing issues accessing Cognos or Power BI, 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**.

Thank You!