



USA Staffing[®]
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USA Staffing Reporting & Analytics

Reporting and Analytics Workgroup Meeting

November 27, 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 Updates and Goals
 - Cognos Performance Metrics
- **Modifications to Reports/Data Models**
 - Applicant Flow Data Analytics
 - Staffing Reports
 - New Hire (End of Day)
- **Cognos Tips**
 - Replacing a report's data package
- **Research Opportunity**
 - Unconscious Bias in the Hiring Process
- **Open Q&A**



Cognos Performance Updates and Goals



Cognos Performance Update

We are continuing to **improve report performance** and are actively working on solutions to ensure you have access to the data you need.

Context:

The core problem with Cognos report/query performance is our reliance on Views from our transactional database. The volume and complexity of USA Staffing data exceeds the capacity of this kind of reporting.

To correct this, we have two primary strategies:

1. Split and optimize views.

»» **Timeline:** *We are tackling this with work items in every sprint (Cognos uses two week sprints) and are prioritizing views that are most frequently used (e.g. applications, vacancies).*

2. Build a data warehouse with data loaded nightly.

»» **Timeline:** *New Hire data will be deployed to production and available to customers with the Nov 17th production release. We will release new functionality every two weeks.*



Building Capacity

We are **strengthening our Cognos monitoring and administration** by adding new tools and talent.

Team changes and additional staff. We have increased focus on Cognos administration and monitoring and are hiring additional staff.

»» **Timeline:** *We have already re-assigned team members to focus on Cognos admin and are in the process of moving new hires through the security process.*

Improved monitoring tools: We are procuring monitoring tools specifically designed for Cognos (Report Card) to help us better identify problem reports/queries and optimize Cognos settings.

»» **Timeline:** *We are actively pursuing the procurement process and are targeting FY 2019 Q2 to implement these tools.*

- *In the interim, we have implemented manual checks and a workbook to restart Cognos services once a high CPU usage alert has been triggered*

Cognos health check/assessment: We are working with vendors to conduct a health check of our Cognos system to identify areas for improvement.

»» **Timeline:** *We are actively pursuing the procurement process and are targeting FY 2019 Q2 to implement the health check.*



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 for reports
- <1 minute report 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)



Report Run Success Rate

Report Run Success Rate by Fiscal Week (FY 2018 thru Nov 24th)

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



- **Dip in October due to server issues**
- **Increase in November due to efforts to free up server resources from persistently-failing scheduled reports**



Report Runtime

Average Runtime (Minutes) for Successful Reports by Fiscal Week (FY 2018 thru Nov 24th)

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



Modifications to Reports/Data Models

Sprint 81 deployed to Production on October 20th;
Sprint 82 deployed to Production on November 17th



Applicant Flow Data Analytics

New/Modified Reports

New: Applicant Flow Data Detail Report - deployed October 20th

Includes detailed data related to applicant responses to ethnicity/race and sex demographic questions in the USAJOBS job seeker profile. Each row represents an application. Information gathered from this report can be aggregated to respond to MD-715 2.0 requirements or to complete other AFD analyses.

[Team Content](#) > [USA Staffing Packages and Folders](#) > [Applicant Flow Data](#) > [Applicant Flow Data Analytics](#)

New: MD-715 “A” Tables – Mission Critical Occupations Distribution by Race, Ethnicity, and Sex - deployed October 20th

Includes summarized applicant responses to sex, ethnicity, and race questions in the USAJOBS job seeker profile structured to respond to the MD-715 v2.0 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 Analytics](#)



Applicant Flow Data Analytics

New/Modified Reports

New: MD-715 “B” Tables – Mission Critical Occupations Distribution by Disability - deployed October 20th

Includes aggregated applicant responses to disability questions in the USAJOBS job seeker profile structured to respond to the MD-715 v2.0 requirements for the “B” tables (Mission Critical Occupations Distribution by Disability).

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

Notes on the use of the AFD Reports:

- All three reports are based on the same dataset – aggregating results from the Applicant Flow Data Detail report will provide the same results provided by the A and/or B Tables reports
- Results from the A and B Tables reports will display in two different tabs:
 - Tab with counts of total applications
 - Tab with counts by sex, race/ethnicity (A Table) and by targeted disability (B Table)
- Data is only available through these reports if:
 - All certificates are audited for the vacancy; and
 - The announcement is not currently open

*Percentages are not provided in the MD-715 summary reports, and formatting for the tables is different from the MD-715 templates due to constraints with the Cognos reporting tool.



Staffing Reports

Data Model Changes

Announcement USAJOBS URL - deployed November 17th

Added a new query item to enable reporting on the web address for an announcement on USAJOBS. The query item is available in both the Applications and Certificates namespaces

- [Applications].[Announcement].[Announcement USAJOBS URL]
- [Certificates].[Certificate Announcement].[Certificate Announcement USAJOBS URL]

Applicant List Filter Application Date and Date Type - deployed November 17th

Added new query items to enhance reporting on the use of application dates as filters when creating an applicant list. The query items are available in the Applications namespace

- [Applications].[Applicant List Filters].[Applicant List Filter Application Date Type]
 - The type of application date filter applied to the pool of applicants to create the list of applications on an applicant list (e.g., Original Application Date, USA Hire Completion Date).
- [Applications].[Applicant List Filters].[Applicant List Filter Application Date]
 - The date range of the application date filter applied to the pool of applicants to create the list of applications on an applicant list.



Staffing Reports

Data Model Changes

Application USA Hire Completed Date - deployed November 17th

Added a new query item to enable reporting on the date an applicant completed the USA Hire assessment(s). The query item is available in both the Applications and Certificates namespaces

- [Applications].[Application].[Application USA Hire Completed Date]
- [Certificates].[Certificate Applications].[Certificate Application USA Hire Completed Date]

Certificate Filter Application Date and Date Type - deployed November 17th

Added new query items to enhance reporting on the use of application dates as filters when creating a certificate. The query items are available in the Certificates namespace

- [Certificates].[Certificate Filter].[Certificate Filter Application Date Type]
 - The type of application date filter applied to the pool of applicants to create the list of applications on a certificate (e.g., Original Application Date, USA Hire Completion Date).
- [Certificates].[Certificate Filter].[Certificate Filter Application Date]
 - The date range of the application date filter applied to the pool of applicants to create the list of applications on a certificate.



Staffing Reports

Data Model Changes

Application Final or Display Rating - **deployed November 17th**

Added a new query item that shows the Application Final Rating where available, and where not available, displays the Application Display Rating so that users can see a rating for all applicants in a single column.

- [Applications].[Application Ratings].[Application Final or Display Rating]

Production Statistics Namespace - **deployed November 17th**

Added a new namespace to facilitate reporting of common production statistics over time. The namespace contains a single query subject, Production Statistics by Week, with the following query items:

- Organization Name
- Office Name
- Calendar Year
- Calendar Month Number
- Calendar Month
- Calendar Week
- Fiscal Month Number
- Application Count
- Announcements Opened Count
- Certificates Issued Count
- Selections Made Count
- Entry on Duty Count



Staffing Reports

New/Modified Reports

Modified: Applicant List by Vacancy Report - deployed October 20th

Added Application Grade to the report

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > Applicant Lists

Modified: Certificates with Selections Report - deployed October 20th

Changed the name of the report (formerly titled Certificate with Selections Report) and added Certificate Issuer to the report

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > Certificate



Staffing Reports

New/Modified Reports

Modified: Applicant Touch Points Summary Report - deployed November 17th

Changed the name of the report (formerly titled Applicant Touch Points Report). Made the following changes:

- Added a page for Application Received touch point
- Added prompts for Organization and Office
- Simplified the query structure and logic used to determine when touch points are required
- Added drill-through capability to the new Applicant Touch Points by Vacancy Report

[Team Content](#) > [USA Staffing Packages and Folders](#) > [Staffing Reports](#) > [Staffing](#) > [Application](#)

New: Applicant Touch Points by Vacancy Report - deployed November 17th

Provides a list of applicants by vacancy and the status of applicant notifications of type: Application Received, Notice of Results, Notice of Referral, and Disposition.

[Team Content](#) > [USA Staffing Packages and Folders](#) > [Staffing Reports](#) > [Staffing](#) > [Application](#)



New Hire (End of Day)

New Data Model

New Hire (End of Day) data package - **deployed November 17th**

This new data package contains a re-creation of the New Hire namespace from Staffing Reports, however rather than data being near real-time, data is loaded on a nightly basis.

- Most of the same query items and subjects available in the Staffing Reports model are available, however items and subjects created during or after the time the package was being developed are not yet available (e.g., New Hire Notifications, New Hire Onboarding Invitations). They will be added in upcoming sprints.

Team Content > USA Staffing Packages and Folders > New Hire (End of Day)



New Hire (End of Day)

New/Modified Reports

Modified: eOPF Transmission Report - deployed November 21st

Displays the status of the transmission of eOPF documents and forms. Modified to use the New Hire (End of Day) package.

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > New Hire

Modified: New Hire Detail Report - deployed November 21st

Displays a list of new hires by organization, office, and/or customer. Modified to use the New Hire (End of Day) package.

Team Content > USA Staffing Packages and Folders > Staffing Reports > Staffing > New Hire

Cognos Performance

Report Performance Metrics when using Staffing Reports

Report Name	Average	Maximum
eOPF Form Transmission Report	4.9 minutes	315.3 minutes
New Hire Detail Report	3.7 minutes	714.1 minutes

Using the New Hire (End of Day) package, performance of these reports will be dramatically improved



Cognos Tips



Replacing a Report's Data Package

Following the November 17 2018, release, users should **migrate their custom reports** that utilize only new hire data to use the **New Hire (End of Day)** package*

Process:

1. Open the report for editing
2. Click the Data icon
3. Right-click on the Staffing Reports package, select *Replace package*
4. Click OK on the warning pop-up

The screenshot shows the USA Staffing application interface. The 'Data items' pane is open, showing a tree view with 'Staffing Report' selected. A context menu is open over 'Staffing Report', with 'Replace package' highlighted. A warning dialog box is displayed at the bottom, asking 'Replacing a package replaces model paths in linked queries. Do you want to continue?' with 'OK' and 'Cancel' buttons. Red boxes and arrows highlight the 'Staffing Report' selection, the 'Replace package' option, and the 'OK' button.

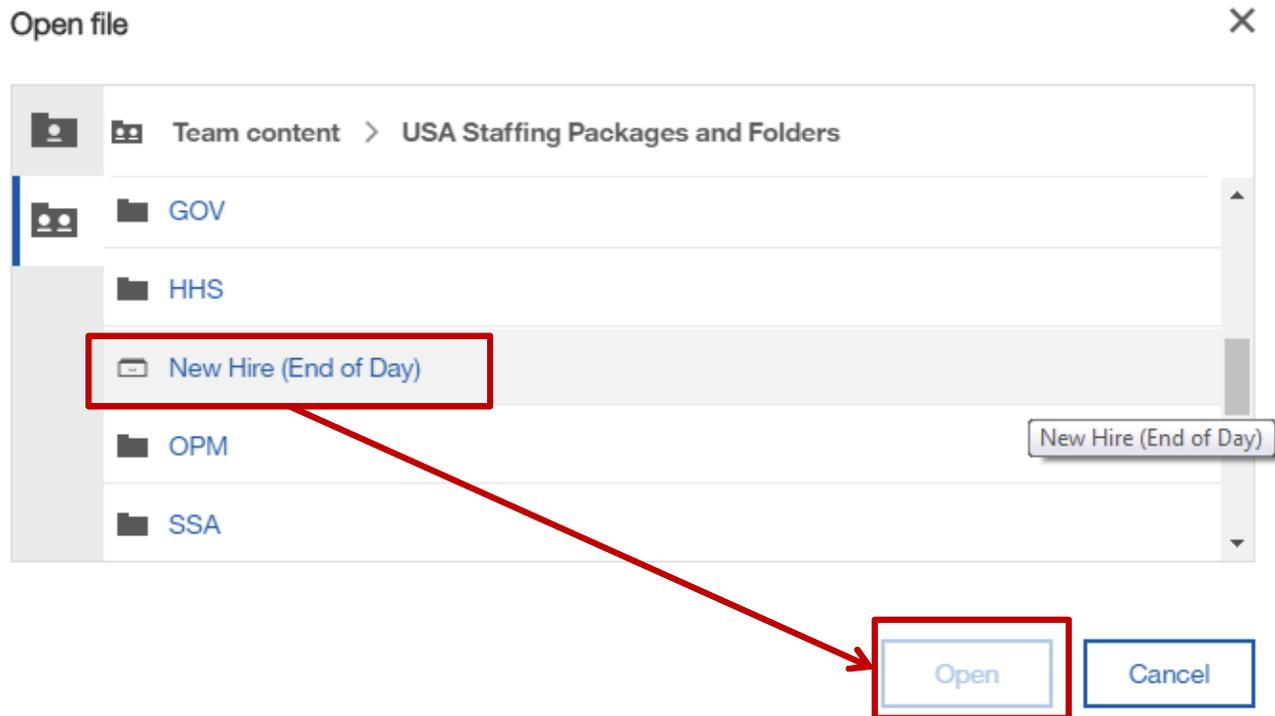
*Assuming live data is not required for the report



Replacing a Report's Data Package

Process:

5. Navigate to and click on New Hire (End of Day) in USA Staffing Packages and Folders
6. Click *Open*



Research Opportunity



Research Opportunity

Anonymous Application Procedures Pilot Test Invitation

- Partner with the General Service Administration's Office of Evaluation Sciences and the USAJOBS and USA Staffing groups to test the effectiveness of removing identifying information (name, gender, race, address, etc.) on resumes on the hiring of diverse candidates.
 - This evaluation is designed to reduce unconscious bias and stereotyping in the hiring process.
 - Removing identifying information from resumes may improve key outcomes for applicants including callback rates for an interview and actual hiring rates or job offers.
- If interested in discussing participation in a pilot program, please contact Ben Liberman at Benjamin.Liberman@opm.gov or 202-905-1261.



Open 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/USASUpgrResCtr/index.php/USA_Staffing_Upgrade_Resource_Center

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**

