



USA Staffing[®]
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USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

October 16, 2018



OPM HR SOLUTIONS
by government, for government

U.S. Office of Personnel Management
1900 E Street, NW, Washington, DC 20415

Agenda

- **Program Updates**
 - Cognos Performance Indicators
 - FY 2019 Reporting and Analytics Goals
- **Cognos Tips**
 - Namespace and Key Query Item Overview
- **Open Q&A/Demo**



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Cognos Performance Indicators

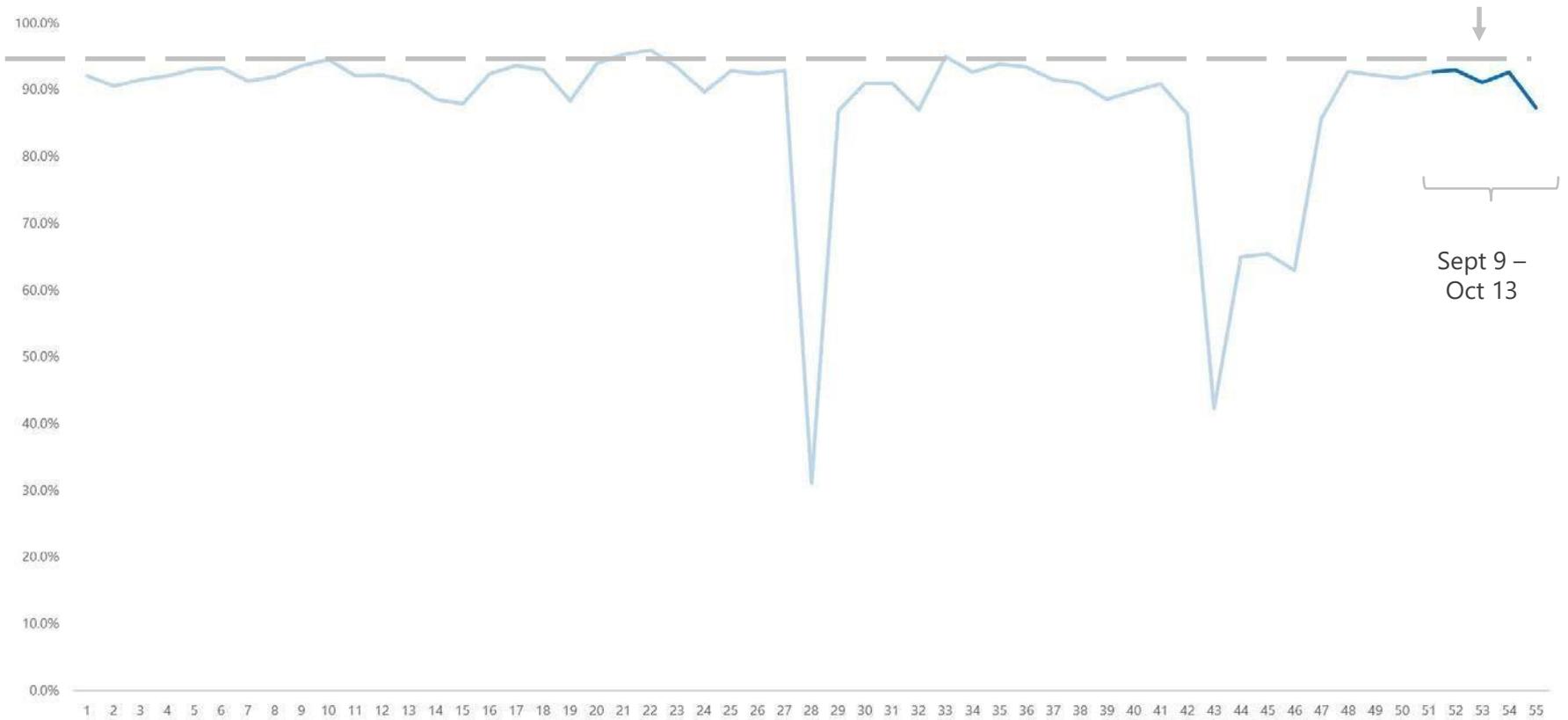
Report Run Success Rate

Report Run Success Rate by Week (Oct 1, 2017 thru Oct 13, 2018)

**Includes both reports and batch (scheduled) reports*

Target: 95%



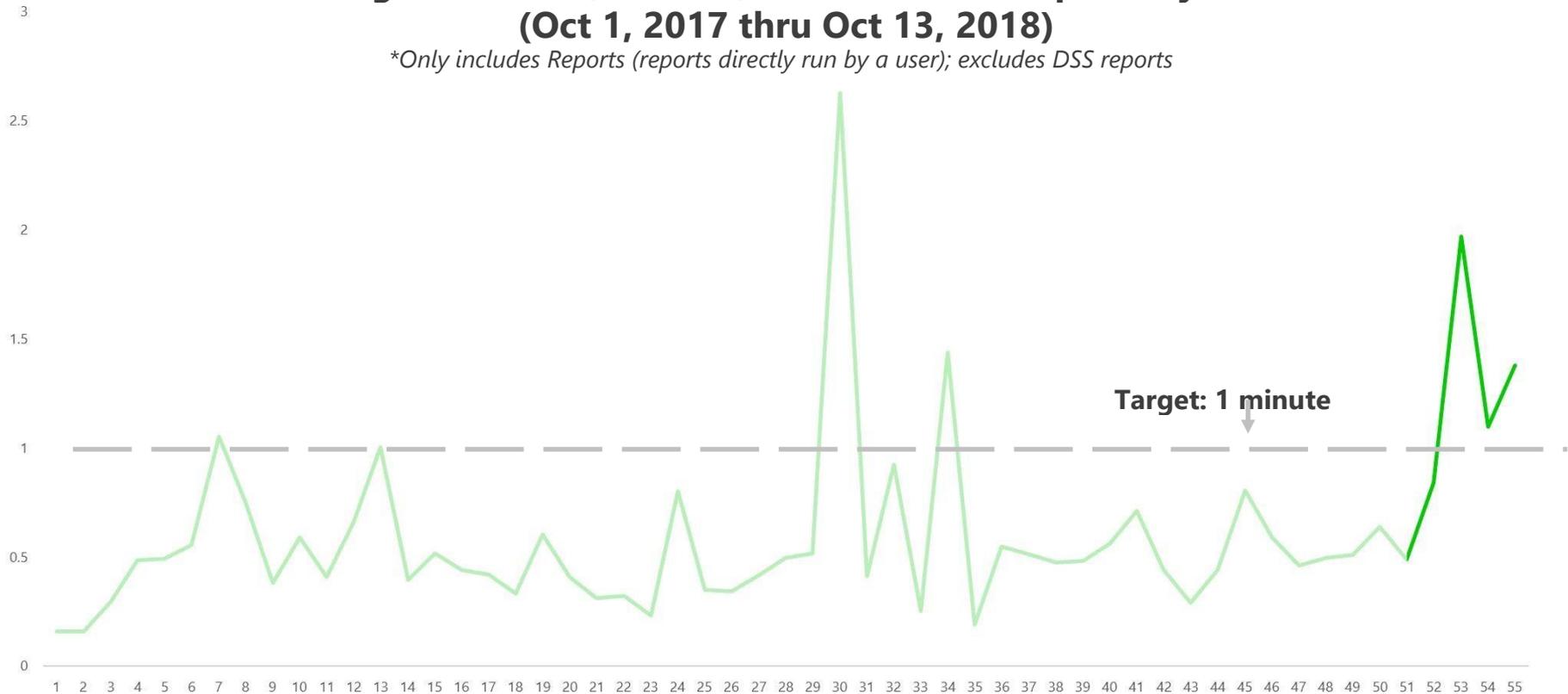


- **Report run success rate has remained somewhat steady since mid August with a downturn in early October** (to a low of 87.4% the week of Oct 7th)

Report Runtime

Average Runtime (Minutes) for Successful Reports by Week (Oct 1, 2017 thru Oct 13, 2018)

**Only includes Reports (reports directly run by a user); excludes DSS reports*



FY 2019 Reporting and Analytics Goals



By the end of FY 2019, we expect to...

1. Solve the performance problems with transactional reporting

- 95% success rate
- <1 minute runtime
-  User satisfaction (Cognos survey)
- Applications, Assessment, New Hire subject areas are stable

2. Provide basic aggregate reporting functionality

- Production Statistics
- Time to Hire

3. Refine the reporting and analytics training program

- HR user training



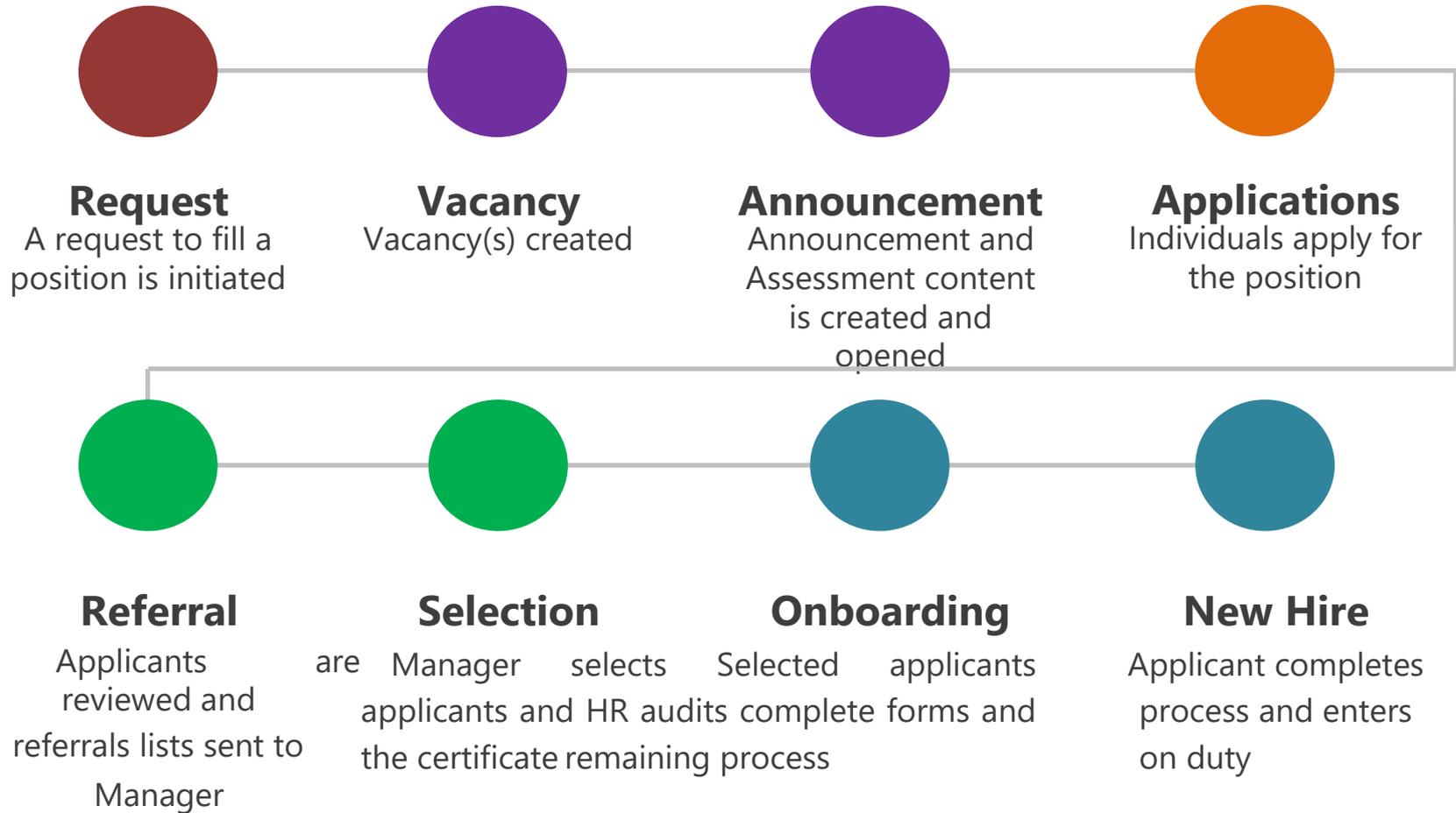
→ Refine training materials (job aids, videos)

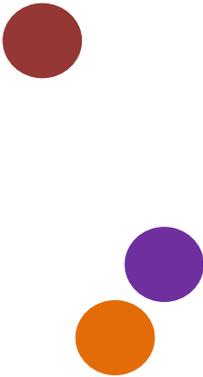
Cognos Tips

Namespace and Key Query Item Overview



Overview of the Staffing Process





Applications

Data related to **applications** as well as the **development of requests, vacancies, and announcements**

• Request Number



• Creating Lists of Applicants,



Key Query





Items: When to use this Namespace

- Vacancy Number Applications, Requests, Vacancies,
- Announcement Number Announcements
- Applicant ID • Analyzing data related to all
- Application Number applications, including responses to
- Assessment ID assessment items

Data Relationships

One **Request** may be related to more than one **Vacancy**

One **Vacancy** may be related to more than one **Request**

One **Vacancy** = One **Announcement**

One **Applicant** may be related to more than one **Vacancy, Announcement, and/or Application**

One **Application** = One **Vacancy**

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Assessment Competency Networks

Data on **the content of competency networks** (the structure of competencies and associated assessment items used in assessments for particular positions)



- Competency ID



- Reporting on the content of **Key Query Items**:





When to use this Namespace

- Item ID Competency Networks (not usage)

Data Relationships

One **Competency Network** may be related to more than one **Competency** and/or **Item**
One **Competency** may be related to more than one **Competency Network**

One **Competency** may be related to more than one **Item**
One **Item** = One **Competency**

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Assessment Package Templates

Data on **the content of assessment package templates** (assessment packages that are shared and re-used across an organization)



- Assessment ID
- Reporting on the content of **Key Query Items:**

When to use this Namespace

- Competency ID Assessment Package Templates (not
- Item ID usage)



Data Relationships

One **Assessment Package Template** may be related to more than one **Assessment**

One **Assessment** may be related to more than one **Competency** and/or **Item**

One **Competency** may be related to more than one **Item**

One **Item** = One **Competency**

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Assessment Packages

Data related to the **content and use of assessment packages** (a package of one or more assessments)



Query Items:

- Item ID **Key**
- Request Number
- Vacancy Number



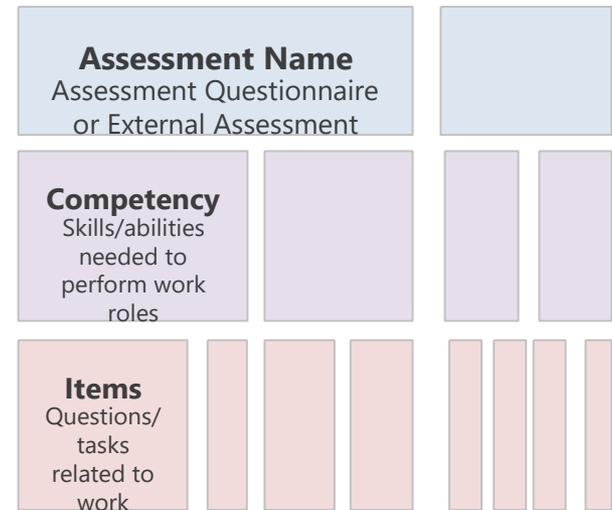


- Assessment ID
- Competency ID

When to use this Namespace



- Reporting on assessment content
(not applicant responses)
- Tracking the frequency of use of



assessment packages or content





Data Relationships

For a Vacancy, an Assessment Template is assigned or a new Assessment Package is developed

Assessment Template

Assessment package that is shared across offices and frequently re-used

Assessment Package

Identifies the assessment(s) to be used in the selection process





Certificates

Data related to **referred applications** and the **use and development of certificates/ranking lists**



- Request Number
- Tracking the creation, issuance, **Key Query**

Items: When to use this Namespace

- Vacancy Number review, and audit of



- Announcement Number certificates/ranking lists
- Certificate Number • Analyzing data related to referred or
- Applicant ID selected applicants (does not include
- Application Number individuals who do not make it to
- Selectee Request Number the referral stage)

Data Relationships

One **Request** may be related to more than one **Certificate**

One **Vacancy** = One **Announcement**

One **Vacancy** may be related to more than one **Assessment** and/or **Certificate**

One **Certificate** may be related to more than one **Request**

One **Applicant** may be related to more than one **Vacancy, Announcement, Certificate, and/or Application**

One **Application** = One **Vacancy**



New Hires

Data related to the **onboarding process**, including New Hires and the transmission of forms and documents

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• Request Number

• Reporting on selected applications **Key Query**

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Items: When to use this Namespace

- Vacancy Number during the onboarding process and
- Applicant ID actual new hires
- Application Number • Tracking the completion and
- New Hire Number transmission of onboarding forms and documents

Data Relationships

One **Request** = One **New Hire**

One **New Hire** = One **Vacancy, Applicant, and/or Application Number**





Reviews

Data related to the **communication between HR and hiring managers** on assessment and announcement content and the certificate review/selection process



- Request Number
- Tracking the overall Review process



Key Query

Items: When to use this Namespace

- Vacancy Number



Data Relationships

One **Request** and/or **Vacancy** can have multiple **Reviews**

One **Review** may have multiple **Reviewers** and/or **Review Assignments**

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Tags

Data related to tags used in USA Staffing to **grant permissions to content** and to **describe vacancies**, including mission critical occupation and appointing authority tags





When to use this Namespace

- Reporting on system and custom tags used/developed by agencies

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Tasks

Data related to the **completion of tasks** throughout the staffing and onboarding process





- Request Number

- Reporting on the completion of



Key Query

Items: When to use this Namespace

- Vacancy Number tasks
- Task ID

Data Relationships

One **Task ID** = One **Request** and/or **Vacancy**
One **Request** and/or **Vacancy** may have more than one **Task**

- Use **Task Type** when comparing results across Organizations and/or Offices





- **Task Actual Days to Complete** is the number of days between **Task Activation Date** and **Task Completion Date**
- **Task Days to Complete** is the number of days the task was/is expected to take, as set up when creating the task and/or workflow

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USAJOBS

Data related to **incomplete applications**



When to use this Namespace

Key Query Items:



- Vacancy Number
- Announcement Number



• Reporting on incomplete applications

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Workflows

Data related to **the development of workflows and tasks**





When to use this Namespace



- Reporting on the development of Workflows (not usage)





Open Q&A/Demo



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/USA_Staffing_Upgrade_Resource_Cente

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Cognos Report Author Training Sessions

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

Need Help?

If you are experiencing issues accessing Cognos 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**