

E-MAIL ALSPO L/08

Subj: SPO METRICS

Ref: (a) [E-Mail ALSPO E/08; SPO Timeliness Cube](#)

Introduction This E-Mail ALSPO message announces that SPO accuracy measurements have been added to the SPO Timeliness Cube (see reference (a) for more information on the Timeliness Cube). The name of the cube has been changed to SPO Metrics.

Two of the key areas that PSC is striving to improve are accuracy and timeliness of document submission. Improvement in these areas would drastically cut down on underpayments and overpayments and also provide accurate and timely payments to our CG members.

Discussion The SPO Metrics Cube encompasses all documents submitted by the unit and the SPO. As a reminder, SPOs are ultimately responsible for all units/members they service. The timeliness portion of the cube represents all documents submitted. The accuracy portion of the cube does not reflect system errors nor does it reflect out of range errors (transactions outside the normal 6 months processing period) since this information is captured in the timeliness portion. The accuracy portion only reflects user errors.

In the past, SPOs were given a report that reflected the accuracy percentage of documents submitted with no means to determine the cause of the errors. With the SPO Metrics cube, SPOs can drill all the way down to the root cause!

Continued on next page

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SPO Metrics Cube Benefits

The SPO Metrics Cube has multiple benefits:

- Provides a tool for SPO self management
 - Identifies SPO strengths and weaknesses
 - Improves SPO productivity
 - Produces charts and reports
 - SPO managers will have a basis to communicate expectations/goals
 - Identifies training needs
 - Better service to our customers
 - Provides data for CG audit
-

Accuracy Measures

The details of the accuracy portion of the SPO Metrics Cube are as follows:

- ❖ Exception Count – Represents number of errors by SPO for the month listed (Note: If it's the first or last month represented in the cube it may not be a full month).
- ❖ Exception Cycles – Represents an “average” number of cycles (weeks) it takes to correct an error. Color coding for Exception Cycles as follows:

0.0 to 1.0 is green
1.1 to 2.9 is yellow
Any thing over 3.0 is red

- ❖ Percent Accurate – Represents a percentage of correct documents submitted based on total document count and total exception count.

98 % and above is green
95% to 97.9% is yellow
94.9% and below is red

Continued on next page

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Accuracy Measures
(continued)

Please do not try to challenge or argue with your PSC Exception Review Team (MAS-ERT) auditor about how an error is assigned. All errors will be assigned equally and will not be changed.

Remember: Percent Accurate does not include system errors or out of range errors. Percent Accurate is strictly user errors!

Timeliness Portion Update

Based on your feedback and input at the recent SPO Conference/Customer Advisory Council Meeting, we have modified the timeliness portion of the SPO Metrics Cube:

- Leave - we were able to modify the logic to account for Leave (3C) using the ending date (date of return) versus the effective date (date of departure) in the timeliness portion of the cube.
- Extensions – we are using the signature date as the effective date for the agreement to extend/re-extend transactions (P154/P159). The begin date of the extension/re-extension (P198/P199) transaction is being used as the effective date.

We were not able to modify the logic on FSA, HDP, BAH-TR or Aviation Pay entitlements. However, you have the ability to drill down and determine the causes of delay on every document submitted.

Procedures

Enclosure (1) provides detailed procedures for using the SPO Metrics Cube. This is a fantastic tool to use for management, training, and process improvement. Please see what your SPO can do to improve timeliness and accuracy of document submission. Our CG members expect a level of excellence from us and we have a responsibility to give that to them.

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Questions Questions regarding the content of this E-Mail ALSPO may be directed to PSC Customer Care at:

 <http://www.uscg.mil/hr/psc/ccb/>

Note: In our efforts to remain focused on urgent and important pay and travel requests, we will not address questions about the SPO Metrics Cube via telephone. Please use the on-line ticket and a customer service representative will contact you to address your question.

Released by Internet release authorized.

/s/
J. D. PHILLIPS, CAPT, USCG
Commanding Officer — PSC

Encl: (1) SPO Metrics User Guide

Steps for Using CGBI “cubes”

This job aid has been designed using the actual CGBI SPO Metrics cube. First, access CG Central. Once you are in CG Central, click on the “CG Analytics” tab.

CYNTHIA LUNA
Last logged in: 04/14/08 14:41:20 ET

Search: CG Central CGWeb Both

Our CG | My Workspace | Units | Communities | **CG Analytics** | Resources | Learning | CG Central Help

CG Analytics

Customize Content
Customize Layout

CGBI Overview
CGBI Training
Enterprise Measures Management
CGBI Help
CGBI Updates
CG Activities Dictionary
Partner Initiatives

CGBI Executive Scorecard
COMMANDANT (000748) (Select Area/District)
Generated on data as of March 31, 2008

EXECUTIVE SCORECARD

	Current FY	Yearly Comparison
Maritime Mobility		
CAGs	348	↓ [X]
PSC Exams	10466	↑ [X]
Maritime Safety		
% Lives Saved	82%	↓ [X]
% Lives Saved ACGN	93%	↓ [X]
Lives Saved	1930	↑ [X]
EV Exams	2462	↓ [X]

CGBI Cubes & Reports
CGBI News

After clicking the CG Analytics tab, locate the “CGBI Cubes & Reports” portlet (block):

My Workspace | Our CG | My Unit | Communities | **CG Analytics** | Resources | CG Directory | Learn

CG Analytics

Customize Content
Customize Layout

CGBI Overview
CGBI Training
CG Measures Dictionary
CGBI Help
CGBI Updates
CGBI Knowledge Base
CG Activities Dictionary
Partner Initiatives

CGBI Executive Scorecard by Organization
COMMANDANT (000748) (Select Area/District)
Generated on data as of April 30, 2006

EXECUTIVE SCORECARD

	Current FY	Yearly Comparison
Maritime Mobility		
Collisions / Allisions / Groundings	1261	↓ [X]
PSC Exams	12113	↓ [X]
Maritime Safety		
Percent Lives Saved	79%	↓ [X]
Number Lives Saved	2286	↓ [X]
Number Fishing Vessel		↓ [X]

CGBI Cubes & Reports
CGBI News

CGBI Cubes and Reports

CUBES & REPORTS View: Measure Type

CGBI Toolbox
CGBI TOOLBOX
As of May 11, 2006 with [data](#)

Launch Measures Repository
Description: Measures Repository uses an online database to create, track, and report on RMS measures.

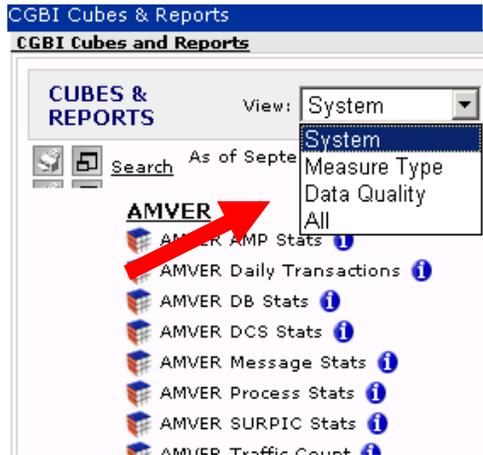
Launch PAA
Description: PAA is a reporting tool used to monitor

CGBI Overview
Note on Important System Updates

This portlet contains a mixture of CGBI cubes and CGBI reports. This job aid provides basics on how to manipulate (“spin”) the cubes to obtain the specific customized information you want, and how to bookmark the cube so you can easily access the updated information in the future.

So you can differentiate between cubes and reports, cubes will have an  icon next to the cube title. [Reports have the following icon: 

Once in the CGBI Cubes & Reports portlet, you will see a “view” box with a drop-down menu. This displays the different types of cubes and reports contained in this portlet. The view defaults to “system.”

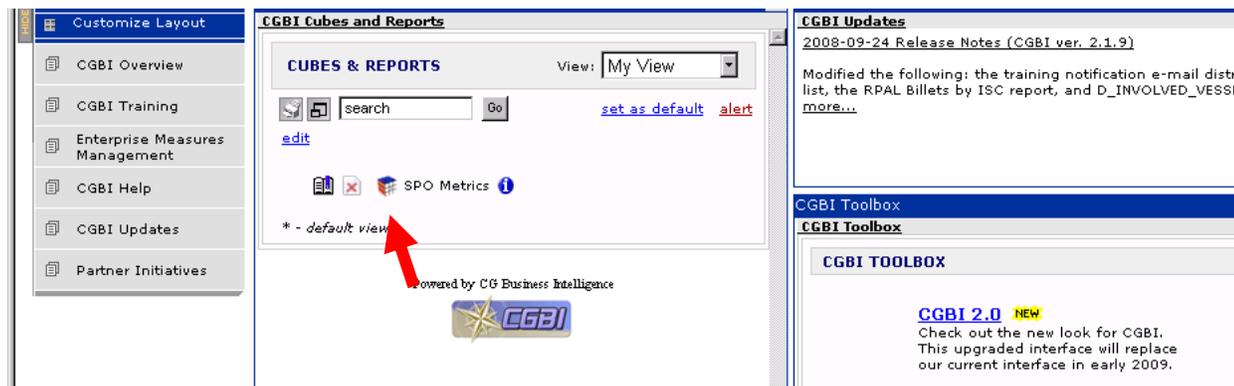


Please select “All.” It will display reports & cubes from all of the different views (System, Measure Type, and Data Quality). Then select the SPO Metrics cube.

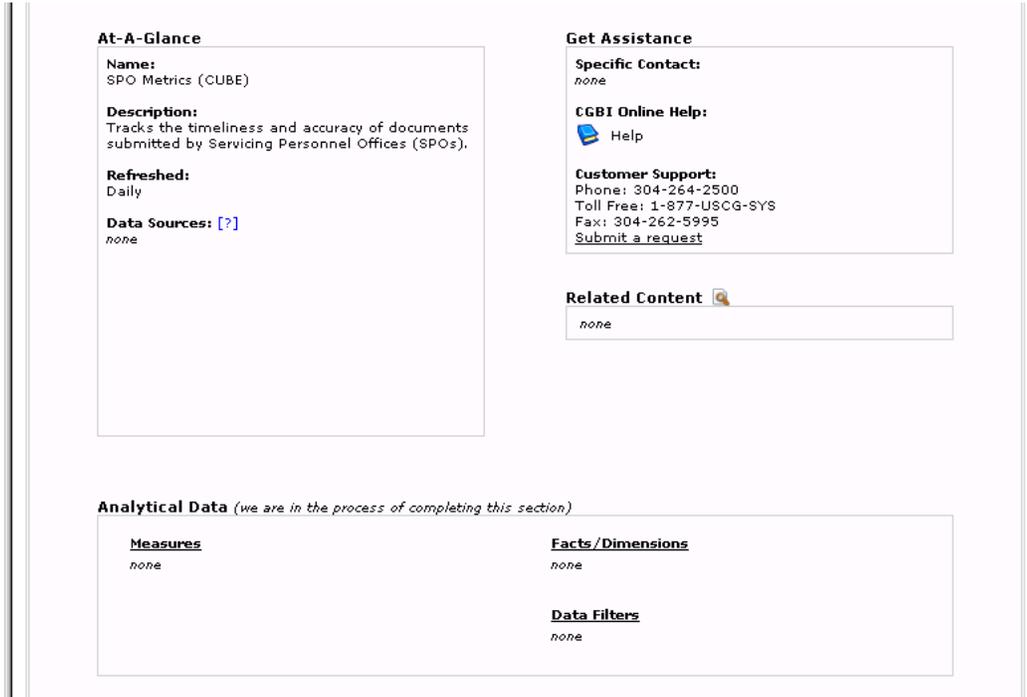
Or use the **Search function**: In the upper left-hand corner of the portlet there is a basic search functionality.



Click the “search’ link and type in the keyword(s) “SPO Metrics” and the SPO Metrics cube should be listed:



If you click on the  icon next to a cube or report, it will provide additional information about that particular cube/report:



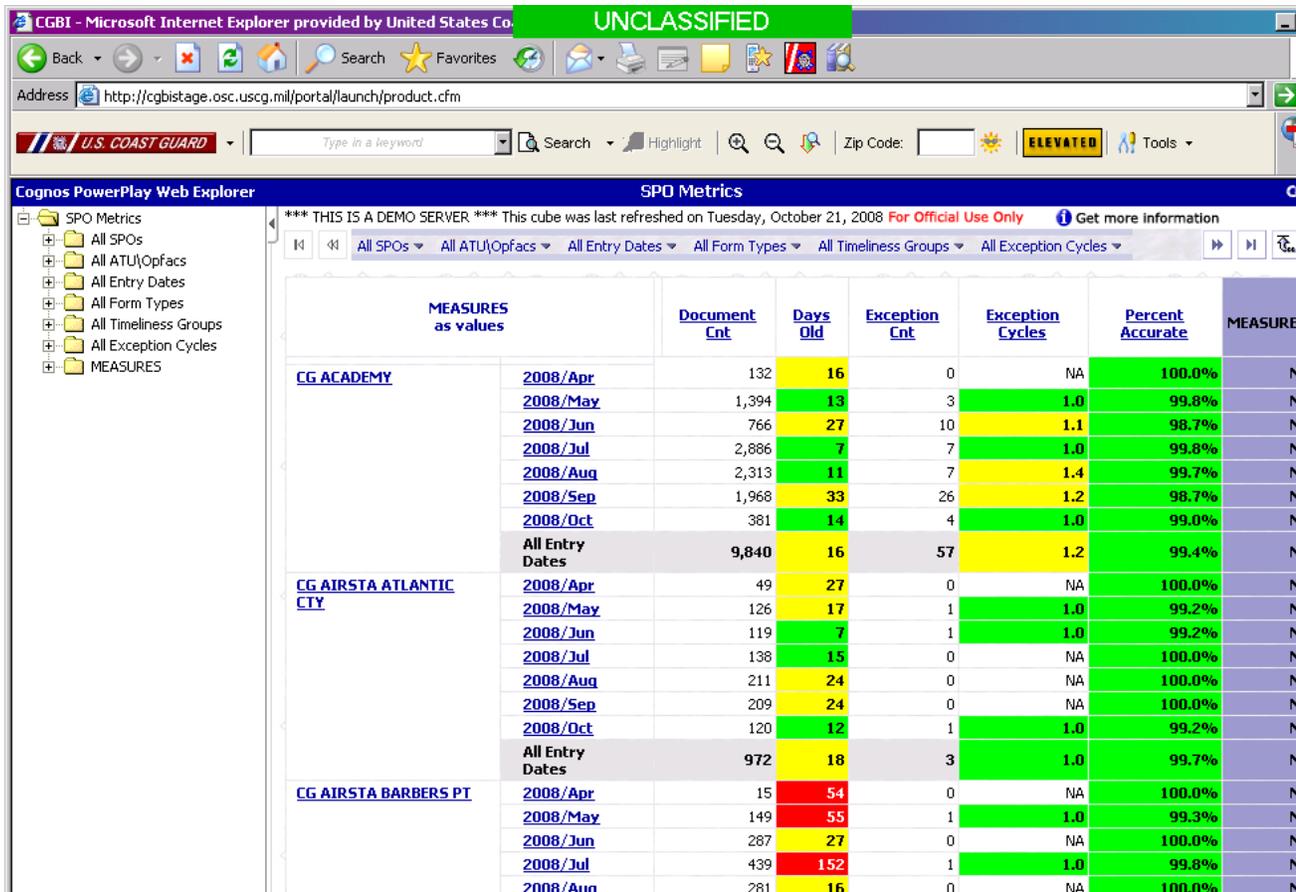
The screenshot shows a web interface with several sections:

- At-A-Glance**
 - Name:** SPO Metrics (CUBE)
 - Description:** Tracks the timeliness and accuracy of documents submitted by Servicing Personnel Offices (SPOs).
 - Refreshed:** Daily
 - Data Sources:** [\[?\]](#)
none
- Get Assistance**
 - Specific Contact:** none
 - CGBI Online Help:**  [Help](#)
 - Customer Support:**
 - Phone: 304-264-2500
 - Toll Free: 1-877-USCG-SYS
 - Fax: 304-262-5995
 - [Submit a request](#)
- Related Content** 
none
- Analytical Data** *(we are in the process of completing this section)*
 - Measures**
none
 - Facts / Dimensions**
none
 - Data Filters**
none

******If you get “lost” while in a cube, using the “back” arrow to return to previous screens is a cube “best practice.”******

Accessing cube information –

Simply click on the SPO Metrics cube . It will bring up a window containing SPO Metrics cube data. The screen shot below is the SPO Metrics cube.



MEASURES as values	Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURE
CG ACADEMY						
2008/Apr	132	16	0	NA	100.0%	N
2008/May	1,394	13	3	1.0	99.8%	N
2008/June	766	27	10	1.1	98.7%	N
2008/Jul	2,886	7	7	1.0	99.8%	N
2008/Aug	2,313	11	7	1.4	99.7%	N
2008/Sep	1,968	33	26	1.2	98.7%	N
2008/Oct	381	14	4	1.0	99.0%	N
All Entry Dates	9,840	16	57	1.2	99.4%	N
CG AIRSTA ATLANTIC CITY						
2008/Apr	49	27	0	NA	100.0%	N
2008/May	126	17	1	1.0	99.2%	N
2008/June	119	7	1	1.0	99.2%	N
2008/Jul	138	15	0	NA	100.0%	N
2008/Aug	211	24	0	NA	100.0%	N
2008/Sep	209	24	0	NA	100.0%	N
2008/Oct	120	12	1	1.0	99.2%	N
All Entry Dates	972	18	3	1.0	99.7%	N
CG AIRSTA BARBERS PT						
2008/Apr	15	54	0	NA	100.0%	N
2008/May	149	55	1	1.0	99.3%	N
2008/June	287	27	0	NA	100.0%	N
2008/Jul	439	152	1	1.0	99.8%	N
2008/Aug	281	16	0	NA	100.0%	N

Using the example screen shot above, the SPO Metrics cube represents exactly 6 months of data. Meaning if it's the first or last month represented in the cube, it may not be a full month. Using the example above, 2008/Apr may be the last two weeks of Apr and 2008/Oct may only be the first two weeks of Oct.

The first column under *Measures as Values* represents all SPOs.

The second column under *Measures as Values* represents 6 months worth of data listed by year/month.

The Document Count column represents number of documents submitted for the month in the corresponding column and a total number of documents for *All Entry Dates* (6 months worth).

The Days Old column represents an “average” of all documents submitted for the month in the corresponding column. All Entry Dates represents the “average” for the entire 6 months of data provided.

Green represents documents submitted less than 16 days.

Yellow represents documents submitted 16 to 45 days.

Red represents documents submitted greater than 45+ days.

The Exception Count column represents number of errors by SPO for month listed.

The Exception Cycles column represents an “average” number of cycles (weeks) it takes to correct an error. Color coding for Exception Cycles as follows:

0.0 to 1.0 and under is **green**

1.1 to 2.9 is **yellow**

Anything over 3.0 is **red**

The Percent Accurate column represents a percentage of correct documents submitted based on total document count and total exception count.

98 % and above is **green**.

95% to 97.9% is **yellow**.

94.9% and below is **red**.

Remember: Percent Accurate does not include system errors or out of range errors. Percent Accurate is strictly user errors!

The Measures column does not represent anything.

The ALL SPOs bar at the bottom of SPO Metrics screen represents total documents submitted, average days old, total errors, average exception cycles and percentage accurate for all SPOs **CG wide**.

2008/Jul	385	38	0	NA	100.0%
2008/Aug	265	12	0	NA	100.0%
2008/Sep	227	13	0	NA	100.0%
2008/Oct	96	11	1	1.0	99.0%
All Entry Dates	1,545	21	12	1.1	99.2%
...
All SPOs	392,416	22	4,690	1.3	98.8%

Rows 1-55 of 816. Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

****Note* - the information presented is available to anyone who has access to CG Central.***

How to “spin” cubes:

Let’s use a specific example to determine how to manipulate cubes to provide the information you want. There are several different ways to locate your SPO. You may simply click on your SPO. If you can’t find your SPO on the first page, simply scroll down and click on the down arrow button located at the bottom of the Measures as Values column.

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Address: http://cgbistage.osc.uscg.mil/portal/launch/product.cfm

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Cognos PowerPlay Web Explorer

SPO Metrics

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	All SPOs	All ATU\Opfacs	All Entry Dates	All Form Types	All Timeliness Groups	All Exception Cycles
2008/Aug	414	47	6	1.3	98.6%	
2008/Sep	555	34	18	1.6	96.8%	
2008/Oct	340	25	5	1.0	98.5%	
All Entry Dates	3,451	25	48	1.3	98.6%	
CG AIRSTA DETROIT						
2008/May	47	67	0	NA	100.0%	
2008/June	99	12	0	NA	100.0%	
2008/July	117	12	2	1.0	98.3%	
2008/Aug	113	13	0	NA	100.0%	
2008/Sept	76	24	2	1.0	97.4%	
2008/Oct	39	13	0	NA	100.0%	
All Entry Dates	491	19	4	1.0	99.2%	
CG AIRSTA ELIZ CITY						
2008/Apr	70	16	0	NA	100.0%	
2008/May	180	29	3	1.3	98.3%	
2008/June	322	11	8	1.0	97.5%	
2008/July	385	38	0	NA	100.0%	
2008/Aug	265	12	0	NA	100.0%	
2008/Sept	227	13	0	NA	100.0%	
2008/Oct	96	11	1	1.0	99.0%	
All Entry Dates	1,545	21	12	1.1	99.2%	
All SPOs	392,416	22	4,690	1.3	98.8%	

Rows 1-55 of 816. Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

Or to change your display options so all SPOs are viewable, left-click on the icon from the bottom toolbar



Then select all available rows and all columns, and then select OK. Then you should be able to scroll down and locate your SPO - All SPOs should be listed. Once all SPOs are listed you can use Control F to locate your SPO.

2008/June 83 8 0 NA 100.0%

Display Options

Display Measures: as values

Number of Rows: All

Number of Columns: All

Hide Calculated Categories defined in the cube

Show short names

OK Cancel Apply

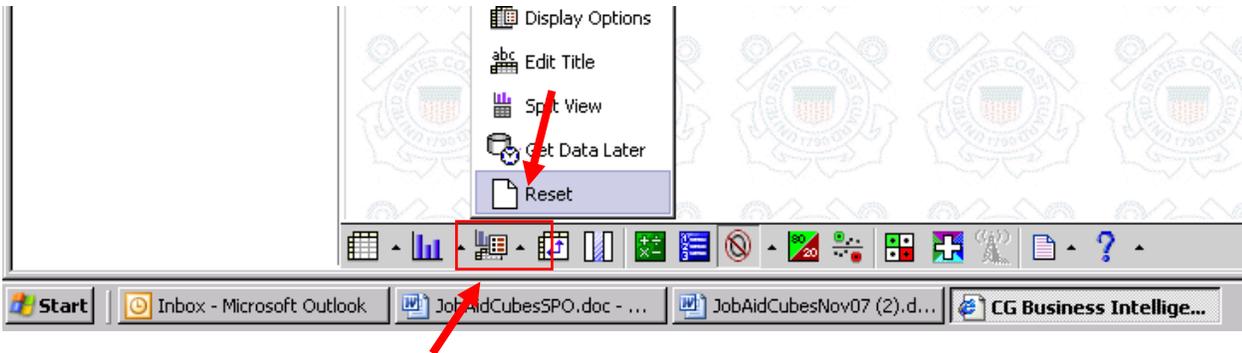
Once you have located and clicked on your SPO by using one of the paths above, the screen should only show your SPO's data.

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CG ACADEMY All ATU\Opfacs All Entry Dates All Form Types All Timeliness Groups All Exception Cycles

MEASURES as values		Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	2008/Apr	132	16	0	NA	100.0%	NA
	2008/May	1,394	13	3	1.0	99.8%	NA
	2008/Jun	766	27	10	1.1	98.7%	NA
	2008/Jul	2,886	7	7	1.0	99.8%	NA
	2008/Aug	2,313	11	7	1.4	99.7%	NA
	2008/Sep	1,968	33	26	1.2	98.7%	NA
	2008/Oct	381	14	4	1.0	99.0%	NA

Quick hint - If at any time you mess up and want to return to the original screen just click on the **Display Options** button at the bottom of the screen (third button from the left) then click on **“Reset.”** The **Reset** button will take you back to the beginning.



To see all of the units your SPO services. Right Click on All ATU's/OPFAC folder on left side of screen, then click on nest rows. You can now see that CG Academy SPO Services ATU/OPFAC 20 and 60.

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Address: http://cgbistage.osc.uscg.mil/portal/launch/product.cfm

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Cognos PowerPlay Web Explorer SPO Metrics

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CG ACADEMY All ATU\Opfacs All Entry Dates All Form Types All Timeliness Groups All Exception Cycles

MEASURES as values	Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY 2008/Apr 20	1	0	0	NA	100.0%	NA
CG ACADEMY 2008/Apr 60	131	17	0	NA	100.0%	NA
CG ACADEMY 2008/Apr All ATU\Opfacs	132	16	0	NA	100.0%	NA
CG ACADEMY 2008/May 20	2	3	0	NA	100.0%	NA
CG ACADEMY 2008/May 60	1,392	13	3	1.0	99.8%	NA
CG ACADEMY 2008/May All ATU\Opfacs	1,394	13	3	1.0	99.8%	NA
CG ACADEMY 2008/Jun 60	766	27	10	1.1	98.7%	NA
CG ACADEMY 2008/Jun All ATU\Opfacs	766	27	10	1.1	98.7%	NA
CG ACADEMY 2008/Jul 20	2	22	0	NA	100.0%	NA

Next click on the month you would like to view and it will bring up the daily stats for that month. For this example the month of October 2008 was selected.

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Cognos PowerPlay Web Explorer SPO Metrics

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CG ACADEMY All ATU\Opfacs 2008/Oct All Form Types All Timeliness Groups All Exception Cycles

MEASURES as values	Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY 2008/10/01 20	3	39	0	NA	100.0%	NA
CG ACADEMY 2008/10/01 60	52	40	0	NA	100.0%	NA
CG ACADEMY 2008/10/01 All ATU\Opfacs	55	40	0	NA	100.0%	NA
CG ACADEMY 2008/10/02 60	94	6	1	1.0	98.9%	NA
CG ACADEMY 2008/10/02 All ATU\Opfacs	94	6	1	1.0	98.9%	NA
CG ACADEMY 2008/10/03 60	50	12	1	1.0	98.0%	NA
CG ACADEMY 2008/10/03 All ATU\Opfacs	50	12	1	1.0	98.0%	NA
CG ACADEMY 2008/10/06 60	20	10	0	NA	100.0%	NA
CG ACADEMY 2008/10/06 All ATU\Opfacs	20	10	0	NA	100.0%	NA
CG ACADEMY 2008/10/07 60	28	4	0	NA	100.0%	NA
CG ACADEMY 2008/10/07 All ATU\Opfacs	28	4	0	NA	100.0%	NA
CG ACADEMY 2008/10/08 60	24	10	1	1.0	95.8%	NA
CG ACADEMY 2008/10/08 All ATU\Opfacs	24	10	1	1.0	95.8%	NA
CG ACADEMY 2008/10/09 60	16	17	1	1.0	93.8%	NA
CG ACADEMY 2008/10/09 All ATU\Opfacs	16	17	1	1.0	93.8%	NA
CG ACADEMY 2008/10/10 60	17	4	0	NA	100.0%	NA
CG ACADEMY 2008/10/10 All ATU\Opfacs	17	4	0	NA	100.0%	NA

To view activities for a particular day, click on the day you would like to view. In this example 9 October 2008 was selected:

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	2008/10/09	60	16	17	1	1.0	93.8%	NA
		All ATU\Opfacs	16	17	1	1.0	93.8%	NA
CG ACADEMY			16	17	1	1.0	93.8%	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

To find the root cause of the average of 17 days old on 9 Oct 2008, in the left column right click on All Form Types and select nest row.

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	2008/10/09	60	9	30	0	NA	100.0%	NA
		L63	2	0	0	NA	100.0%	NA
		L64	3	1	1	1.0	66.7%	NA
		L6E	1	0	0	NA	100.0%	NA
		L6F	1	0	0	NA	100.0%	NA
		All Form Types	16	17	1	1.0	93.8%	NA
All ATU\Opfacs			16	17	1	1.0	93.8%	NA
CG ACADEMY			16	17	1	1.0	93.8%	NA

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

The various form types submitted on this day are now represented. The problem appears to be L63's (or Leave transactions). We can also see that there was an exception on an L67. To find out what the L67 is simply click on it.

U.S. COAST GUARD | Type in a keyword | Search | Highlight | Zip Code: | ELEVATED | Tools

Cognos PowerPlay Web Explorer | SPO Metrics | COGNOS

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CG ACADEMY | All ATU\Opfacs | 2008/10/09 | L67 | All Timeliness Groups | All Exception Cycles

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES	
CG ACADEMY	2008/10/09	60	P555	1	1	0	NA	100.0%	NA
			P607	1	1	1	1.0	0.0%	NA
			R991	1	0	0	NA	100.0%	NA
			L67	3	1	1	1.0	66.7%	NA
		All ATU\Opfacs	3	1	1	1.0	66.7%	NA	
CG ACADEMY			3	1	1	1.0	66.7%	NA	

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

To determine exactly what the P607 represents simply click on P607. Starting ENL BAS appears to be the root cause of the error for this particular day.

U.S. COAST GUARD | Type in a keyword | Search | Highlight | Zip Code: | ELEVATED | Tools

Cognos PowerPlay Web Explorer | SPO Metrics | COGNOS

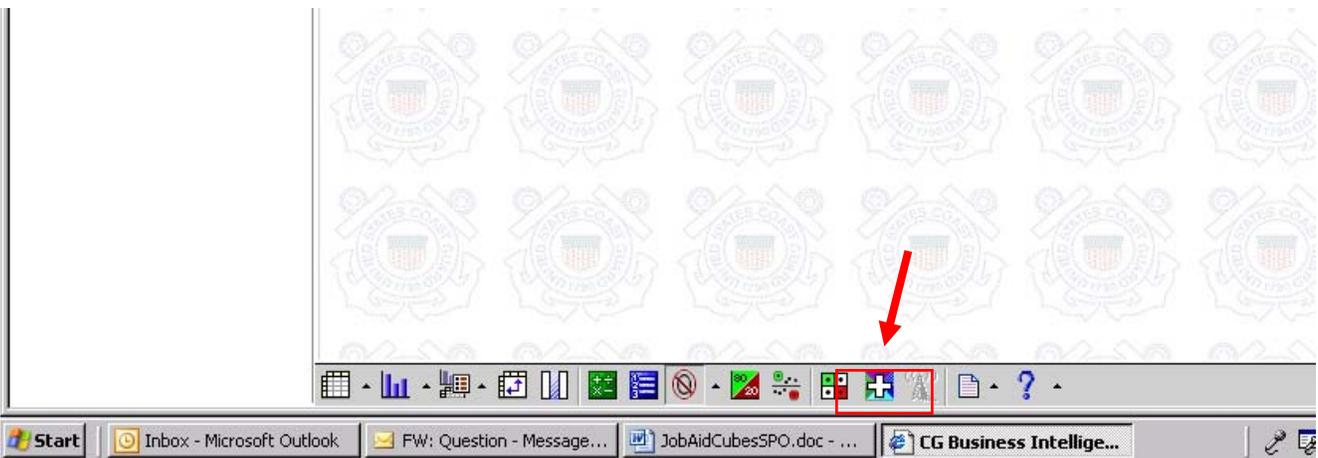
*** THIS IS A DEMO SERVER *** This cube was last refreshed on Tuesday, October 21, 2008 For Official Use Only | Get more information

CG ACADEMY | All ATU\Opfacs | 2008/10/09 | P607 | All Timeliness Groups | All Exception Cycles

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	MEASURES	
CG ACADEMY	2008/10/09	60	Start ENL BAS	1	1	1	1.0	NA
			P607	1	1	1	1.0	NA
			All ATU\Opfacs	1	1	1	1.0	NA
CG ACADEMY			1	1	1	1.0	NA	

Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values

To drill down to who submitted the transaction and who the document was submitted on click on Start ENL BAS and then click on the Drill Through button at the bottom of the screen (the plus sign on the bottom tool bar):



This will bring up an excel report giving detailed information on the document submitted.

	A	B	C	D	E	F	G	H	I	J	K	
1	For Official Use Only											
2												
3	ATU	OPFAC	Department	Entry Date	Audit Action	Audit Oprid	Form Type	Action Id	Description	Jumps	Trans Date	Jumps Tra
4	60	60100	CG ACADEMY	10/09/2008	A	1042944	L67	P607	Start ENL BAS		10/08/2008	
5												
6												

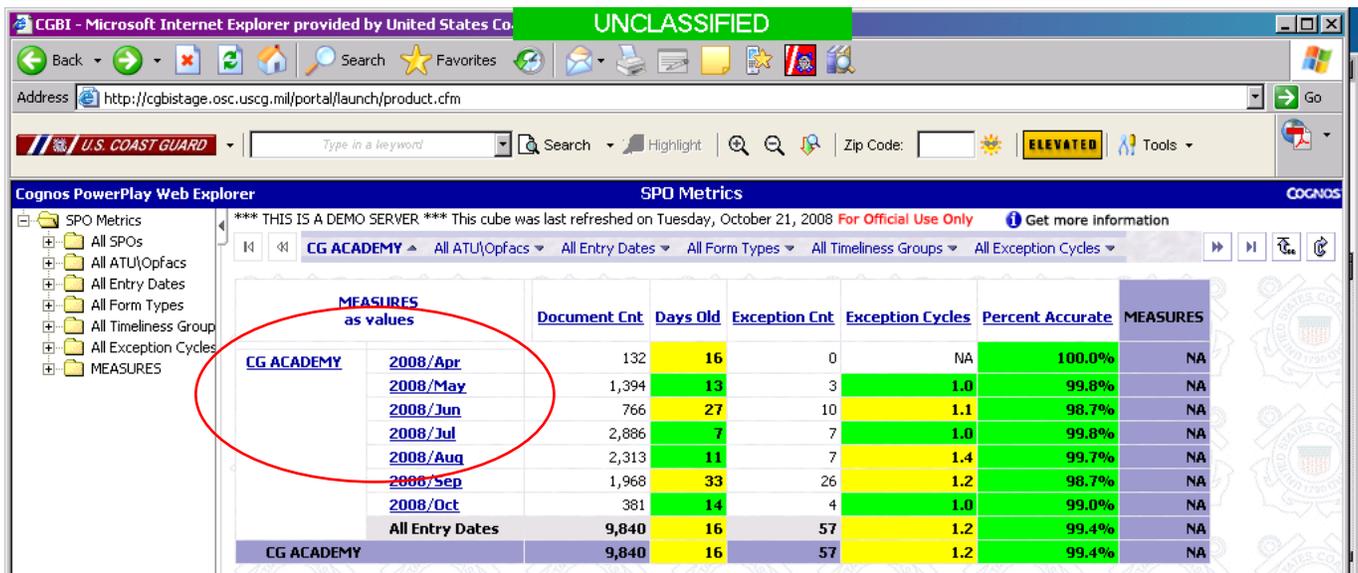
After closing (or save) the excel file hit the return button in the right hand corner of the screen to return to SPO Metrics screen.

****This was a short example of how to drill down to the root cause of the timeliness or accuracy of a document. CGBI cubes/reports have numerous options and functionalities that will allow you to slice and dice this information in many different ways. As you learn your way around you will discover many different tools that will help you identify training and developmental needs.****

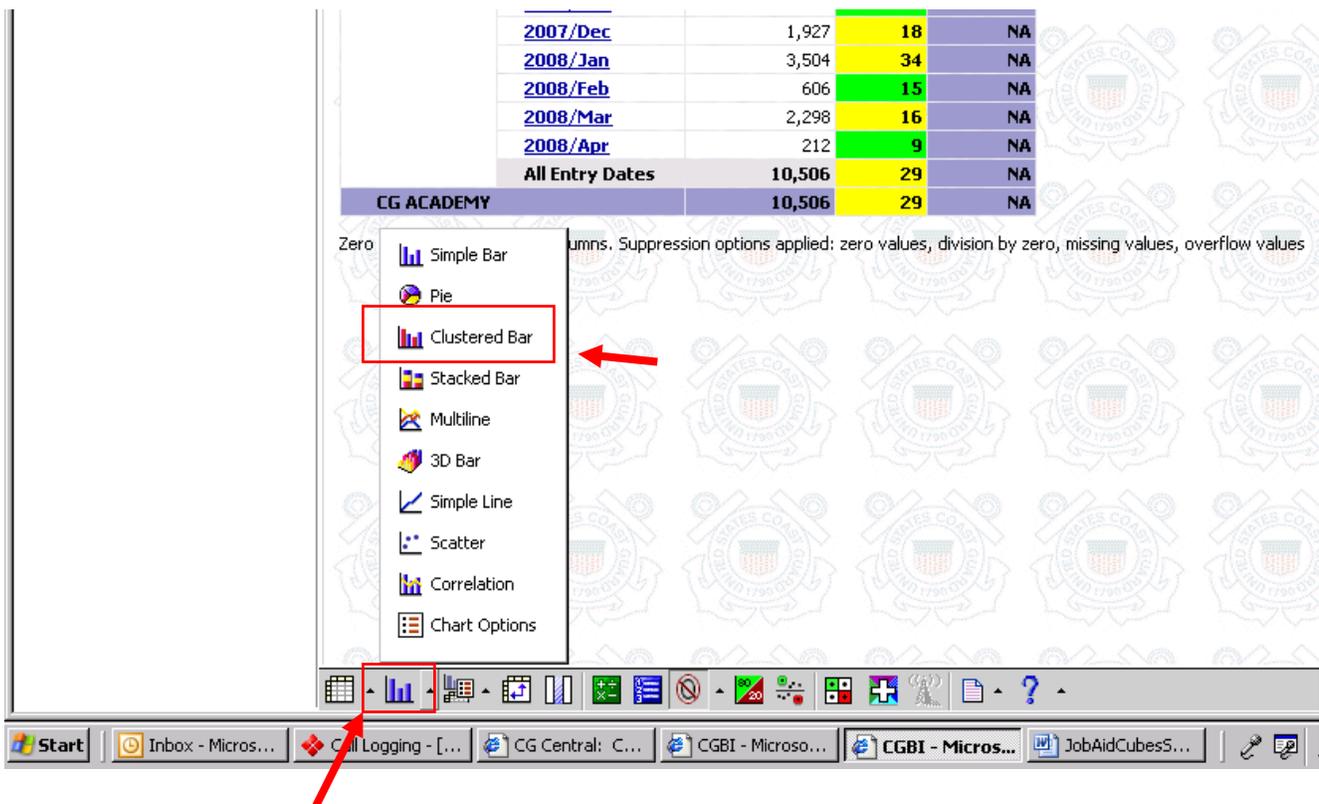
*****If you get “lost” while in a cube, using the “back” arrow to return to previous screens is a cube “best practice.”*****

Reports:

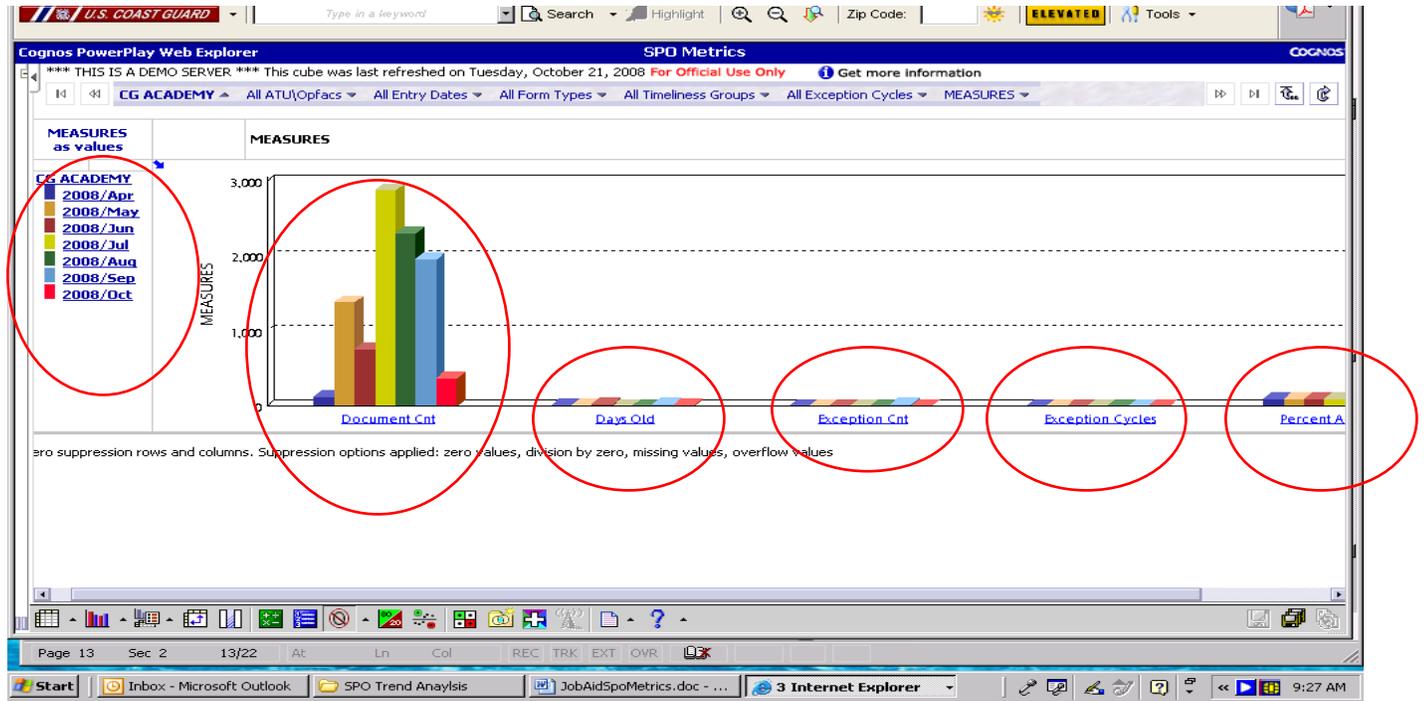
There are several different types of reports/charts you can choose from. Let's say you wanted to prepare a timeliness and accuracy report for your SPO. Select your SPO only.



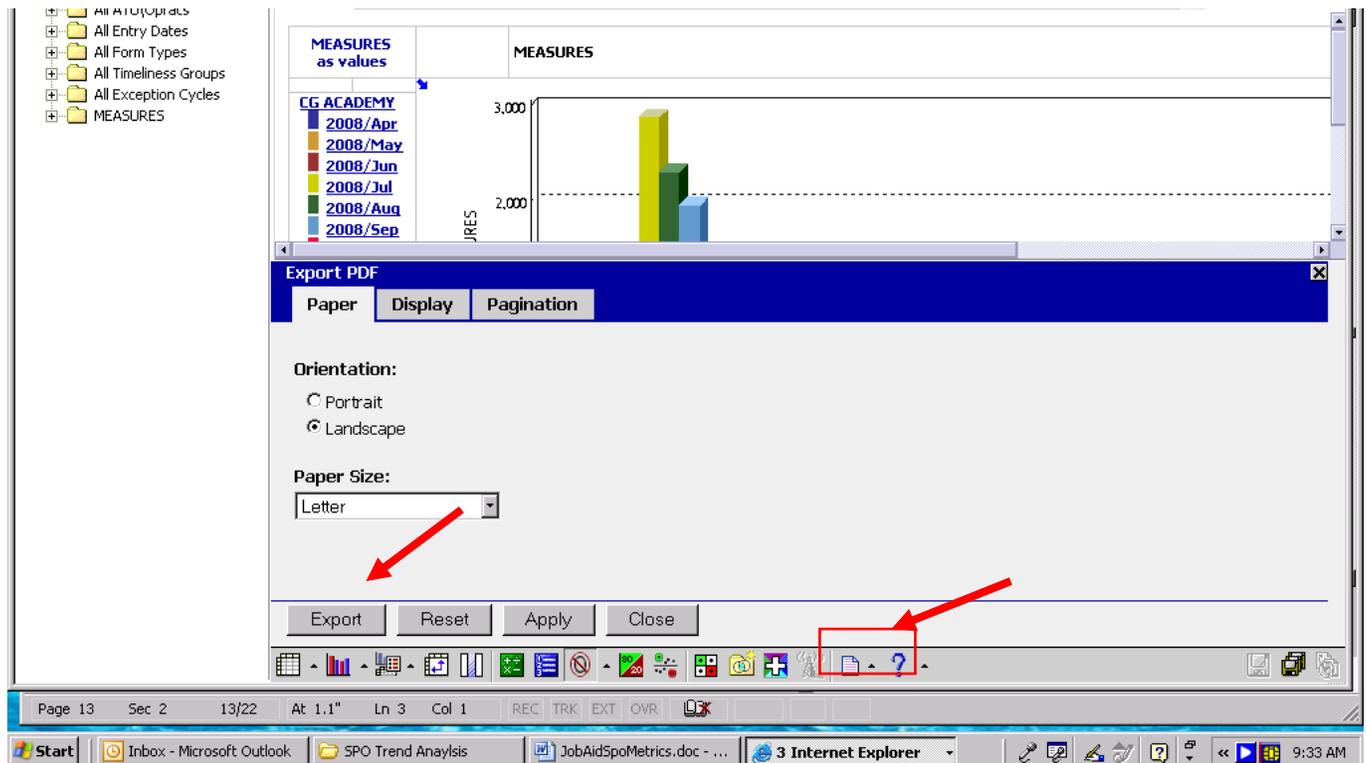
Then click on the charts button on the tool bar at the bottom of the screen. Then select the clustered bar chart.



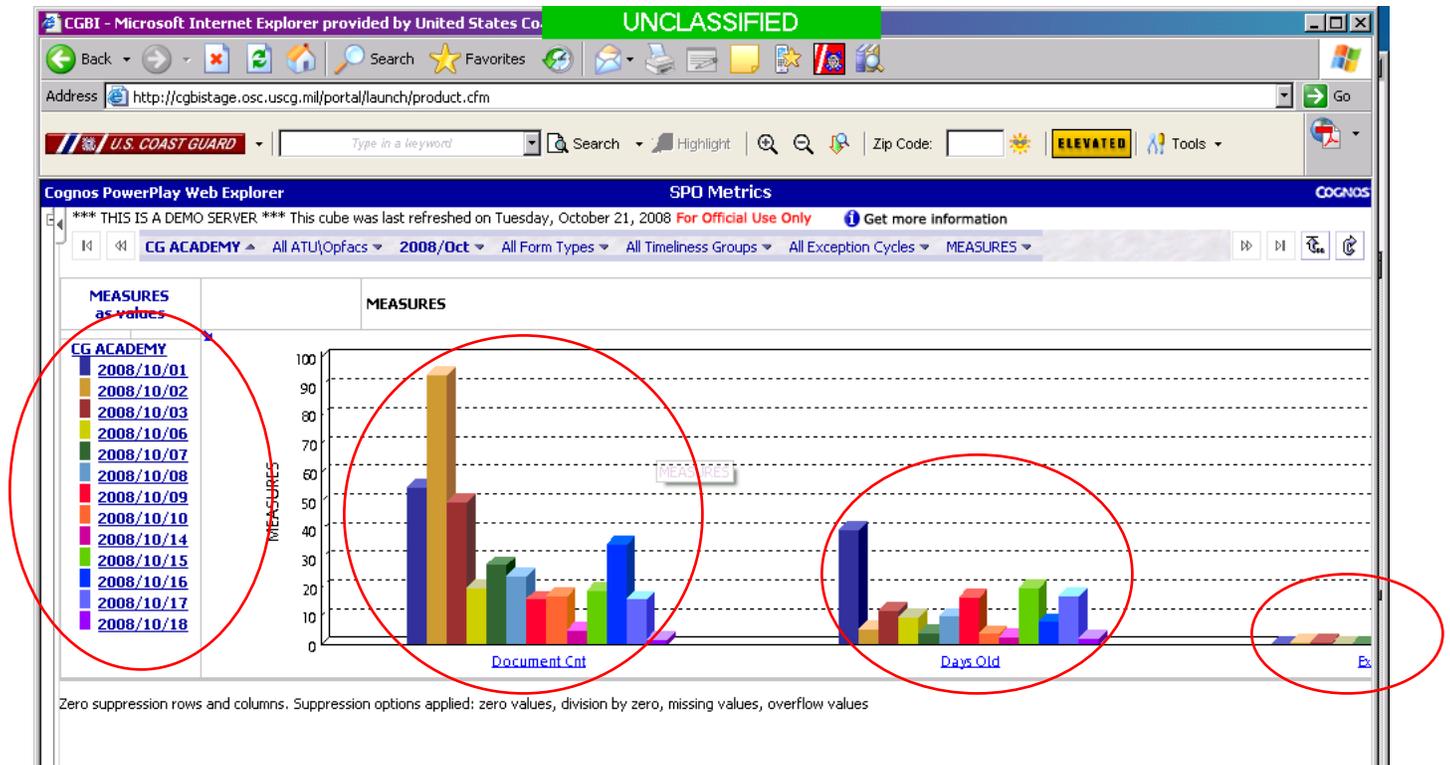
This chart selection will give you a chart showing stats for your SPO.



You can then click on the paper symbol on the tool bar at the bottom and export this file in to a PDF and save it and then email it, etc.



You can click on any month and it will break down the day by day stats for that month.



If you wanted to find out your SPO's timeliness on a particular transaction – First Select your SPO (from original starting point).

MEASURES as values

MEASURES	Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	132	16	0	NA	100.0%	NA
2008/Apr	1,394	13	3	1.0	99.8%	NA
2008/May	766	27	10	1.1	98.7%	NA
2008/Jul	2,886	7	7	1.0	99.8%	NA
2008/Aug	2,313	11	7	1.4	99.7%	NA
2008/Sep	1,968	33	26	1.2	98.7%	NA
2008/Oct	381	14	4	1.0	99.0%	NA
All Entry Dates	9,840	16	57	1.2	99.4%	NA
CG ACADEMY	9,840	16	57	1.2	99.4%	NA

For example, let's look at Agreement to Extend transactions. On the left hand side of the screen click on + next to All Form Types. Then click on the + next to L67. Then right click on P154 and select nest rows. You can now see that the Academy processed 8 Agreement to Extend documents over the last 6 months, all of them were correct, but the timeliness did not meet standards in the month of Sep 2008.

The screenshot shows a Cognos PowerPlay Web Explorer window. The browser title is "UNCLASSIFIED" and the address bar shows "http://cgbistage.osc.uscg.mil/portal/launch/product.cfm". The application title is "SPO Metrics". The main content area displays a table with the following data:

MEASURES as values		Document Cnt	Days Old	Percent Accurate	MEASURES	
CG ACADEMY	2008/May	Agree to Extend	1	3	100.0%	NA
		P154	1	3	100.0%	NA
2008/Jun	Agree to Extend	1	4	100.0%	NA	
	P154	1	4	100.0%	NA	
2008/Jul	Agree to Extend	3	0	100.0%	NA	
	P154	3	0	100.0%	NA	
2008/Sep	Agree to Extend	2	266	100.0%	NA	
	P154	2	266	100.0%	NA	
2008/Oct	Agree to Extend	1	1	100.0%	NA	
	P154	1	1	100.0%	NA	
All Entry Dates		8	68	100.0%	NA	
CG ACADEMY		8	68	100.0%	NA	

Below the table, a message states: "Zero suppression rows and columns. Suppression options applied: zero values, division by zero, missing values, overflow values".

To look at all transactions simply right click on *All Form Types* in the left column and select nest rows.

U.S. COAST GUARD | Type in a keyword | Search | Highlight | Zip Code: | ELEVATED | Tools

Cognos PowerPlay Web Explorer | SPO Metrics | COGNOS

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CG ACADEMY | All ATU\Opfacs | All Entry Dates | All Form Types | All Timeliness Groups | All Exception Cycles

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	2008/Apr	L62	1	12	0	NA	100.0%	NA
		L63	61	16	0	NA	100.0%	NA
		L64	4	0	0	NA	100.0%	NA
		L66	1	241	0	NA	100.0%	NA
		L67	43	22	0	NA	100.0%	NA
		L68	2	0	0	NA	100.0%	NA
		L6B	2	15	0	NA	100.0%	NA
		L6D	1	0	0	NA	100.0%	NA
		L6E	4	0	0	NA	100.0%	NA
		L6F	13	0	0	NA	100.0%	NA
	All Form Types	132	16	0	NA	100.0%	NA	
CG ACADEMY	2008/May	L62	3	3	0	NA	100.0%	NA
		L63	220	14	0	NA	100.0%	NA
		L64	66	139	0	NA	100.0%	NA
		L65	15	3	0	NA	100.0%	NA
		L66	49	6	0	NA	100.0%	NA
		L67	297	8	3	1.0	99.0%	NA
		L68	352	6	0	NA	100.0%	NA
		L6A	5	8	0	NA	100.0%	NA
		L6B	27	28	0	NA	100.0%	NA
		L6D	160	0	0	NA	100.0%	NA

If you are not familiar with what the form type number is simply click on the number and it will show all documents for that form type. For this example, click on L67. You can see it breaks it down by type of action.

U.S. COAST GUARD | Type in a keyword | Search | Highlight | Zip Code: | ELEVATED | Tools

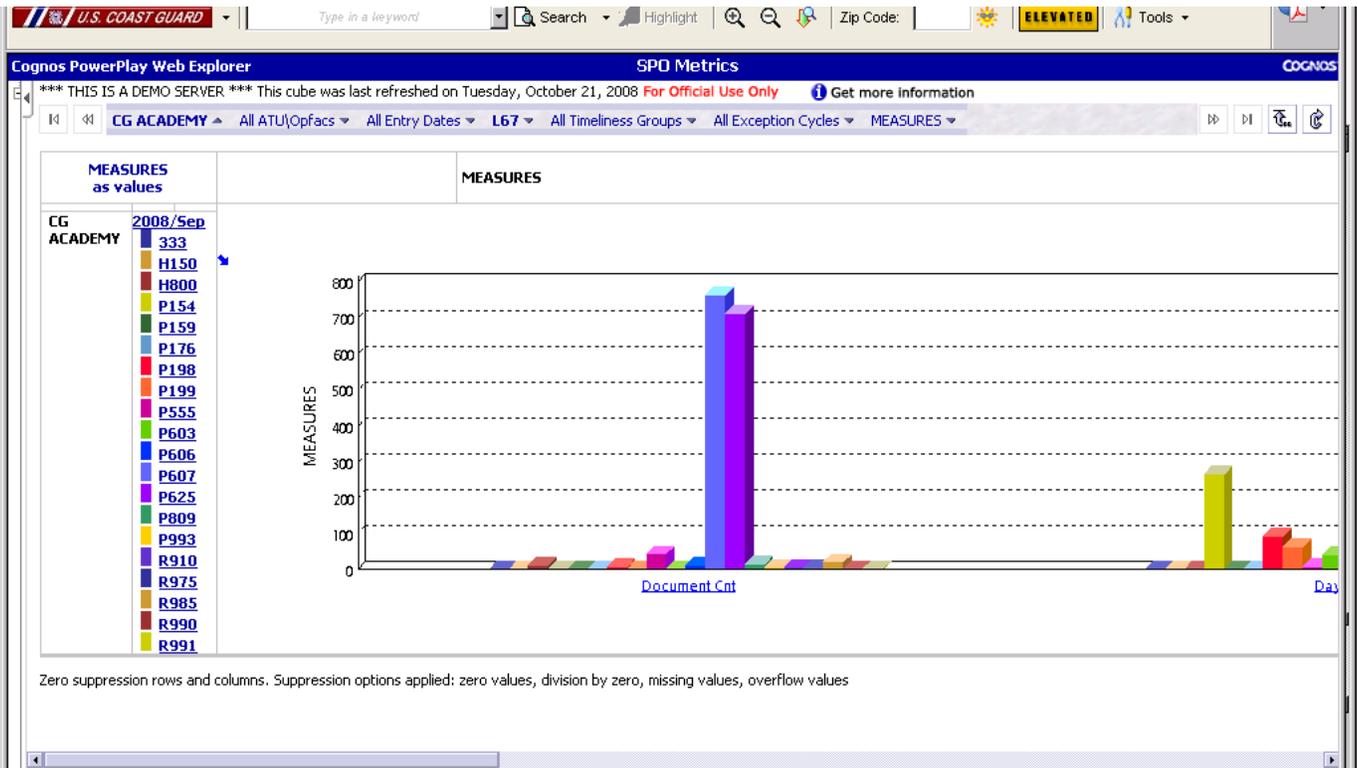
Cognos PowerPlay Web Explorer | SPO Metrics | COGNOS

*** THIS IS A DEMO SERVER *** This cube was last refreshed on Tuesday, October 21, 2008 For Official Use Only | Get more information

CG ACADEMY | All ATU\Opfacs | All Entry Dates | L67 | All Timeliness Groups | All Exception Cycles

MEASURES as values			Document Cnt	Days Old	Exception Cnt	Exception Cycles	Percent Accurate	MEASURES
CG ACADEMY	2008/Sep	333	1	0	0	NA	100.0%	NA
		H150	2	0	0	NA	100.0%	NA
		H800	11	0	1	1.0	90.9%	NA
		P154	2	266	0	NA	100.0%	NA
		P159	1	0	0	NA	100.0%	NA
		P176	2	0	0	NA	100.0%	NA
		P198	8	94	0	NA	100.0%	NA
		P199	1	63	0	NA	100.0%	NA
		P555	43	8	14	1.4	67.4%	NA
		P603	2	42	0	NA	100.0%	NA
		P606	12	10	0	NA	100.0%	NA
		P607	763	49	3	1.3	99.6%	NA
		P625	712	31	1	1.0	99.9%	NA
		P809	15	0	0	NA	100.0%	NA
		P993	6	17	0	NA	100.0%	NA
		R910	6	1	1	1.0	83.3%	NA
		R975	5	0	0	NA	100.0%	NA
		R985	21	7	0	NA	100.0%	NA
R990	2	1	0	NA	100.0%	NA		
R991	3	0	0	NA	100.0%	NA		
	L67	1,618	38	20	1.3	98.8%	NA	
	All Entry Dates	4,635	21	47	1.2	99.0%	NA	
CG ACADEMY		4,635	21	47	1.2	99.0%	NA	

To create report of the all transactions selected, simply click on the charts button on the bottom tool bar and select the clustered bar chart. This chart will provide you a monthly break down for timeliness of all L67 transactions.



Bookmarking cubes:

Let's say you have spun a cube to display exactly the information you want, but you don't want to go through all the steps the next time, or you want to provide a usable link to the information to a co-worker.

Simply click on the  icon at the bottom of the screen and select "Prepare bookmark." It will bring up another screen with a complete URL in the browser window.



After the separate window opens, you can add the bookmark to your favorites. You can also copy and paste the entire URL into an e-mail to send the link to a co-worker. The next time you need to access the cube (note: information in the cube will automatically update, so every time you access the cube in the future the information will be current), simply select the bookmark from your list of favorites. You will be prompted to provide your CGCentral username and password. After you fill in those boxes, you will automatically be taken to your saved link. Note that if you e-mail this link to a co-worker, they will be prompted to also fill in their CGCentral username and password in order to access the information.

******The best way to become more familiar with the functionality of the cubes is by "giving them a spin." Try seeing what happens when you right-click on a dimension and choose "nest columns," instead of "filter" or "replace columns."******

******If you get "lost" while in a cube, using the "back" arrow to return to previous screens is a cube "best practice."******

There are so many different ways to break down the data represented in the SPO Metrics cube. Don't be afraid of it!

Help with Coast Guard applications is available from the following:

Coast Guard Business Intelligence System:

- OSC Customer Service
 - Phone: 877.USCG.SYS (877.872.4797)
 - FAX: 304.264.5995
 - Email: OSC-CustomerSupport@uscg.mil
- FAQ: See CG Central: **CG Analytics Tab > CGBI Help > Frequently Asked Questions**
- The link to the CGBI Quick Reference Card is

http://cgcentral.uscg.mil/uscg_docs/portal/20080318/CGBI%20QRC.pdf

Questions regarding the content of this User Guide may be directed to PSC Customer Care at:

 <http://www.uscg.mil/hr/psc/ccb/> or by e-mail
to PSC-CustomerCare@uscg.mil