USA Staffing

Applicant Flow Data Workgroup Meeting

June 17, 2021

Created by the OPM Federal Staffing Center

Agenda

- **Program Updates**
  - AFD Equity Assessment
  - Power BI
  - Reporting User Customer Satisfaction Survey
  - Cognos Training Program

- **Planned Enhancements to Applicant Flow Data Reporting**
  - Applicant Flow Data Redesign

- **Open Demo and Q&A**

AFD Resources on the USA Staffing Resource Center:

https://help.usastaffing.gov/USASUpgResCtr/index.php/Reports_and_Analytics

AFD Equity Assessment

In response to E.O. 13985 (Advancing Racial Equity and Support for Underserved Communities through the Federal Government), OPM is conducting an **equity assessment on the delivery and use of Applicant Flow Data**

Hypotheses:

- Agencies do not have enough resources to fully make use of AFD

- Some hesitancy exists in agencies to use AFD for more than compliance reporting

- The data provided through AFD does not fully meet agencies' needs

Assessment Method:

- Analysis of AFD usage

- Interviews with core AFD groups (DEIA/EEO offices, CHCOs, HR offices, AFD analysts/users)

Please contact Caleb Judy (caleb.judy@opm.gov) if you would be willing to participate in an interview for this equity assessment

New Business Intelligence Tool

USA Staffing has selected Power BI (https://powerbi.microsoft.com) as its new business intelligence (BI) tool (replacing Cognos)
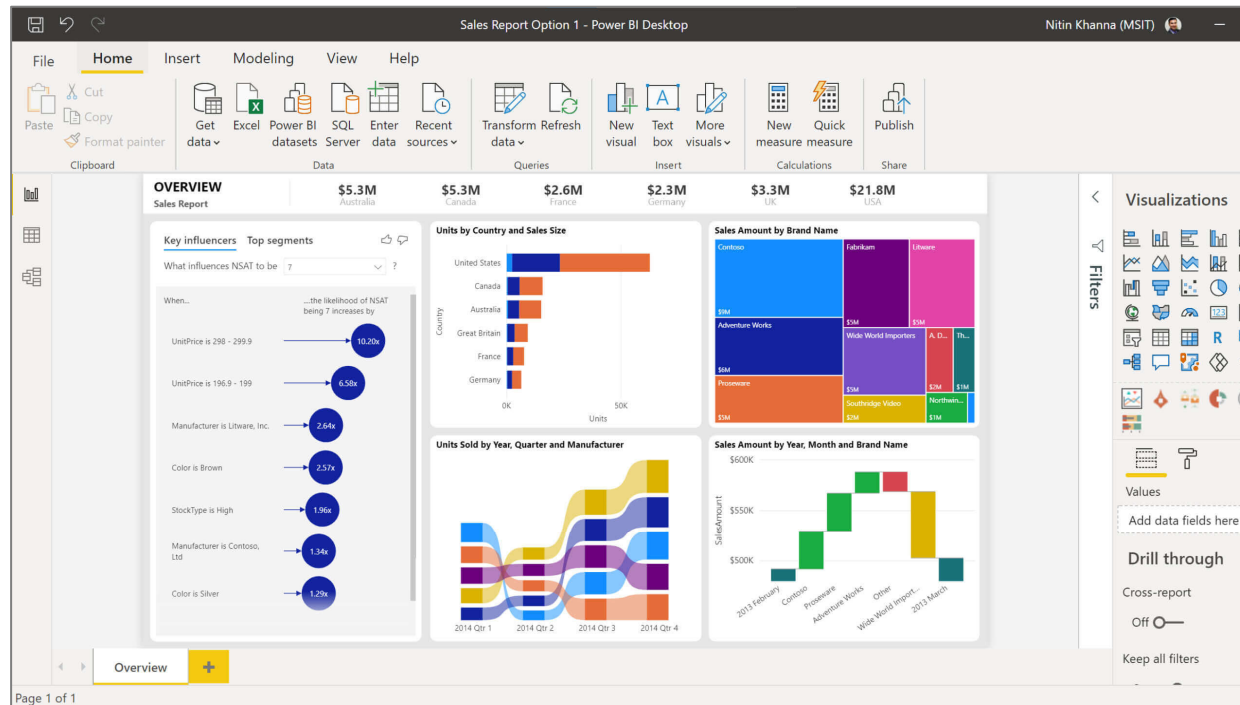
- Recognized as a Gartner magic quadrant Leader in analytics and business intelligence platforms
- Powerful data visualization capability
- With Azure, ability to scale to meet performance demands
- Easy, intuitive report building and consuming experience

Power BI FAQs

Functionality

Similar to Cognos, users will have direct access to USA Staffing data through standard reports and dashboards. Analysts and reporting users will also be able to develop custom reports and dashboards to share with their organizations

Cost

USA Staffing license fees are "all inclusive" and include the full reporting and analytics capabilities via our BI tool. There is no additional cost for agencies related to Power BI

Cognos support

We will continue to support Cognos throughout the full implementation of Power BI. Cognos will be available for agency use for 12 months after Power BI is deployed

Cognos report migration

All standard reports developed by USA Staffing and custom reports built by users must be re-built within Power BI due to changes in the underlying data models. USA Staffing will provide Power BI training and resources to all report authors and will provide support in building new reports and dashboards to meet agency-specific needs

Implementation plan

We anticipate the Power BI implementation will take several months as we build out the infrastructure and develop new data models and standard reports/dashboards.

DSS implications

DSS is based on the Cognos API and will not be available when Cognos is no longer supported for agency use. USA Staffing is developing a library of bulk data APIs that will replace DSS. We plan on launching these new APIs as they are developed (starting in Spring 2021).

Reporting User Satisfaction Survey

Survey designed to **gather in-depth and comprehensive feedback** about products and services provided by the USA Staffing Reporting teams

- o Business Intelligence tool
- o Data available for reporting
- o Standard reports
- o Interconnections

- o Workgroups
- o Training
- o Support

640
Survey Recipients

146
Completed Surveys

23%
Completion Percent

11
USAS Tenants

12
Agencies

58
Organizations

32%
Have AFD Access

51%
Of AFD Users Attend WG

Reporting User Satisfaction Survey

Top Five Highest Rated Questions

Question	Rating
The USA Staffing Reporting team conducts business in a professional manner.	4.49
The USA Staffing Reporting team is knowledgeable	4.43
The USA Staffing Reporting team provides timely service.	4.33
The USA Staffing Reporting team provides consistent and reliable service.	4.36
How satisfied are you with the timeliness of the resolution or responses provided?	4.29

Reporting User Satisfaction Survey

Bottom Five Lowest Rated Questions

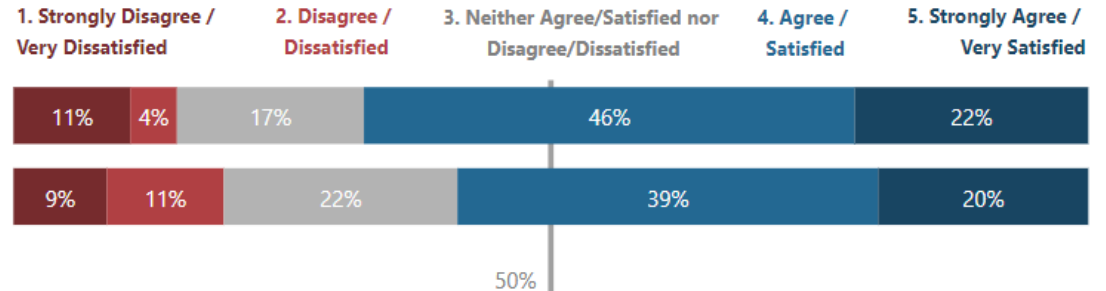| Question	Rating
It is easy to navigate the library of standard reports to find what I need.	3.28
The BI tool is easy to navigate to locate the reports and data I need.	3.23
Considering everything, how satisfied are you with the BI Tool that supports USA Staffing reporting?	3.24
It is easy to set up an interconnection with USA Staffing.	3.10
The BI tool is easy to use to create or modify reports.	2.92

Reporting User Satisfaction Survey

USAS Program Questions

1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied

I would recommend USA Staffing reporting products and services to other government organizations.

| 11% | 4% | 17% | 46% | 22% |

Considering all your experiences with USA Staffing Reporting, how satisfied are you with reporting products and services?
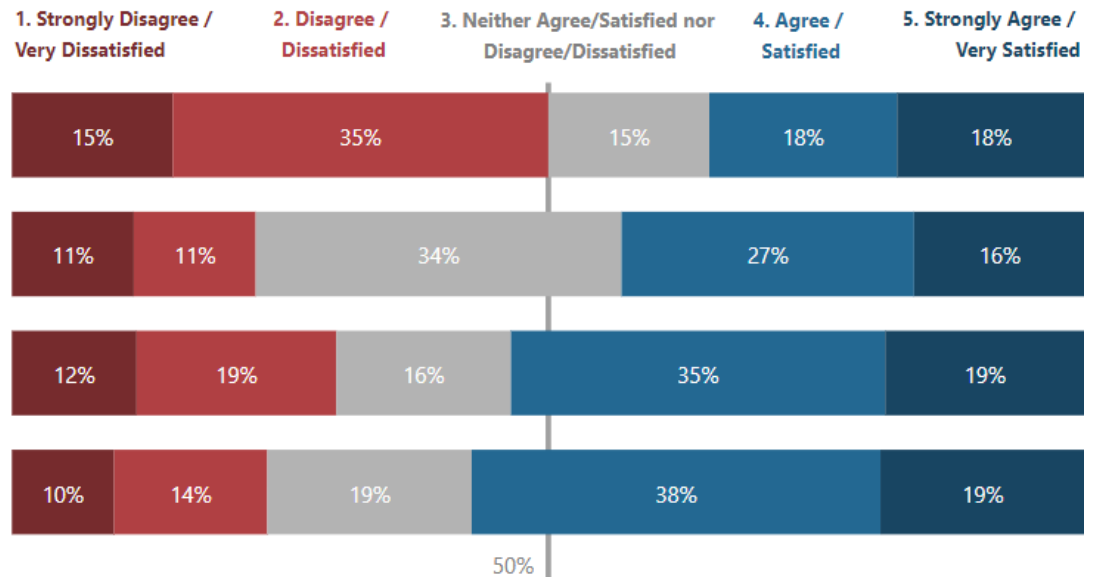
| 9% | 11% | 22% | 39% | 20% |

50%

BI Tool Questions

1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied

The BI tool is easy to use to create or modify reports.

| 15% | 35% | 15% | 18% | 18% |

Considering everything, how satisfied are you with the BI Tool that supports USA Staffing reporting?

| 11% | 11% | 34% | 27% | 16% |

The BI tool is easy to navigate to locate the reports and data I need.

| 12% | 19% | 16% | 35% | 19% |

The BI tool is easy to use to run reports.

| 10% | 14% | 19% | 38% | 19% |

50%

Reporting User Satisfaction Survey

Data and Reports Questions

	1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied
It is easy to navigate the library of standard reports to find what I need.	5%	16%	18%	48%	14%
How satisfied are you with the typical amount of time it takes for reports you run to complete?	7%	24%	11%	48%	11%
The library of standard reports managed by the USA Staffing Reporting team provides the information I need to do my job.		20%	17%	48%	13%
How satisfied are you with the success rate of reports you run?	7%	9%	13%	57%	15%
The data I need to report on is available through USA Staffing Reporting.		9%	17%	57%	17%
I have confidence that the data provided through USA Staffing reports is accurate.		15%	23%	43%	17%

50%
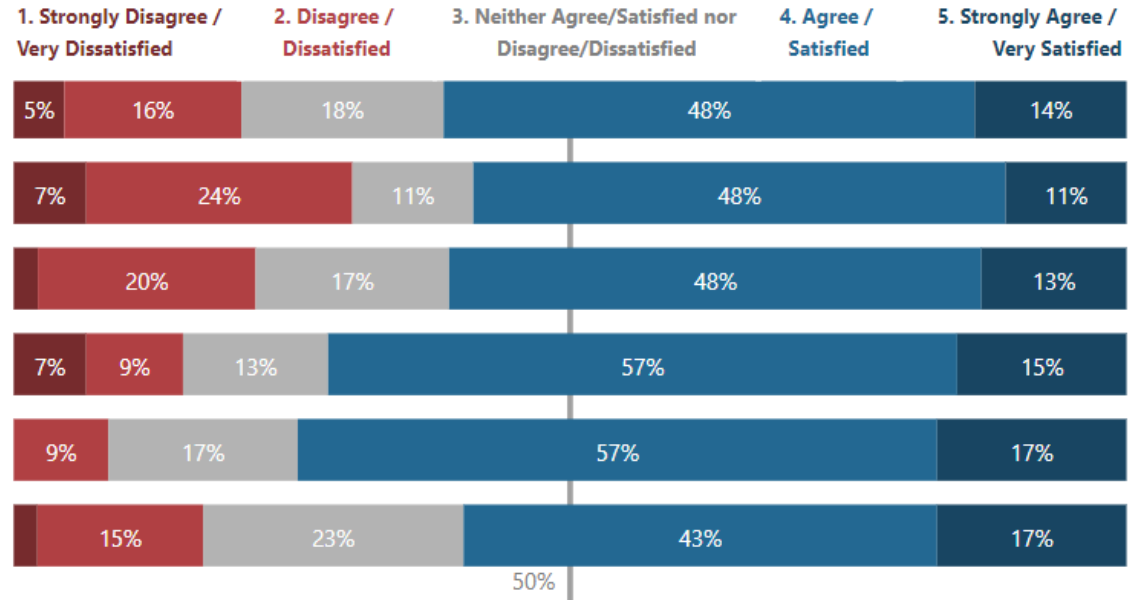
Reporting User Satisfaction Survey

Interconnections Questions

	1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied
Once established, USA Staffing interconnections are easy to use.	17%	17%	17%	50%	
How satisfied are you with the resources and guides provided to support USA Staffing interconnections	17%		33%	33%	17%
How satisfied are you with the interconnections available through USA Staffing?	17%	17%		50%	17%
It is easy to set up an interconnection with USA Staffing.	17%		17%	50%	17%

50%
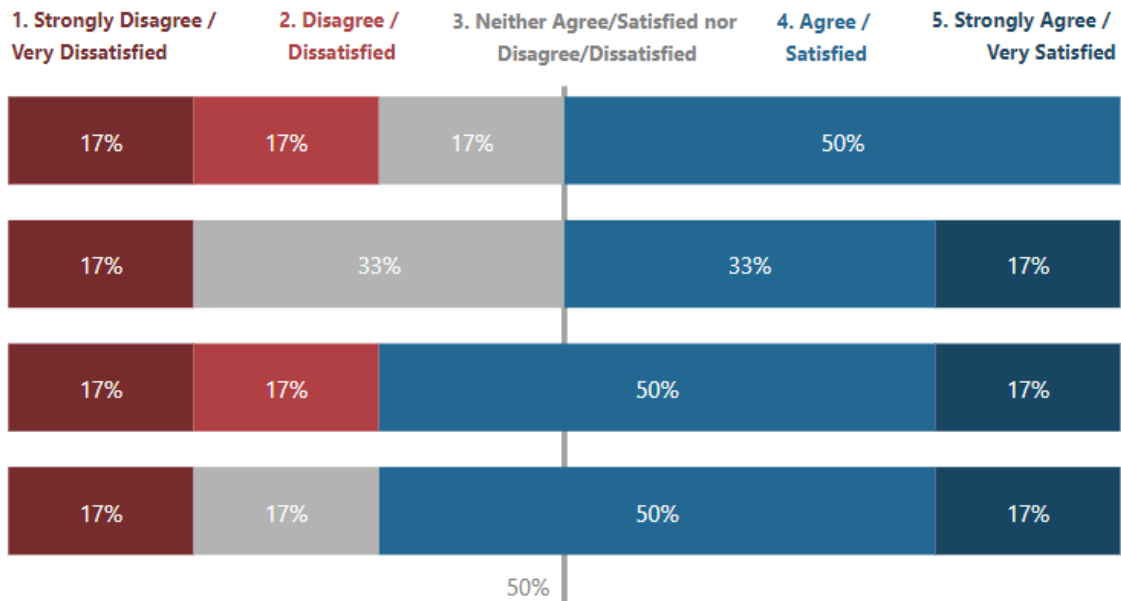
Reporting User Satisfaction Survey

Workgroups & Training Questions

	1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied
How satisfied are you with the Applicant Flow Data Workgroup?	4%	33%	37%		26%
How satisfied are you with the trainings offered by the USA Staffing Reporting team?	5%	16%	52%		27%
How satisfied are you with the resources, guides, and/or job aids that have been provided by the USA Staffing Reporting team?	9%	17%	49%		26%
How satisfied are you with the Reporting and Analytics Workgroup?		13%	54%		30%
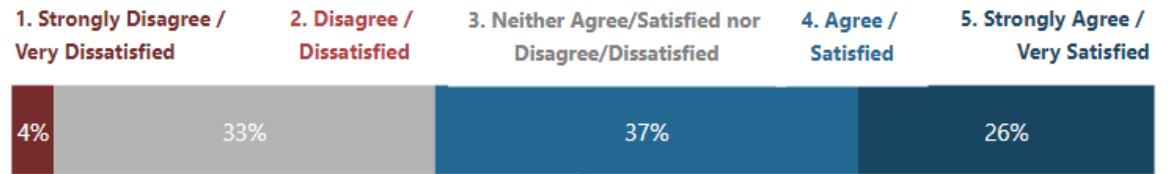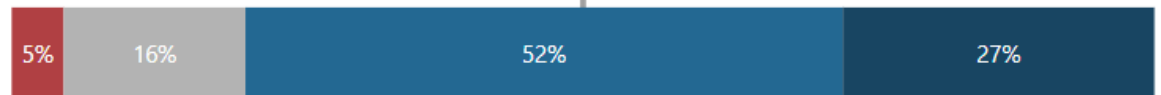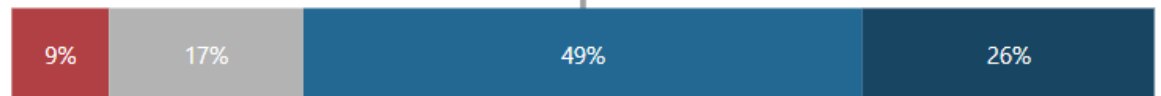
50%
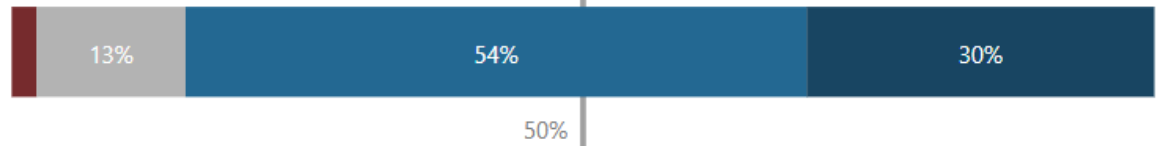
Reporting User Satisfaction Survey

Support Questions

The resolution or responses provided fully addressed the issue(s) I encountered.

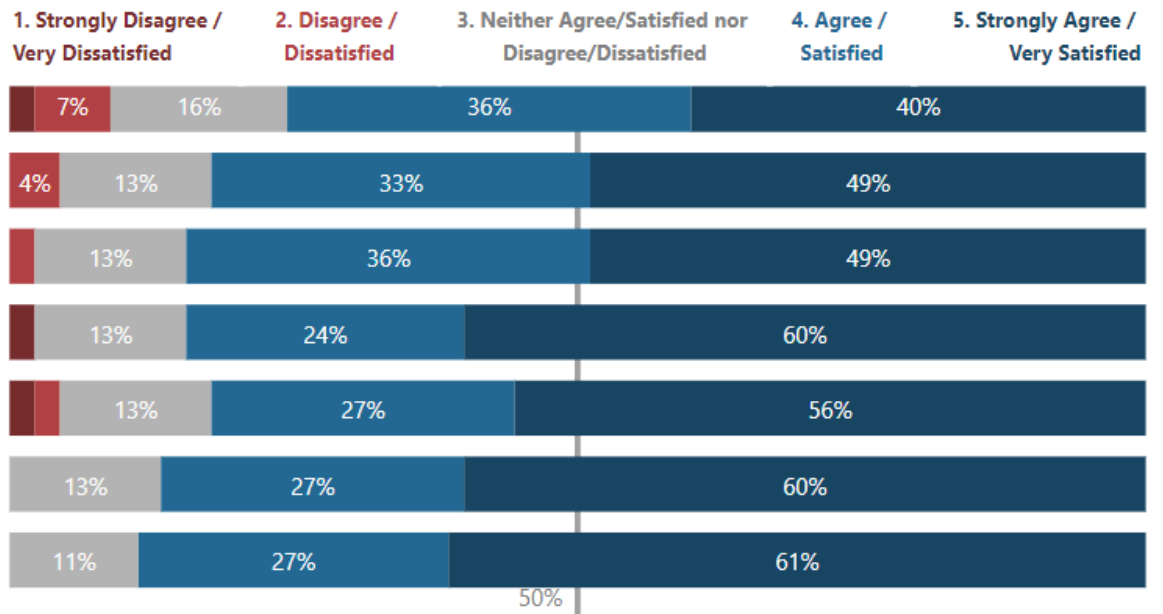Considering everything, how satisfied are you with the reporting support provided?

How satisfied are you with the timeliness of the resolution or responses provided?

The USA Staffing Reporting team provides consistent and reliable service.

The USA Staffing Reporting team provides timely service.

The USA Staffing Reporting team is knowledgeable

The USA Staffing Reporting team conducts business in a professional manner.

1. Strongly Disagree / Very Dissatisfied	2. Disagree / Dissatisfied	3. Neither Agree/Satisfied nor Disagree/Dissatisfied	4. Agree / Satisfied	5. Strongly Agree / Very Satisfied
7%	16%	36%	40%	
4%	13%	33%	49%	
	13%	36%	49%	
	13%	24%	60%	
	13%	27%	56%	
	13%	27%	60%	
	11%	27%	61%	

50%

Reporting User Satisfaction Survey

Selected Comments (Trends) – What does USA Staffing do well?

- "I am especially grateful to the reporting team for providing above-and-beyond support through the years. We can always count on them whenever we need additional/personal assistance."

- "Great team that cares a lot about providing a quality tool for reporting and analytics."

- "I think the workgroups are helpful."

- "The advanced author forum is a great tool if you need a report and aren't sure how to create it."

Reporting User Satisfaction Survey

Selected Comments (Trends) – What can USA Staffing do to improve?

- "Locating reports is the biggest struggle and identifying which reports show what data."

- "There seemed to be a step missing between the Consumer Reports Training and the Author reports training."

- "Cognos is not intuitive. I think it would work if I was using it more often, but having gone to training last year and not trying to create custom reports is a bit difficult and slow. I am looking forward to the new BI tool."

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

Cognos Training Dates

	Report Consumer Training	Report Author Training	Advanced Author Forum
Dates	Tuesday, July 13 12:30 – 4:30 PM EDT Tuesday, September 14 12:30 – 4:30 PM EDT Tuesday, November 16 12:30 – 4:30 PM EDT	Tuesday, August 17 10:00 AM – 4:00 PM EDT + Wednesday, August 18 10:00 AM – 3:00 PM EDT Tuesday, October 12 10:00 AM – 4:00 PM EDT + Wednesday, October 13 10:00 AM – 3:00 PM EDT	Thursday, July 1 11:00 AM – 12:00 PM EDT Thursday, August 5 11:00 AM – 12:00 PM EDT Thursday, September 2 11:00 AM – 12:00 PM EDT Thursday, October 7 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.

Applicant Flow Data Redesign

The **Applicant Flow Data Analytics** data package houses data used for Equal Employment Opportunity and diversity reporting. Applicant Flow Data Analytics data is contained within the **Recruitment Data Warehouse (RDW)**, which we would like to **retire**.

The RDW **load process takes several hours** to complete and **fails** often.

The current model **meets the basic needs** for AFD reporting; however, there is a long list of **enhancement requests**.

- ▼ Applicant Flow Data Analytics
  - ▼ Presentation View
    - ▼ Applicant Flow Data
      - ▼ Applicant Flow Data Detail
        - ▶ Announcements
        - ▶ Announcement Appointment Types
        - ▶ Applications
        - ▶ Disability
        - ▶ Ethnicity and Race
        - ▶ Metrics
        - ▶ Sex
        - ▶ Trend Dates
        - ▶ Vacancy Customers
        - ▶ Vacancy Detail
        - ▶ Vacancy Offices
        - ▶ Vacancy Organizations
        - ▶ Vacancy Rating Combinations

Applicant Flow Data Redesign

We will be **redesigning and rebuilding** applicant flow data reporting to exist in a new data package.

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

Applicant Flow Data Redesign

AFD reporting will be divided into **two separate namespaces or data packages**.

	Vacancy	Application Rating Combination
Announcement	√	√
Application	√	√
Application Metrics	√	√
Rating Combination Metrics		√
Vacancy Information	√	√
Vacancy Metrics	√	√

The **Vacancy** area will be structured similarly to the current Applicant Flow Data Analytics. The **Application Rating Combination** area will be similar to the Vacancy area but breaks down application data by rating combination.

What's New?

(1) **New Vacancy and Announcement Attributes:** descriptions and characteristics of vacancies and announcements.

(2) **New Application Attributes:** descriptions and characteristics of applications.

(3) **New Application Rating Combination Attributes:** data on the specific series-grade-specialty combination(s) for which an application is being considered

A **majority** of the pending AFD **enhancement requests have been incorporated** into the redesign.

① New Vacancy and Announcement Attributes

A majority of data from the Announcements and Vacancies areas of the Hiring Data Warehouse will be made available in the redesigned AFD data package(s).

Examples of New Data Items:

- Application Limit settings
- Internal Contact information
- Announcement Locations
- Hiring Paths
- USAJOBS Job Status
- Work Schedules
- Vacancy Tags (Appointing Authorities, Mission Critical Occupations)
- Assessment Type(s)
- Vacancy Metrics (built-in calculations for total applied, total qualified, etc.)

② New Application Attributes

More detailed information about Applications will be made available, while still protecting the privacy of data.

Examples of New Data Items:

- Expired, Re-Rated, and Override Indicators

- Application Locations

- Recruitment Source

- Additional applicant flow indicators

  - Sent Tentative Offer

  - Sent Official Offer

  - Entered on Duty

③ New Application Rating Combination Attributes

Rating Combination level data will be made available in the Application Rating Combination area.

Examples of New Data Items:

- Application Rating Series
- Application Rating Grade
- Application Rating
- Application Rating Notification Message
- Applicant flow indicators by rating combination

Under Consideration: Standing Register

A data package specific to standing register vacancies is under consideration, wherein business rules for data to be available would differ.

Proposal:

- The new package would include the same data items as the Vacancy area

- Business rules:

  - Vacancy Type = Standing Register

  - As least one certificate issued for the vacancy has been audited

- Options regarding metrics and application-level data are being considered by the Office of General Counsel to ensure the protection of data and prevent misuse.

*As of this point, neither the proposed business rules nor any of the options for metrics and application-level data have received approval from OGC.

AFD Transition Support

The **new Applicant Flow Data** package will be made **available in Cognos**, and **Applicant Flow Data Analytics will be retired** following the transition of reports to the new data packages.

Standard Reports – current standard User License reports will be created to meet the needs met by the existing standard reports.

Custom Reports –

- USA Staffing Reporting teams are analyzing existing custom reports that use Applicant Flow Data Analytics.

- Custom reports will be analyzed to develop requirements for new standard reports to meet the needs met by the custom reports.

Information Sharing – once available in Cognos, information about the new data packages will be shared at workgroup meetings and any necessary job aids will be posted on the USA Staffing Resource Center.

Retirement –

- Current standard reports will be retired upon delivery of new standard reports.

- Current custom reports will be retired upon confirmation that the reporting need is met by a report using the new data packages.

- The Applicant Flow Data Analytics package will be retired following retirement of all reports that use it as a data source.

Open Demo and Q&A

Resources

USA Staffing Cognos AFD User Guide
Includes the Rules of Behavior, descriptions of data elements, and instructions for accessing AFD through Cognos
https://help.usastaffing.gov/ResourceCenter/images/c/cf/Applicant_Flow_Data_Access_SOP_10-25-19.pdf

Cognos Training Program
Virtual training sessions are offered monthly, alternating between Report Consumer and Report Author training. Contact your USA Staffing Account Manager for upcoming dates and to register for trainings.

Advanced Author Forum
An opportunity for report authors to pose questions or get assistance working through issues in report development. Questions may be submitted in advance. No registration is necessary. Contact your USA Staffing Account Manager to get details for virtual meetings held on the first Thursday of each month from 11:00 AM EDT to 12:00 PM EDT.

Contact: **USA Staffing Talent Analytics Branch**
USAStaffingData@opm.gov