USA Staffing

USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

June 21, 2022

We will start at approx. 1:03 EDT to allow time for people to sign in

Created by the OPM Federal Staffing Center

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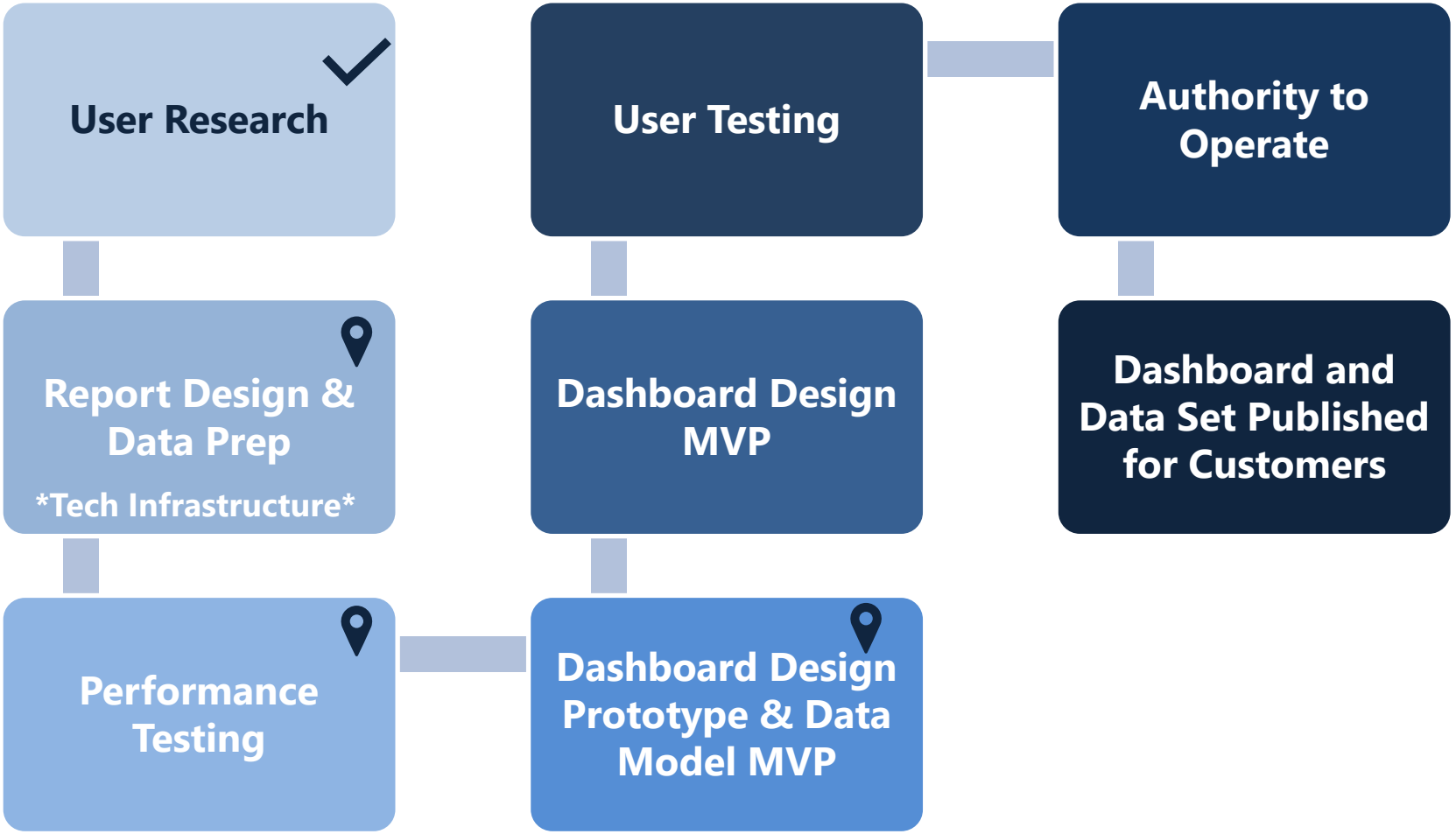
Agenda

- **Program Updates**
  - Power BI Update
  - Cognos Performance Metrics
  - Reporting User Satisfaction Survey
  - Cognos Training Program
  - Scheduled System Downtime
  - Applicant Flow Data Warehouse Launch
  - Recruitment Data Warehouse Retirement
- **Modifications to Reports and Data Models**
  - Reports
  - Data Models
- **API Updates**
- **Cognos Tip**
  - Workload Assignment Data Relationships
- **Open Demo and Q&A**

Power BI Implementation Milestones

Minimum Viable Product (MVP) 1: A data set and dashboard published in a shared workspace available to customers.



Power BI Implementation Milestones

Report Design and Data Prep

- Published the first iteration of the dataset in our Sandbox environment
- Reviewed tables and data relationships to identify opportunities for performance improvements in data relationships
- Identified model changes necessary to support planned metrics and visualizations
  - In Progress/Next steps:
    - Updating the Sandbox data set based on review of tables and data relationships
    - Drafting the first iteration of the User License dashboard
- Coordination with limited customers to test authentication designs (ongoing)

All Reports

DRAFT Cognos Performance Metrics *Summary*

Report View | Day of Week

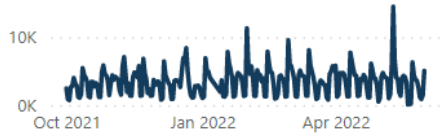
Fiscal Year	Standard/Custom Report	Standard Report Package	Run Status	DSS User?
2022	All	All	All	All

Click to show Help View

Click to show informational View

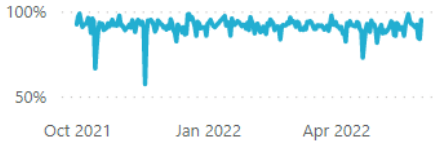
Cognos Total Runs

830,699



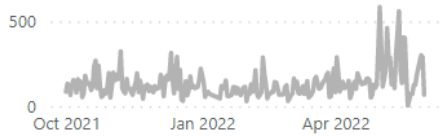
Avg. Success Rate

91.38%

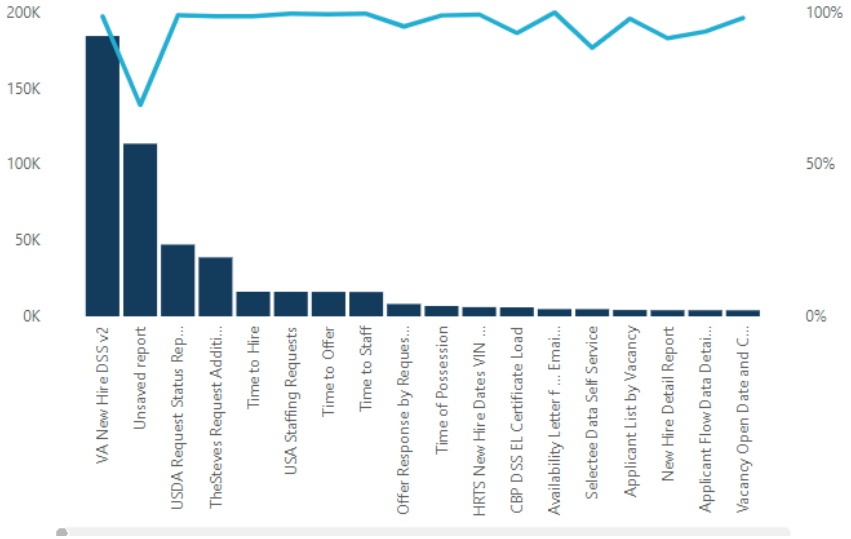


Avg. Runtime (Sec)

119.51



Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
VA New Hire DSS v2	184,034	98.51%	92.41
Unsaved report	113,357	69.34%	60.07
USDA Request Status Report - Certificate V3	47,100	98.87%	30.41
TheSteves Request Additional Information Report	38,668	98.54%	2.48
Time to Hire	16,126	98.50%	11.03
USA Staffing Requests	16,070	99.36%	2.63
Time to Offer	16,019	99.19%	4.14
Time to Staff	15,957	99.32%	6.22
Offer Response by Request Number	8,085	95.11%	4.27
Time of Possession	6,774	98.77%	63.92
HRTS New Hire Dates VIN Parameter (New Hire EOD Package)	6,042	99.04%	1.19
CBP DSS EL Certificate Load	5,903	92.99%	118.56
Availability Letter f ... Email and Phone #	4,725	99.72%	1.93
Selectee Data Self Service	4,697	88.12%	103.79
Applicant List by Vacancy	4,135	97.68%	8.39
New Hire Detail Report	4,001	91.28%	57.92
Applicant Flow Data Detail Report	3,982	93.47%	144.29
Total	**830,699**	**91.38%**	**119.51**

Data Source: USAJOBS Data Through: May 2022

HDW Reports

DRAFT HDW Performance Metrics *Summary*

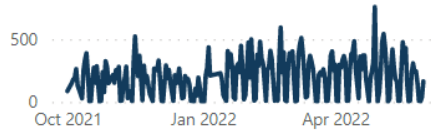
Report View | Day of Week

Fiscal Year: 2022 | Standard/Custom Report: All | Standard Report Package: All

Click to show Help View | *Click to show informational View*

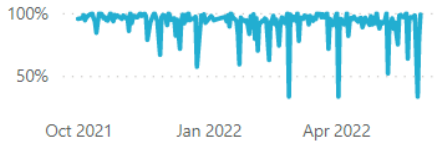
HDW Total Runs

45,167



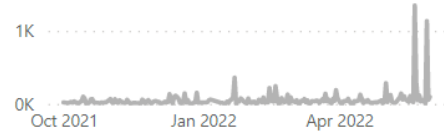
Avg. Success Rate

94.64%

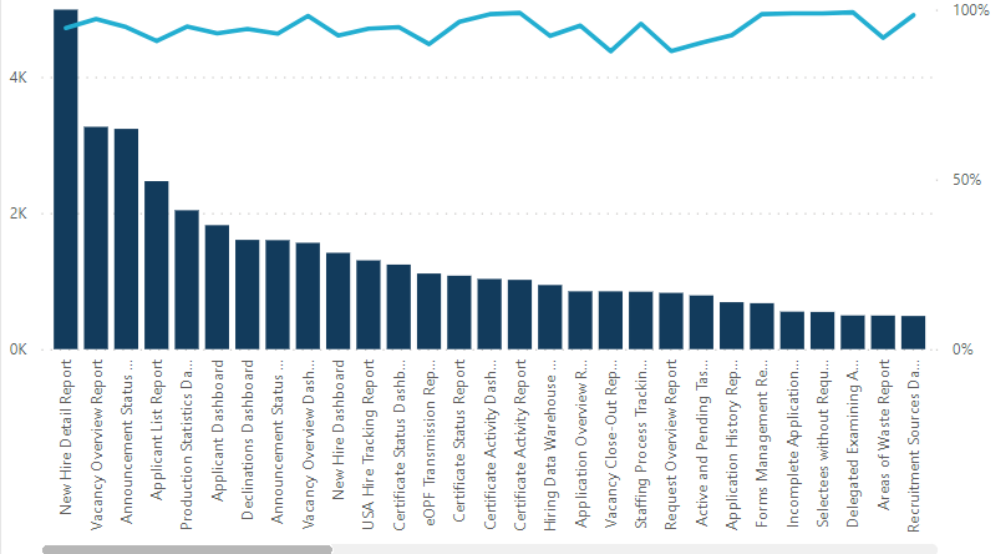


Avg. Runtime (Sec)

48.57



HDW Total Runs and HDW Success Rate



Report name	HDW Total Runs	HDW Success Rate	Avg Runtime
New Hire Detail Report	4,988	94.57%	52.04
Vacancy Overview Report	3,266	97.24%	10.50
Announcement Status Report	3,236	94.81%	9.87
Applicant List Report	2,468	90.72%	78.34
Production Statistics Dashboard	2,040	95.00%	54.21
Applicant Dashboard	1,821	93.03%	79.86
Declinations Dashboard	1,605	94.27%	118.36
Announcement Status Dashboard	1,601	92.94%	15.65
Vacancy Overview Dashboard	1,562	98.14%	10.90
New Hire Dashboard	1,415	92.37%	89.15
USA Hire Tracking Report	1,304	94.40%	16.51
Certificate Status Dashboard	1,242	94.85%	78.05
eOPF Transmission Report	1,111	89.83%	60.64
Certificate Status Report	1,079	96.39%	39.43
Certificate Activity Dashboard	1,031	98.64%	5.84
Certificate Activity Report	1,018	99.02%	7.99
Hiring Data Warehouse Last Modified Report	942	92.25%	43.94
Application Overview Report	849	95.29%	116.18
Vacancy Close-Out Report	849	87.75%	60.92
Total	**45,167**	**94.64%**	**48.57**

Data Source: USAJOBS Data Through: May 2022

Reporting User Satisfaction Survey

The **bi-annual customer satisfaction survey** was launched on Monday May 23, 2022 and will be open until **Friday, June 24, 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

Personalized invitations were sent from USASurvey@opm.gov.

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?	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 current report authors in the Production environment.

Cognos Training Dates

	Report Consumer Training	Report Author Training	Advanced Author Forum
Dates	Wednesday, July 27 1:00 – 4:00 PM EDT	Tuesday, June 28 10:00 AM – 3:00 PM EDT + Wednesday, June 29 10:00 AM – 3:00 PM EDT Tuesday, August 23 10:00 AM – 3:00 PM EDT + Wednesday, August 24 10:00 AM – 3:00 PM EDT	Thursday, July 7 11:00 AM – 12:00 PM EDT Thursday, August 4 11:00 AM – 12:00 PM EDT Thursday, September 1 11:00 AM – 12:00 PM EDT Thursday, October 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.

Scheduled System Downtime

When:

- Starting Wednesday, June 22nd at 8:00 AM (ET)

Why:

- OPM will be carrying out the next steps in the process to implement reporting system maintenance and infrastructure enhancements.
- The Cognos program will be migrated to the new hosting environment
- Cognos reports and APIs will be directed to the data warehouses in the new hosting environment.
- Additional steps are required to fully migrate the reporting function. A notice will be provided for any required downtime.

What this means for you:

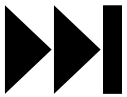
- During this downtime, the following will be unavailable:
  - Cognos reporting
  - USA Staffing APIs

Launch of the Applicant Flow Data Warehouse

We have **redesigned and rebuilt** applicant flow data reporting to exist in a new data package. The Applicant Flow Data Warehouse (AFDW) was deployed to Production on May 20, 2022.

Goals

Simplicity of Design – make it as easy and intuitive as possible to create and use reports



Faster Loading – reduce load time significantly, freeing up reporting resources for other data sources

Incorporate Enhancement Requests – address most, if not all enhancement requests in the backlog

Design with Power BI in mind – consider the capabilities of Power BI in designing the requirements

Launch of the Applicant Flow Data Warehouse

A series of job aids has been developed to support adoption of the AFDW as the source for applicant flow reporting.

Job Aids

Application Metrics for Applicant Flow – describes and discusses how to use data items in the Applicant Flow query subject

Application Metrics for Demographics – describes and discusses how to use data items in the Disability, Ethnicity and Race, and Sex query subjects

Metrics Dates – describes and discusses how to use data in the Application Metric Date and Vacancy Metric Date query subjects

Standard Reports – describes and discusses use cases for the standard reports available for applicant flow reporting

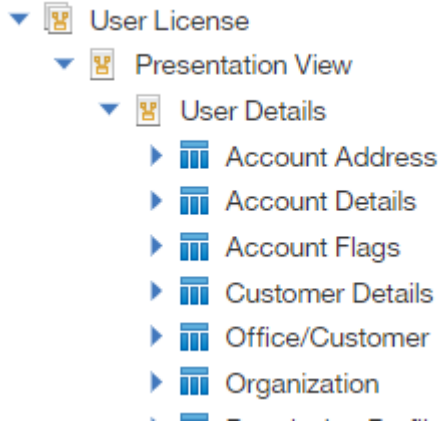
Vacancy Metrics for Applications – describes and discusses how to use data items related to applications and flow in the Vacancy Metric query subject

Vacancy Metrics for Certificates – describes and discusses how to use data items related to certificates in the Vacancy Metric query subject

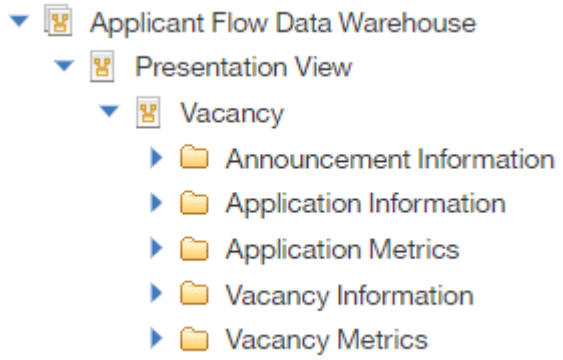
Recruitment Data Warehouse Retirement

The Recruitment Data Warehouse supports the Staffing Analytics and Applicant Flow Data Analytics data packages.

RDW was retired as of May 31, 2022



Team Content
> USA Staffing Packages and Folders



Team Content
> USA Staffing Packages and Folders
> Applicant Flow Data

The User License and Applicant Flow Data Warehouse data packages must be used for all user license and applicant flow reporting.

Modifications to Reports and Data Models

Sprint 23 deployed to Production on May 11th

Special Deployment to Production for AFDW on May 20th

Sprint 24 deployed to Production on May 25th

Sprint 25 deployed to Production on June 8th

HDW Reports

New/Modified Reports

Workload Assignments Report – deployed May 25th

The Workload Assignments Report was created. This report provides tabular data showing the status of workload assignments to help HR users manage applicant reviews.

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

AFDW Reports

New/Modified Reports

Applicant Flow Vacancy-Level Detail – deployed May 20th

The Applicant Flow Vacancy-Level Detail report was created. This report provides detailed data related to applicant responses to ethnicity/race, sex, and disability demographic questions in the USAJOBS job seeker profile as well as applicant progress through the staffing process at the vacancy level (i.e., across all rating combinations). Information gathered from this report can be aggregated to respond to MD-715 reporting requirements or to complete other Applicant Flow Data analyses.

- Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

MD-715 A Tables – MCOs by Race, Ethnicity, and Sex – deployed May 20th

The MD-715 Tables – MCOs by Race, Ethnicity, and Sex report was created. This report provides summarized applicant responses to ethnicity/race and sex demographic questions in the USAJOBS job seeker profile to respond to the MD-715 requirements for the “A” tables (Mission Critical Occupations Distribution by Race, Ethnicity, and Sex).

- Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

AFDW Reports

New/Modified Reports

MD-715 B Tables – MCOs by Disability – deployed May 20th

The MD-715 Tables – MCOs by Disability report was created. This report provides summarized applicant responses to disability questions in the USAJOBS job seeker profile to respond to the MD-715 requirements for the "B" tables (Mission Critical Occupations Distribution by Disability).

- Team Content > USA Staffing Packages and Folders > Applicant Flow Data > Applicant Flow Data Warehouse

Hiring Data Warehouse

Data Model Changes

Manual Assessment Method Details – deployed June 8th

A new query subject and query items were added to enable reporting on the type(s) of manual assessment used to evaluate applicants.

Assessment Packages folder > Assessment Information sub-folder

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

Hiring Data Warehouse

Data Model Changes

Assessment Types by Vacancy – deployed June 8th

New query items were added to enable reporting on the type(s) of assessments used to evaluate applicants.

Vacancies folder > Vacancy Information sub-folder

- Vacancy query subject
  - [Presentation View].[Vacancy].[Manual Assessment Used?]
  - [Presentation View].[Vacancy].[No Assessment Used?]
  - [Presentation View].[Vacancy].[Questionnaire Used?]

API Updates

USA Staffing Data APIs

Developer Platform Data Definitions – deployed May 25th

The API Developer Platform's Data Definition page was updated for all data items that are strings. Those data items now include string length in their definition.

Assessment

API Entity	Data Item	Definition
Assessment	**tenantId** *int (required)*	The database ID column associated to a tenant.
Assessment	**assessmentId** *long (required)*	The database ID column associated to the assessment.
Assessment	**assessmentName** *string (124)*	The name of an assessment within an assessment package.
Assessment	**assessmentType** *string (500)*	The type of assessment (e.g., Questionnaire, External Assessment).
Assessment	**owner** *string (required) (101)*	The name of the individual who created the assessment.

USA Staffing Data APIs

New Hire API – deployed May 25th

The New Hire API was updated to include a new column to enable reporting on the certificate number from which a new hire was selected.

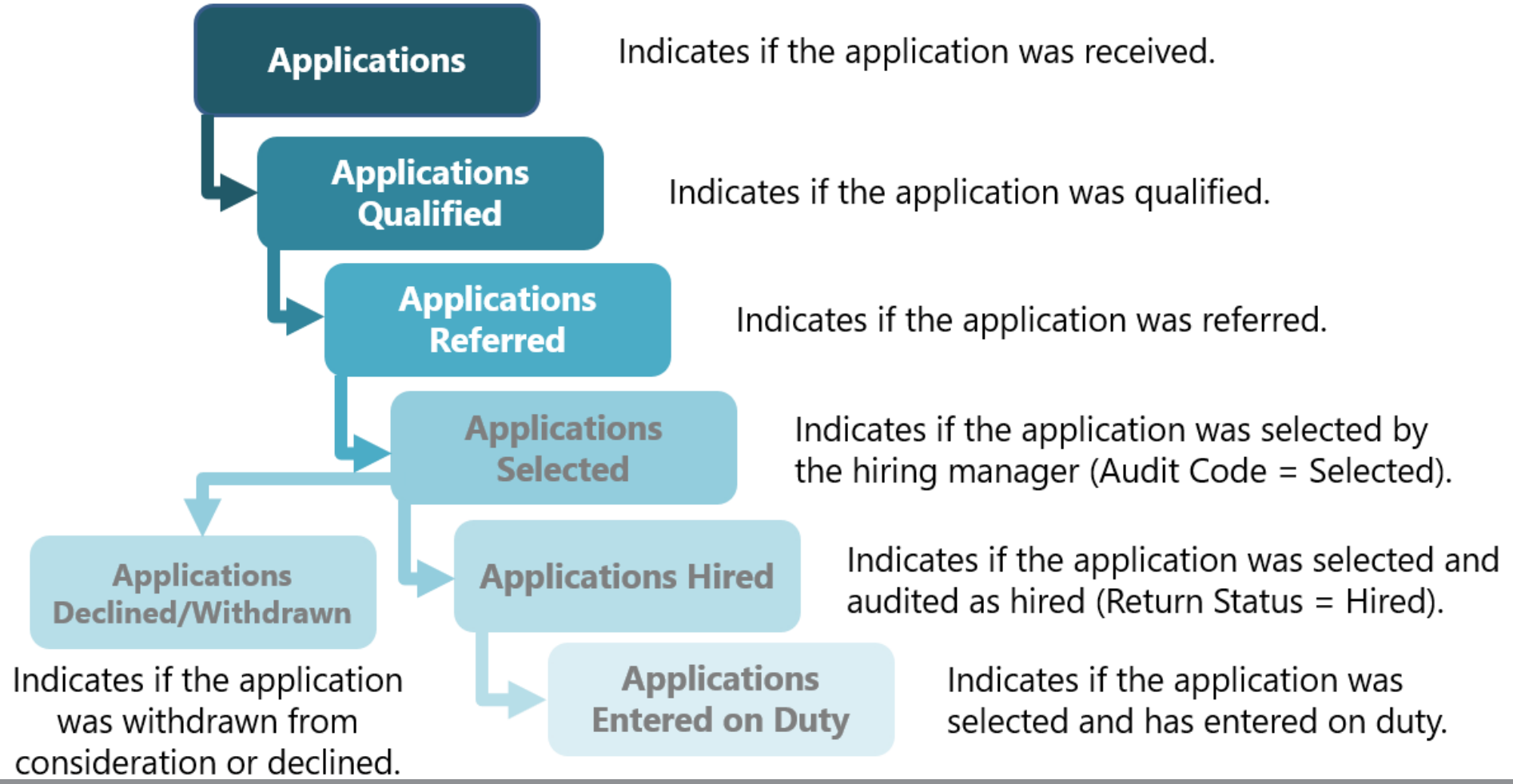
- 'Certificate Number': The unique identifying number associated with a certificate
  - String (50)

Cognos Tip

DW Metrics Refresher

Application Metrics

Metrics to enable reporting on the **applications through the hiring process by rating combination** (series-grade-specialty).



Application Metrics

Each metric uses **defined criteria** to determine the **progression** of an application **through the hiring process**.

Application Metric	Criteria
Applications	Any Application Number that exists for the rating combination = 0; all else = 1.
Applications Qualified	Meets criteria for Applications + has a Notification Message Code that starts with "E" = 1; all else = 0.
Applications Referred	Meets criteria for Applications Qualified + is on at least one non-cancelled certificate for that rating combination = 1; all else = 0.
Applications Selected	Meets criteria for Applications Referred + has an audit code of "Selected" for the rating combination = 1; all else = 0.
Applications Hired	Meets criteria for Applications Selected + has a return status of "Hired" for the rating combination = 1; all else = 0.
Applications Entered on Duty	Meets criteria for Applications Hired + has a new hire record where the Verify New Hire has Entered on Duty task has a status of "Complete" for the rating combination = 1; all else = 0.
Applications Declined/Withdrawn	Meets criteria for Applications + is on at least one non-cancelled certificate for that rating combination + has an audit code of "Withdrawn from Consideration", "Declined Position", "Declined Salary/Grade", "Declined Location", "Declined Interview/Assessment", "Declined During Negotiations", "Accepted Another Position with Agency", or "Failed to Reply" = 1; all else = 0.

Application Metrics

Application Metrics **must be used with application rating combination** query items and **can be used** with higher level query items (e.g., Vacancy Number, Staffing Office Name, Staffing Organization Name).

Application Rating Combination

Vacancy Number	Application Series	Application Grade	Application Specialty	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Hired	Applications Entered on Duty
10000041	0201	12		2	2	0	0	0	0
10000041	0201	13		3	3	3	1	1	0

Metrics automatically summarize for each rating combination

*If used without application rating combination query items, each metric will automatically summarize based on the lowest level included. Because a single application could be for multiple rating combinations, this may result in inaccurate data.

Application Metrics

When used with the **Application Number** query item, **metrics will display as 0s or 1s**, enabling the **tracking** of a single application **through the hiring process**.

Vacancy Number	Application Number	Application Series	Application Grade	Application Specialty	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Hired	Applications Entered on Duty
10000041	A3385-5955	0201	12		1	1	0	0	0	0
10000041	A3385-5955	0201	13		1	1	1	1	1	0
10000041	A4341-3650	0201	13		1	1	1	0	0	0
10000041	A8933-7881	0201	12		1	1	0	0	0	0
10000041	A8933-7881	0201	13		1	1	1	0	0	0

For example, Application Number A3385-5955 applied to and was qualified for both the 12 and 13 grade levels but was only referred for grade 13. They were then selected and hired at grade 13 but they have not yet entered on duty.

Application Metrics

Metrics **can be used** with **other query items** from the **Applications** area.

Veterans Preference (can use Claimed and/or Adjudicated)

Vacancy Number	Application Series	Application Grade	Application Specialty	Veterans Preference Claimed	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Hired	Applications Entered on Duty
10000041	0201	12		NV	2	2	0	0	0	0
10000041	0201	13		CPS	1	1	1	0	0	0
10000041	0201	13		NV	2	2	2	1	1	0

Claimed Eligibilities*

Vacancy Number	Application Series	Application Grade	Application Specialty	Claimed Eligibility	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Hired	Applications Entered on Duty
10000041	0201	12		Agency Employees	1	1	0	0	0	0
10000041	0201	12		Reinstatement	2	2	0	0	0	0
10000041	0201	12		Transfer	2	2	0	0	0	0
10000041	0201	13		Agency Employees	1	1	1	1	1	0
10000041	0201	13		Reinstatement	3	3	3	1	1	0
10000041	0201	13		Transfer	3	3	3	1	1	0

Locations*

Vacancy Number	Application Series	Application Grade	Application Specialty	Application Location Description	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Hired	Applications Entered on Duty
10000041	0201	12		Washington DC, DC United States	2	2	0	0	0	0
10000041	0201	13		Washington DC, DC United States	3	3	3	1	1	0

*Keep in mind that a single application can claim multiple eligibilities and/or apply to multiple locations, so totals across rows may exceed total number of applications.

Application Metrics

Metrics **CANNOT be used** with **query items** from the **Certificates** area.

Application Series	Application Grade	Application Specialty	Certificate Number	Certificate Application Number	Certificate Application Audit Code	Certificate Application Return Status	Applicant Name	Certificate Application Last Name	Certificate Application First Name	Applications	Applications Qualified	Applications Referred	Applications Selected	Applications Entered on Duty
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	Man, Spider T	Stark	Tony	1	1	1	0	0
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	Man, Super	Stark	Tony	1	0	0	0	0
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	Quinn, Harley	Stark	Tony	1	1	1	0	0
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	Stark, Tony I	Stark	Tony	1	1	1	1	0
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	Wayne, Bruce	Stark	Tony	1	1	1	1	0
0203	7		20200731-JJWH-003	A49RY-C7Z9	Selected	Hired	White, James A	Stark	Tony	1	1	1	0	0

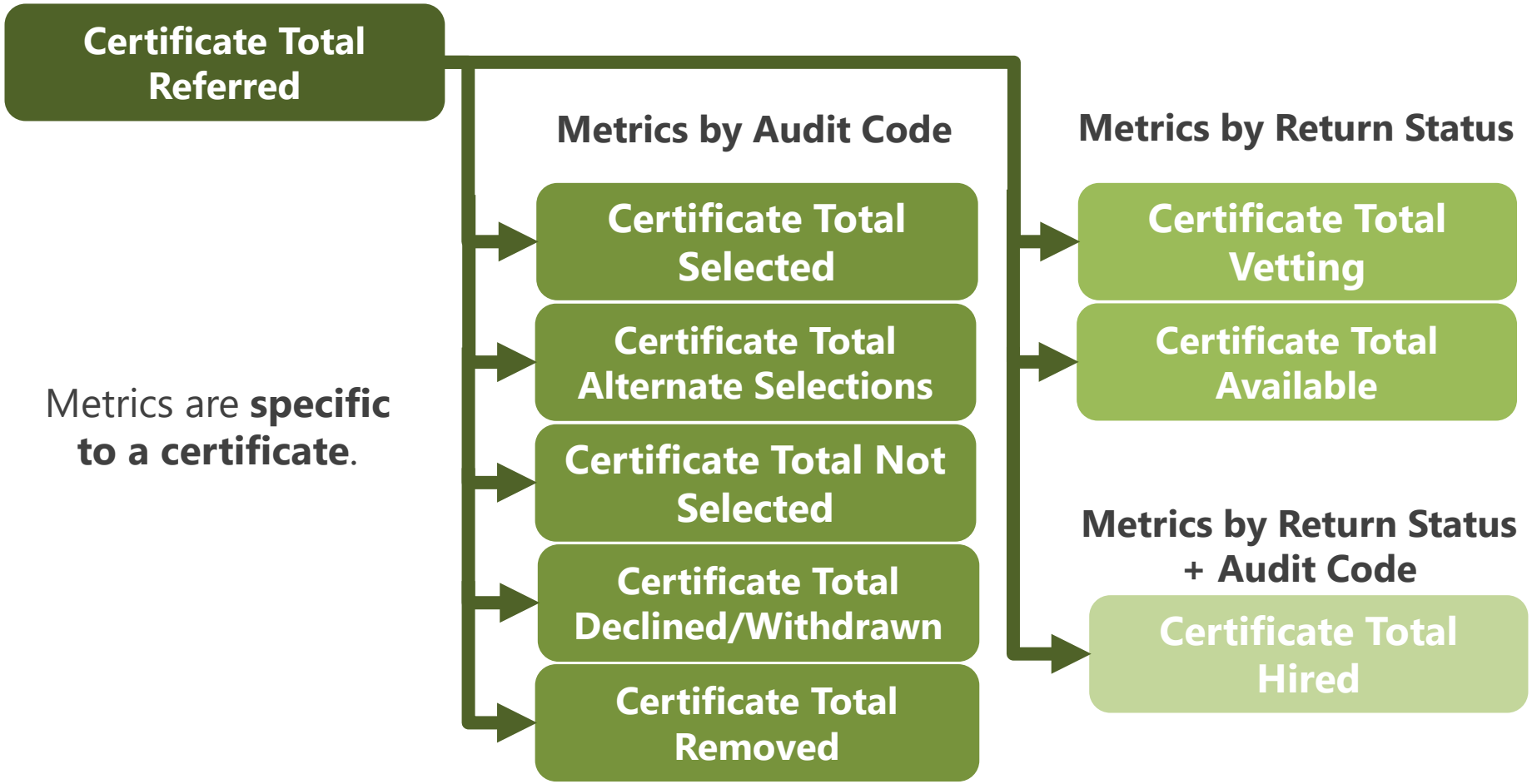
There is no direct relationship between the Applications area and the Certificates area, so while data will return, data from the two area will be jumbled.

Name	Rating	Vet Pref	Audit Code	Return Status
Man, Spider TobeMcGuire	79	NV - No Preference Claimed	Not Selected	Available
Quinn, Harley	97	NV - No Preference Claimed	Not Selected	Available
Stark, Tony Ironman	100	NV - No Preference Claimed	Selected	Hired
Wayne, Bruce	99	CP -10-point preference based on a compensable service-connected disability of 10 percent or more, but less than 30 percent	Selected	Hired
White, James Archibald	93	NV - No Preference Claimed	Not Selected	Available

If data about referred applicants or applications is needed, use query items from the Certificate Applicants and/or Certificate Applications query subjects.

Certificate Metrics

Metrics to enable reporting on the **total number of applications referred** and **total number of unique applications in various statuses** on the basis of return status, audit code, and/or veterans status.



Metrics are **specific to a certificate**.

Certificate Metrics

Each metric uses **defined criteria** to determine the **status of applications** on a **specific** certificate.

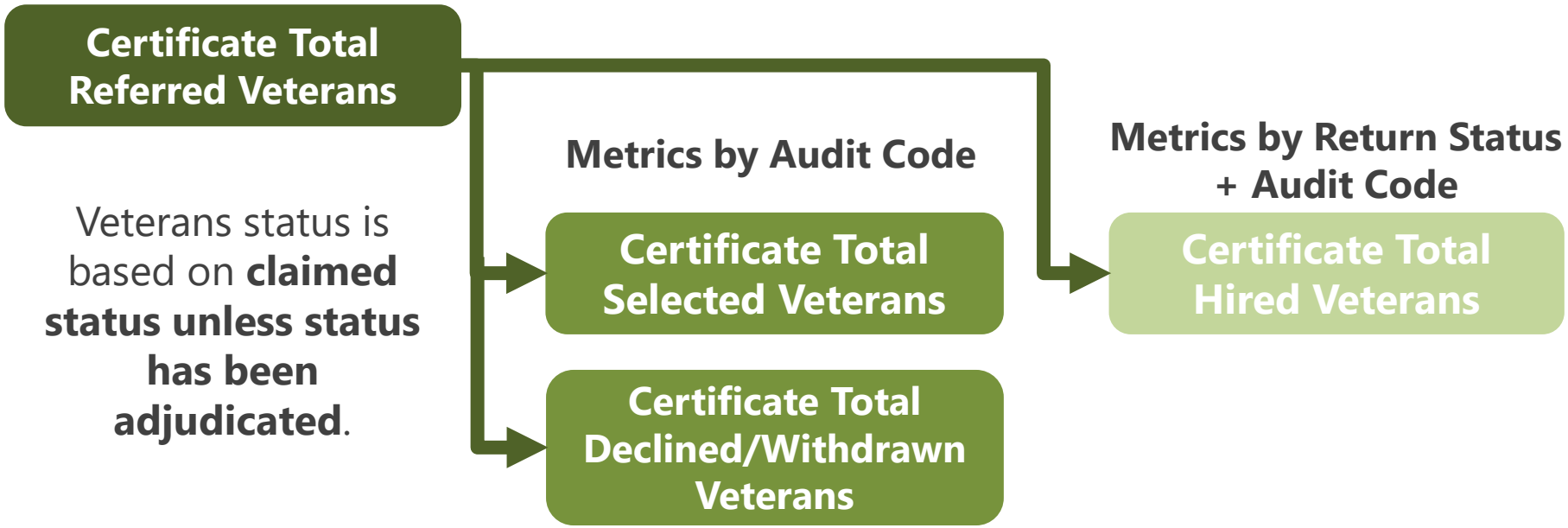
Certificate Metric	Criteria
Certificate Total Referred	Count of the unique applications referred on a certificate.
Certificate Total Selected	Count of the unique applications referred on a certificate where the audit code is Selected.
Certificate Total Vetting	Count of the unique applications referred on a certificate where the return status is Vetting.
Certificate Total Hired	Count of the unique applications referred on a certificate where the audit code is Selected and return status is Hired.
Certificate Total Alternate Selections	Count of the unique applications referred on a certificate where the audit code is Alternate Selection.
Certificate Total Not Selected	Count of the unique applications referred on a certificate where the audit code is Not Selected, Selected on a Different Certificate, or Not Selected Pending Passover Approval.

Certificate Metrics

Certificate Metric	Criteria
Certificate Total Declined/Withdrawn	Count of the unique applications referred on a certificate where the audit code is Withdrawn from Consideration, Declined Position, Declined Salary/Grade, Declined Location, Decline Interview/Assessment, Declined During Negotiations, Accepted Another Position with Agency, or Failed to Reply.
Certificate Total Removed	Count of the unique applications referred on a certificate where the audit code is Removed from Consideration, Removed – Current Employee, Removed – Drug Test, Removed – Security, Removed – Suitability, Removed – Qualifications, or Removed – Medical.
Certificate Total Available	Count of the unique applications referred on a certificate where the return status is Available.

Certificate Metrics for Veterans

Metrics to enable reporting on the **total number of veteran applications referred** and **total number of unique applications in various statuses** on the basis of return status and/or audit code.



If the vacancy is not set to collect veterans preference information, each metric will be 0.

Certificate Metrics for Veterans

Each metric uses **defined criteria** to determine the **status of veteran applications** on a **specific** certificate.

Certificate Metric	Criteria
Certificate Total Referred Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP.
Certificate Total Selected Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP and the audit code is Selected.
Certificate Total Hired Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP, the audit code is Selected, and the return status is Hired.
Certificate Total Declined/ Withdrawn Veterans	Count of the unique applications referred on a certificate where veterans preference is not NV or NP and the audit code is Withdrawn from Consideration, Declined Position, Declined Salary/Grade, Declined Location, Decline Interview/Assessment, Declined During Negotiations, Accepted Another Position with Agency, or Failed to Reply.

For all metrics, if veterans preference has not been adjudicated, claimed preference is used. If veterans preference has been adjudicated, adjudicated preference is used. If the vacancy is not set to collect veterans preference, these metrics will be 0.

Certificate Metrics

Certificate Metrics **must be used** with the Certificate Number query item and **can be used** with other certificate-level query items (i.e., other query items in the Certificate query subject).

Certificate Number	Certificate Total Referred	Certificate Total Selected	Certificate Total Vetting	Certificate Total Hired	Certificate Total Alternate Selections	Certificate Total Not Selected	Certificate Total Declined/Withdrawn	Certificate Total Removed	Certificate Total Available
20200825-AR-001	6	0	0	0	0	0	0	0	0
20200822-PH-001	4	0	0	0	0	0	0	0	0
20200819-JJJS-001	1	0	0	0	0	0	0	0	0
20200818-NW-001	3	0	0	0	0	0	0	0	0
20200817-NW-001	5	1	0	1	0	0	0	0	0
20200817-JJWQ-001	2	1	0	1	0	0	0	0	0
20200814-JJWQ-002	3	0	0	0	0	0	0	0	0
20200814-JJWQ-001	3	0	0	0	0	3	0	0	3
20200807-JJWQ-001	8	1	0	1	0	0	0	0	0
20200807-JJJS-002	1	0	0	0	0	0	0	0	0
20200807-JJJS-001	43	43	42	1	0	0	0	0	0
20200807-DS-001	1	1	0	0	0	0	0	0	0
20200806-JJWQ-005	2	0	0	0	0	2	0	0	2
20200806-JJWQ-004	2	0	0	0	0	2	0	0	2
20200806-JJWQ-003	2	1	0	1	0	1	0	0	1
20200806-JJWQ-002	2	0	0	0	1	0	0	0	1
20200806-JJWQ-001	2	0	0	0	0	0	0	0	0
20200731-PH-002	1	1	0	1	0	0	0	0	0
20200731-PH-001	5	5	5	0	0	0	0	0	0
20200731-NW-001	5	1	0	1	0	4	0	0	4

*If used without Certificate Number, each metric will automatically summarize based on the lowest level included. Depending on the lowest level query item used, this may result in inflated or inaccurate data.

Certificate Metrics

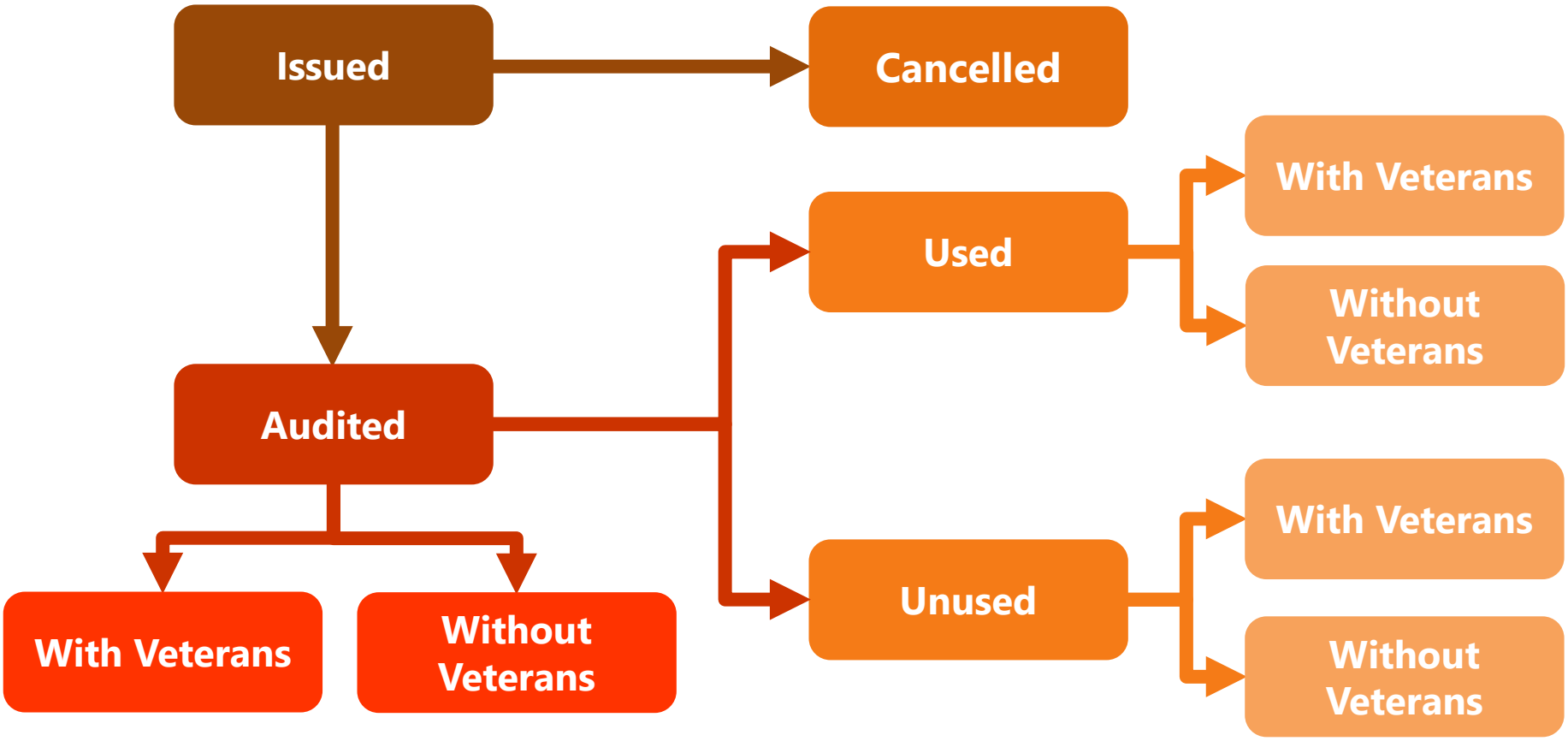
Certificate Metrics **can be used** with higher-level query items (e.g., Vacancy Number, Staffing Office Name, Staffing Organization Name).

Staffing Office Name	Vacancy Number	Certificate Number	Certificate Total Referred	Certificate Total Selected	Certificate Total Vetting	Certificate Total Hired	Certificate Total Alternate Selections	Certificate Total Not Selected	Certificate Total Declined/Withdrawn	Certificate Total Removed	Certificate Total Available
Washington Services Branch	10004052	20160524-WA-001	1	1	0	1	0	0	0	0	0
Washington Services Branch	10004071	20171205-WA-001	1	1	0	1	0	0	0	0	0
Washington Services Branch	10005122	20160726-WA-001	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023470	20170328-WA-004	2	1	0	1	1	0	0	0	1
Washington Services Branch	10023470	20170328-WA-005	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-001	4	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-002	2	0	0	0	0	0	0	0	0
Washington Services Branch	10023487	20170328-WA-003	4	1	0	1	0	3	0	0	3
Washington Services Branch	10052923	20171025-WA-001	3	0	0	0	0	0	0	0	3
Washington Services Branch	10052923	20171025-WA-002	2	0	0	0	0	0	0	0	0
Washington Services Branch	10061945	20180315-WA-001	3	1	0	1	0	0	0	0	0
Washington Services Branch	10064936	20180613-WA-001	9	0	0	0	0	0	0	0	0
Washington Services Branch	10076802	20181127-WA-001	4	1	0	1	0	0	0	0	0
Washington Services Branch	10079379	20190114-WA-001	9	1	0	0	0	8	0	0	0
Washington Services Branch	10079379	20190114-WA-002	8	2	0	0	0	0	1	0	0
Washington Services Branch	10083468	20190409-WA-001	3	1	0	1	0	2	0	0	2
Washington Services Branch	10084153	20190625-WA-001	20	1	0	1	0	0	0	0	0
Washington Services Branch	10085139	20190521-WA-001	4	1	0	1	0	3	0	0	3
Washington Services Branch	10085139	20190521-WA-002	5	1	0	0	1	3	0	0	0
Washington Services Branch	10085139	20190521-WA-003	5	0	0	0	0	0	0	0	0

*When adding query items, always consider if the relationship is one-to-one, one-to-many, or many-to-many with a certificate to determine if the query item is at a higher, same, or lower level. If the relationship is not one-to-one, metrics may be inflated or repeated.

Workload Metrics

Metrics to enable reporting on the **number of certificates in various states** on the basis of certificate status, audited status, and veteran referrals.



Workload Metrics

Each metric uses **defined criteria** to determine the **state of certificates**.

Workload Metric	Criteria
Issued Certificates	Count of the unique certificates issued.
Cancelled Certificates	Count of the unique certificates that have been cancelled.
Audited Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled.
Audited Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled and at least one veteran was referred.
Audited Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled and no veterans were referred.
Audited and Used Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled and at least one application was selected (i.e., Audit Code = Selected).
Audited and Used Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, at least one veteran was referred, and at least one application was selected (i.e., Audit Code = Selected).

Workload Metrics

Each metric uses **defined criteria** to determine the **state of certificates**.

Workload Metric	Criteria
Audited and Used Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, no veterans were referred, and at least one application was selected (i.e., Audit Code = Selected).
Audited and Unused Certificates	Count of the unique certificates where the audit complete checkbox/toggle is enabled and no applications were selected.
Audited and Unused Certificates with Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, at least one veteran was referred, and no applications were selected.
Audited and Unused Certificates without Veterans	Count of the unique certificates where the audit complete checkbox/toggle is enabled, no veterans were referred, and no applications were selected.

For metrics referencing veterans, if veterans preference has not been adjudicated, claimed preference is used. If veterans preference has been adjudicated, adjudicated preference is used. If a vacancy is not set to collect Veterans Preference, all metrics referencing veterans will be 0.

Workload Metrics

Workload Metrics **can be used** with **certificate-level or higher** query items (i.e., query items in the Certificate query subject). At the certificate level, all metrics will be 0 or 1.

Certificate Number	Issued Certificates	Cancelled Certificates	Audited Certificates	Audited and Used Certificates	Audited and Unused Certificates
20140625-WB-001	1	0	0	0	0
20140625-WB-002	1	0	1	0	1
20140625-WB-003	1	0	1	0	1
20140710-WB-001	1	0	0	0	0
20150224-WP-001	1	0	0	0	0
20150225-WP-001	1	0	0	0	0
20150521-WB-001	1	0	1	1	0
20160614-WB-001	1	0	0	0	0
20160617-WB-001	1	0	0	0	0
20161116-WB-001	1	0	0	0	0
20180125-JJSH-001	1	0	0	0	0
20180329-WB-001	1	0	0	0	0
20180329-WB-002	1	0	0	0	0
20180329-WB-003	1	0	0	0	0
20180823-WP-001	1	0	0	0	0
20180823-WP-002	1	0	0	0	0
20180823-WP-003	1	0	0	0	0
20180823-WP-004	1	0	0	0	0
20180823-WP-005	1	0	0	0	0
20180823-WP-006	1	0	0	0	0

Workload Metrics

Workload Metrics can also be used with vacancy-level or higher query items. **Metrics will automatically summarize** based on the lowest level included.

Staffing Organization Name	Staffing Office Name	Vacancy Number	Issued Certificates	Cancelled Certificates	Audited Certificates
Office of Personnel Management	OPM HR Boyers	10000028	1	0	0
		10000029	1	0	0
		10000031	2	0	2
		10000380	4	0	1
		10062401	3	0	0
		10098090	3	0	0
		10108303	1	0	1
		10108760	4	0	3
OPM HR Boyers - Total			**19**	**0**	**7**

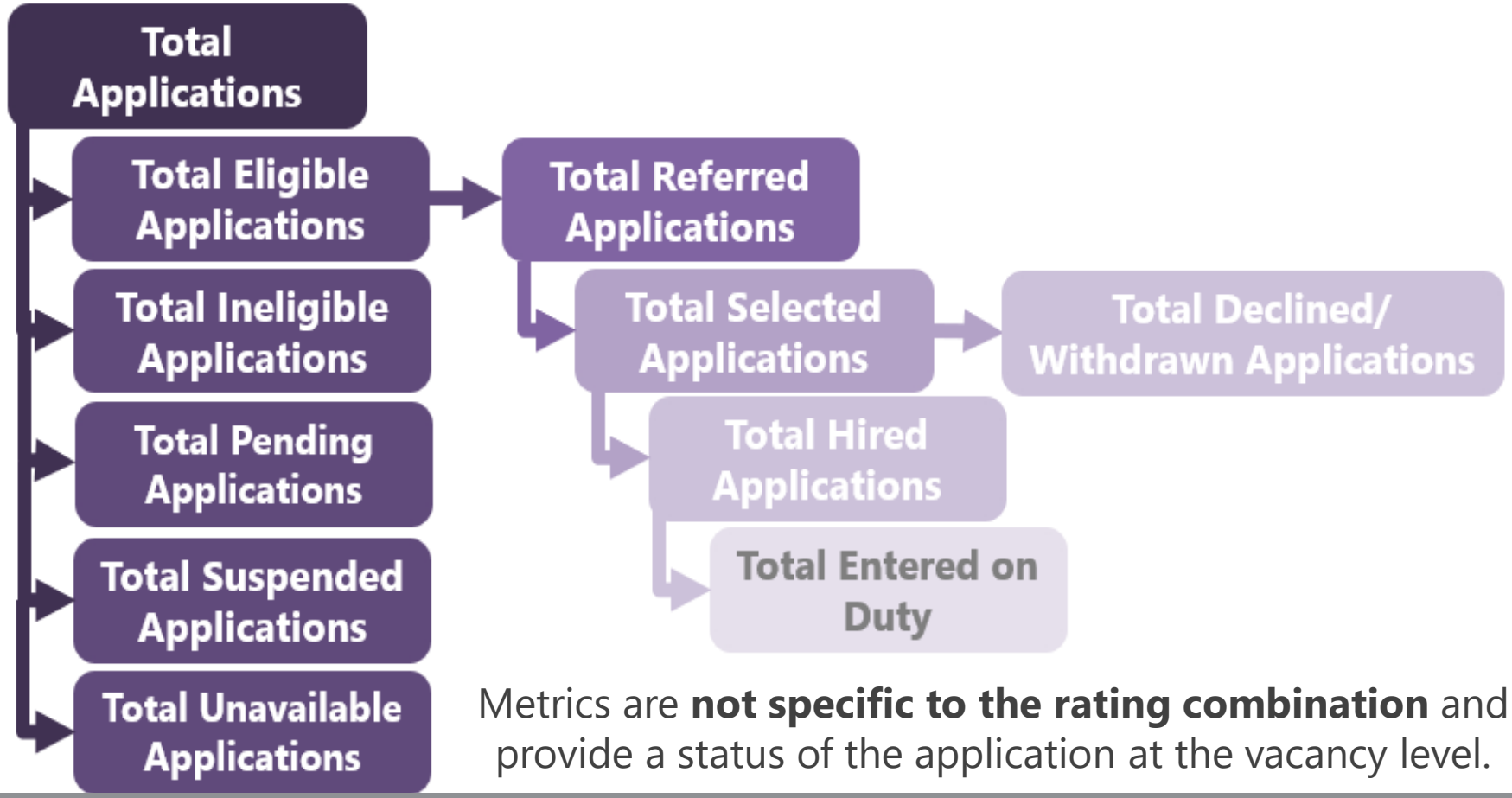
Staffing Organization Name	Staffing Office Name	Issued Certificates	Cancelled Certificates	Audited Certificates
Office of Personnel Management	OPM HR Boyers	19	0	7
	OPM HR Boyers - Total	**19**	**0**	**7**
	OPM HR Macon	2	0	0
	OPM HR Macon - Total	**2**	**0**	**0**
	OPM HR TRB	13	0	0
	OPM HR TRB - Total	**13**	**0**	**0**
Office of Personnel Management - Total		**34**	**0**	**7**
Overall - Total		34	0	7

*Depending on the lowest level query item used, this may result in inflated or inaccurate data (e.g., items that are one-to-many or many-to-many with certificate).

Vacancy Metrics

Metrics to enable reporting on the **progression of an applicant** through the hiring process **at the vacancy level and above**.

All Applications



Metrics are **not specific to the rating combination** and provide a status of the application at the vacancy level.

Vacancy Metrics

Each metric uses **defined criteria** to determine the **progression of an applicant** through the hiring process **at the vacancy level**.

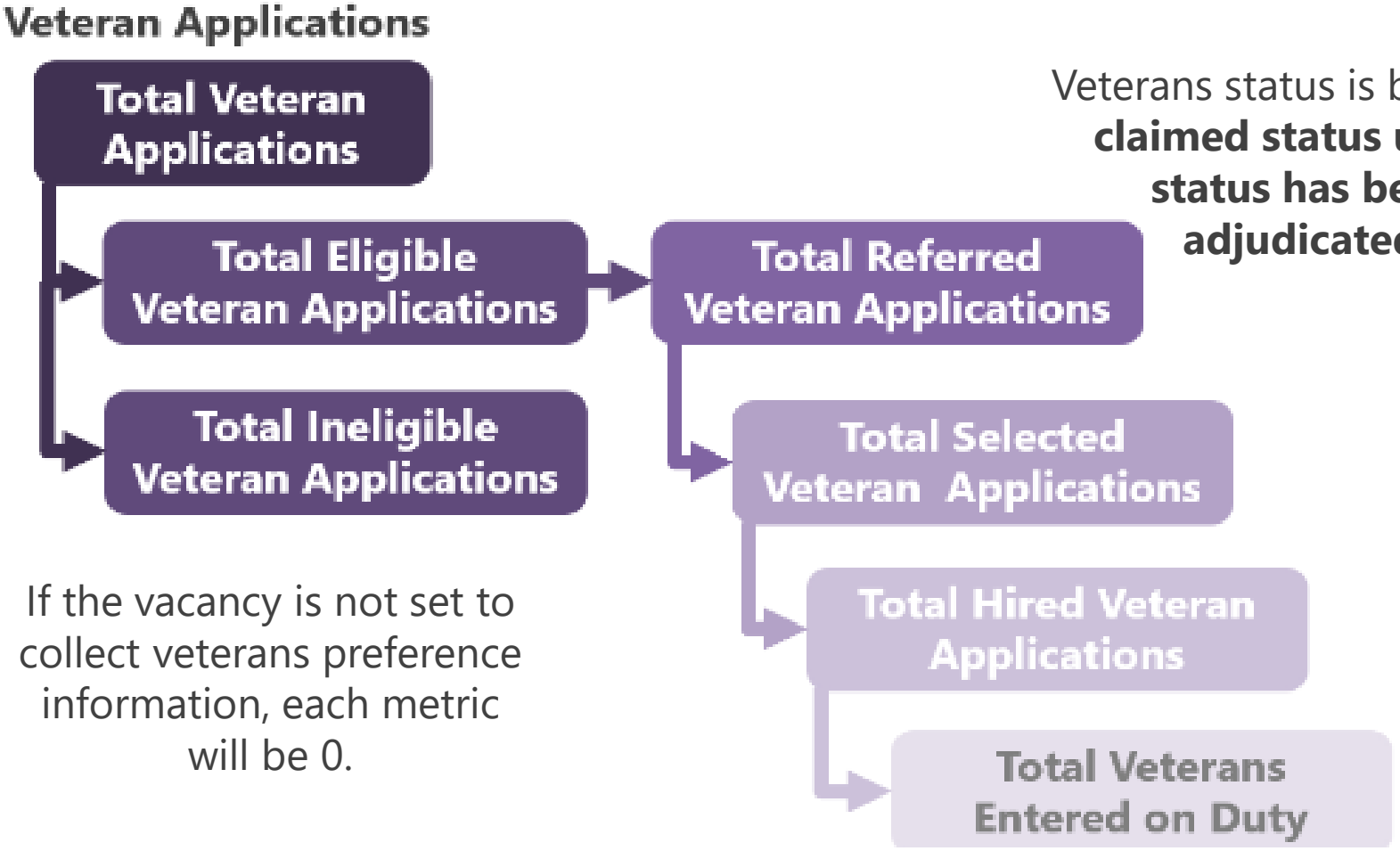
Vacancy Metric	Criteria
Total Applications	Count of the unique applications received for a vacancy.
Total Eligible Applications	Count of the unique applications received for a vacancy where the application record status code is AA, AC, or HH.
Total Ineligible Applications	Count of the unique applications received for a vacancy where the application record status code is IN or EX.
Total Pending Applications	Count of the unique applications received for a vacancy where the application record status code is PA, PI, or PS.
Total Suspended Applications	Count of the unique applications received for a vacancy where the application record status code is SS.
Total Unavailable Applications	Count of the unique applications received for a vacancy where the application record status code is UN.
Total Referred Applications	Count of the unique applications received for a vacancy where the application was referred on at least one non-cancelled certificate.

Vacancy Metrics

Vacancy Metric	Criteria
Total Selected Applications	Count of the unique applications received for a vacancy where the audit code on at least one non-cancelled certificate is "Selected."
Total Hired Applications	Count of the unique applications received for a vacancy where the audit code is "Selected" and the return status is "Hired" on at least one non-cancelled certificate.
Total Declined/Withdrawn Applications	Count of the unique applications received for a vacancy where the audit code is "Withdrawn from Consideration", "Declined Position", "Declined Salary/Grade", "Declined Location", "Declined Interview/Assessment", "Declined During Negotiations", "Accepted Another Position with Agency", or "Failed to Reply" for at least one rating combination.
Total Entered on Duty	Count of the unique applications received for a vacancy where a new hire record exists and the Verify New Hire has Entered on Duty task has a status of "Complete."

Vacancy Metrics

Metrics to enable reporting on the **veteran applications to a vacancy** and their progress through the hiring process **at the vacancy level and above**.



Veterans status is based on **claimed status unless status has been adjudicated**.

If the vacancy is not set to collect veterans preference information, each metric will be 0.

Vacancy Metrics

Each metric uses **defined criteria** to determine the **progression of veteran applications** through the hiring process **at the vacancy level**.

Vacancy Metric	Criteria
Total Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP.
Total Eligible Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP and application record status code is AA, AC, or HH.
Total Ineligible Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP and application record status code is IN or EX.
Total Referred Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP and the application was referred on at least one non-cancelled certificate.

For all metrics, if veterans preference has not been adjudicated, claimed preference is used. If veterans preference has been adjudicated, adjudicated preference is used.

Vacancy Metrics

Each metric uses **defined criteria** to determine the **progression of veteran applications** through the hiring process **at the vacancy level**.

Vacancy Metric	Criteria
Total Selected Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP and the audit code for the application is "Selected" on at least one non-cancelled certificate.
Total Hired Veteran Applications	Count of the unique applications received for a vacancy where veterans preference is not NV or NP and the audit code for the application is "Selected" and the return status is "Hired" on at least one non-cancelled certificate.
Total Veterans Entered on Duty	Count of the unique applications received for a vacancy where veterans preference is not NV or NP, a new hire record exists, and the Verify New Hire has Entered on Duty task has a status of "Complete."

Vacancy Metrics

Vacancy Metrics can be used with **vacancy-level and higher query items** (e.g., Vacancy Number, Staffing Office Name, Staffing Organization Name).

Staffing Organization Name	Staffing Office Name	Vacancy Number	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR Boyers	10000028	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000029	3	3	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000031	3	1	1	1	0	0
Office of Personnel Management	OPM HR Boyers	10000032	3	3	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000033	1	1	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000380	61	61	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10021976	1	1	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10057538	4	3	1	0	0	0
Office of Personnel Management	OPM HR Boyers	10062401	21	19	2	0	0	0
Office of Personnel Management	OPM HR Boyers	10071040	1	0	1	0	0	0
Office of Personnel Management	OPM HR Boyers	10098090	5	4	0	1	0	0
Office of Personnel Management	OPM HR Boyers	10108303	3	3	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10108760	8	8	0	0	0	0

Vacancy Metrics

When used with higher-level query items and without vacancy-level items, **metrics will automatically roll up** to the lowest level item included in the report.

Vacancy Customer*

Staffing Organization Name	Staffing Office Name	Vacancy Customer Name	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR Boyers	Christina - Test Customer	26	23	3	0	0	0
Office of Personnel Management	OPM HR Boyers	FIS	14	12	1	1	0	0
Office of Personnel Management	OPM HR Boyers	FIS-BOYERS	61	61	0	0	0	0
Office of Personnel Management	OPM HR Boyers	HR Solutions	5	4	0	1	0	0
Office of Personnel Management	OPM HR Boyers	Internal Program Office	11	11	0	0	0	0
Office of Personnel Management	OPM HR Boyers	z - APO Address	1	0	1	0	0	0

Vacancy Staffing Office

Staffing Organization Name	Staffing Office Name	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR Boyers	118	111	5	2	0	0

Vacancy Staffing Organization

Staffing Organization Name	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	196	171	23	2	0	0

*When adding higher-level query items, always consider if the relationship is one-to-one, one-to-many, or many-to-many with a vacancy. If the relationship is not one-to-one, metrics may be inflated or repeated (e.g., if there is more than one Vacancy Customer for a single vacancy).

Vacancy Metrics

Metrics **can be used** with **other query items** from the **Vacancies** and other areas within the Hiring Data Warehouse.

Appointing Authority*

Staffing Organization Name	Staffing Office Name	Vacancy Number	Appointing Authority	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR Boyers	10108760	Excepted Service	8	8	0	0	0	0
Office of Personnel Management	OPM HR TRB	10071072	Excepted Service	35	33	2	0	0	0
Office of Personnel Management	OPM HR TRB	10104598	Competitive Service	2	2	0	0	0	0

Mission Critical Occupations*

Staffing Organization Name	Staffing Office Name	Vacancy Number	Mission Critical Occupation	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR TRB	10104598	Intelligence	2	2	0	0	0	0

Vacancy Eligibilities*

Staffing Organization Name	Staffing Office Name	Vacancy Number	Vacancy Eligibility	Total Applications	Total Eligible Applications	Total Ineligible Applications	Total Pending Applications	Total Suspended Applications	Total Unavailable Applications
Office of Personnel Management	OPM HR Boyers	10000028	30% or More Disabled Veterans Sprint 85	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000028	Appointment of Certain Military Spouses (5 CFR 315.612)	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000028	Interagency Career Transition Assistance Plan	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000028	Reinstatement	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000028	Transfer	4	4	0	0	0	0
Office of Personnel Management	OPM HR Boyers	10000028	Veterans Employment Opportunities Act	4	4	0	0	0	0

*Always consider the type of relationship between vacancy and query items from other areas for awareness of whether metrics will repeat and therefore if metrics may be repeated or inflated.

Open Demo and Q&A

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

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