E-MAIL ALSPO E/08

Subj: SPO TIMELINESS DATA CUBE

Ref: (a) **Personnel and Pay Procedures Manual, PSCINST M1000.2 (series), Chap 1**

Introduction	This E-Mail ALSPO message announces the SPO Timeliness Data Cube in CG Central. PSC is fully committed to Commandant's Intent Action Orders (CIAO) #5 which is USCG Financial Management Transformation and CFO Audit Remediation. In keeping with this effort, one of the key areas that PSC would like to improve on is timeliness of document submission.
	Improvement in this area would drastically cut down on underpayments and overpayments and also provide correct TIMELY payments to our CG members.
Discussion	The SPO Timeliness Data Cube encompasses all documents submitted by the member, the unit, and the SPO. As a reminder, SPO's are ultimately responsible for all units/members they service.
	PSC cannot ascertain the cause or reason for the untimely entry of documents. This Data Cube is being provided so that you can re-examine the procedures your SPO has in place for capturing and reporting data in a timely manner. A delay of approximately 15 days or more can result in a significant underpayment or overpayment to the member. Timeliness of document submission also contributes to the high number of offline payments made and manual intervention required by PSC (MAS).
	This is a fantastic tool to use for management, training, and process improvement. Please see what your SPO can do to improve timeliness of document submission. Our CG members expect a level of excellence from us and we have a responsibility to give that to them.

E-MAIL ALSPO E/08

Subj: SPO TIMELINESS DATA CUBE

Policy

Per reference (a), SPO's should ensure that required transactions are submitted within 2 working days of an event affecting a members pay. Based on this policy, we established the SPO Timeliness Cube on the following criteria:

Documents submitted less than 16 days = Green
Documents submitted 16 to 45 days = Yellow
Documents submitted greater than 45+ = Red

There are plans to change the cube to a more stringent scale as SPO's continue to improve on timeliness.**

Procedure

Enclosure (1) provides the procedure for using the SPO Timeliness Cube.

Future

In the future, expect to see a SPO Trend Analysis – *Accuracy* Data Cube.

Questions

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

🖱   http://www.uscg.mil/hq/psc/ccb/ or by e-mail
to PSC-CustomerCare@uscg.mil

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

Released by

Internet release authorized.

/s/
M. P. SULLIVAN
Executive Director

Encl: (1) SPO Timeliness Data Cube User Guide

Steps for Using CGBI "cubes"

☞ **Direct Link**: http://cgbi.osc.uscg.mil/bookmark_login.cfm?b=248442642

This job aid has been designed using the actual CGBI SPO Timeliness cube. First, access CG Central.
Once you are in CG Central, click on the "CG Analytics" tab.
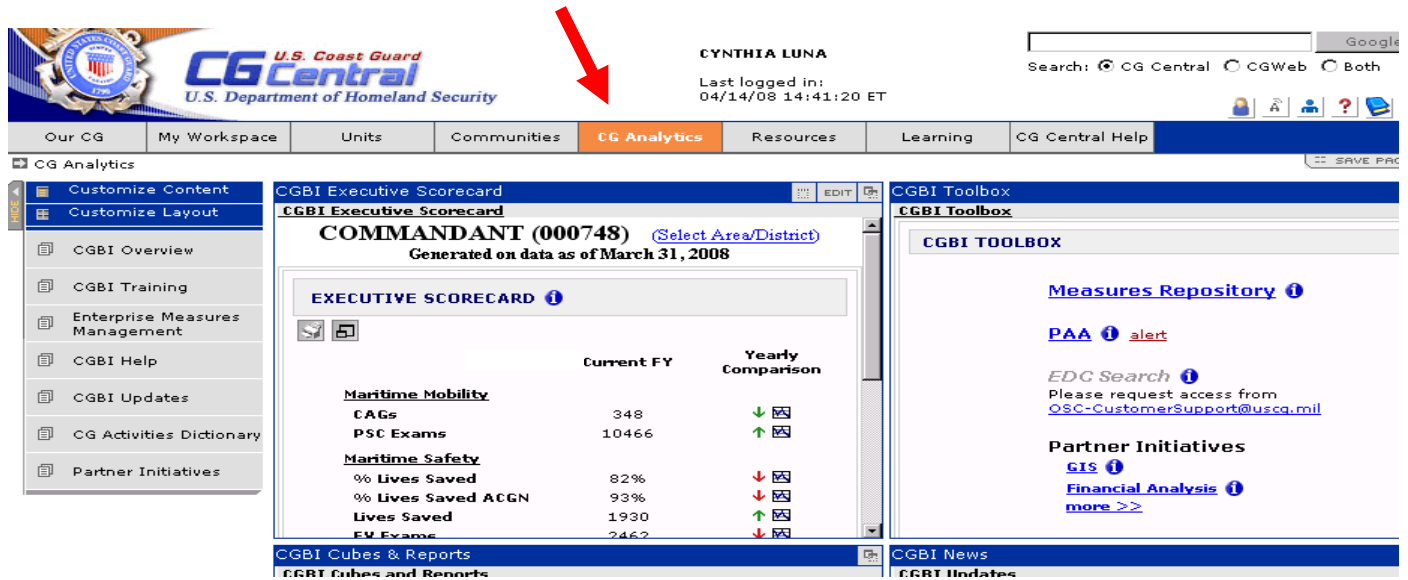
After clicking the CG Analytics tab, locate the "CGBI Cubes & Reports" portlet (block):

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."
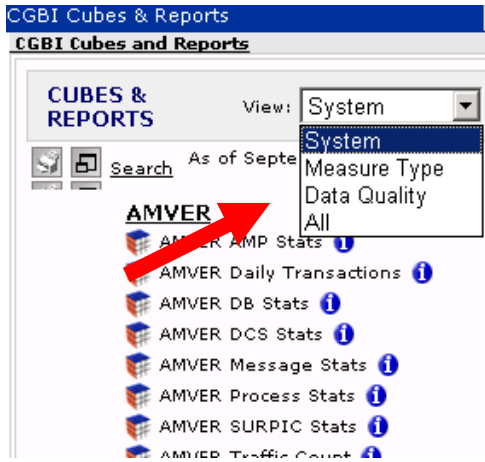
Please select "All." It will display reports & cubes from all of the different views (System, Measure Type, and Data Quality). Then select the SPO Timeliness cube.
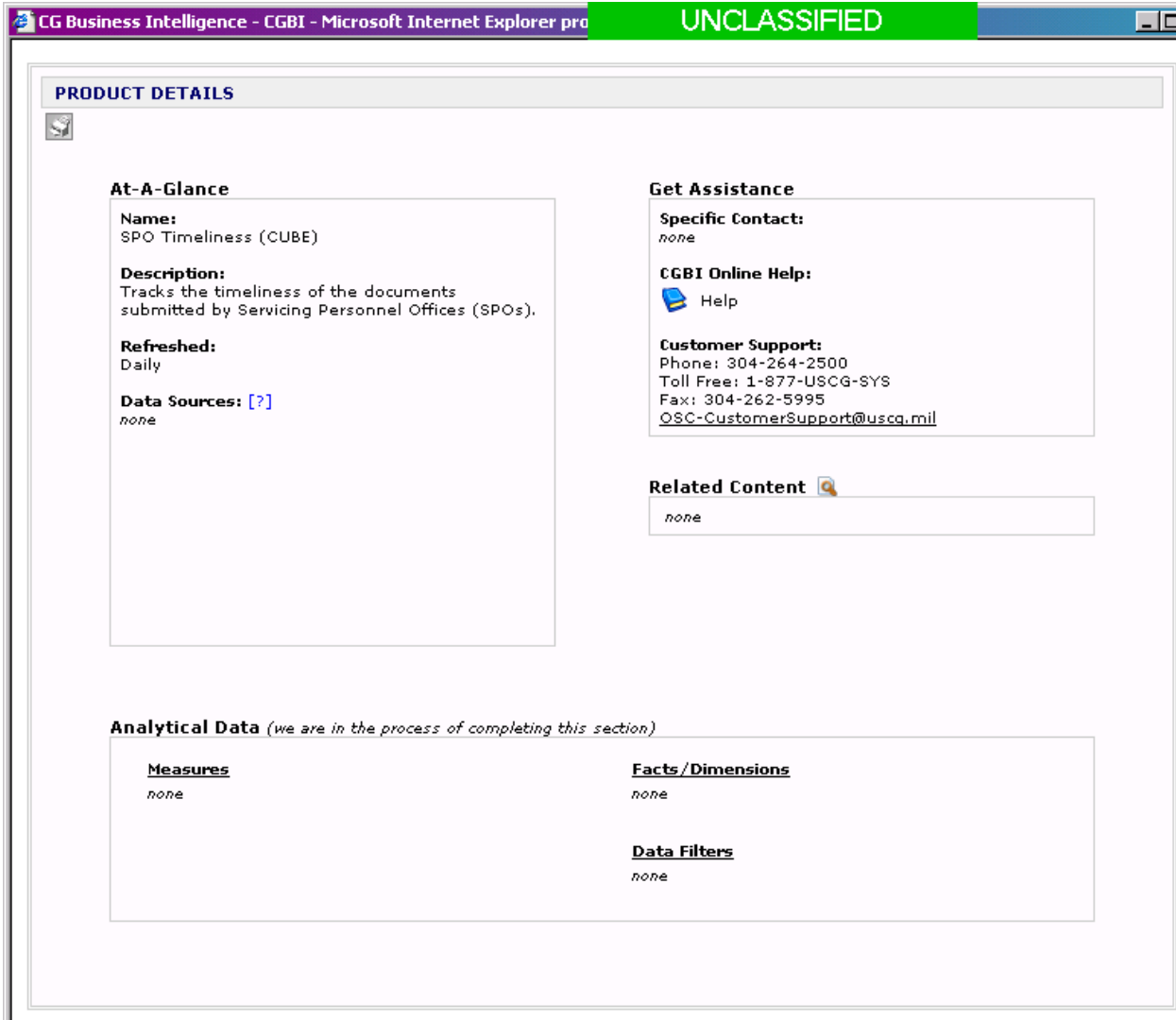
Or use the **Search function**: In the upper left-hand corner of the portlet there is a basic search functionality.

Click the "search' link and type in the keyword(s) "SPO Timeliness" and the SPO Timeliness cube should be listed:
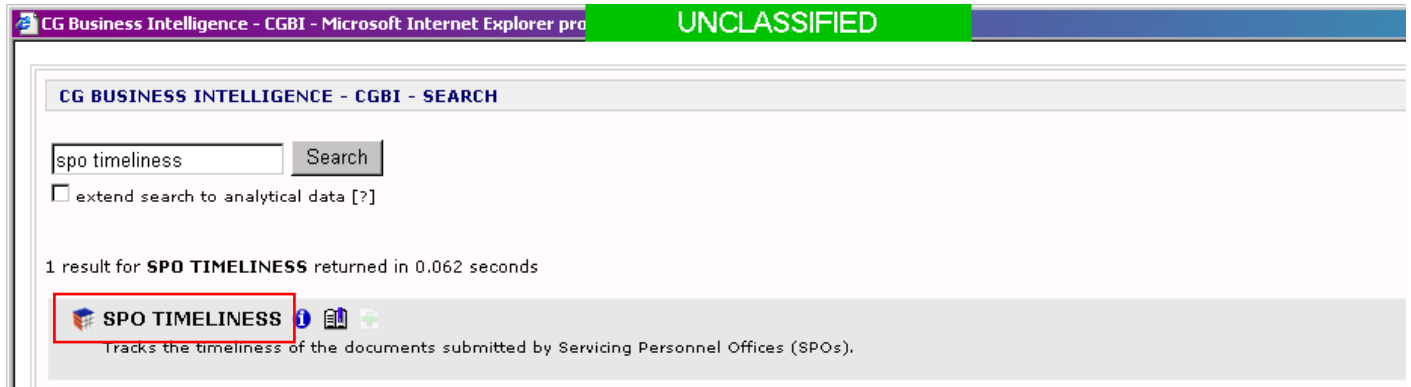
If you click on the ⓘ icon next to a cube or report, it will provide additional information about that particular cube/report:

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 Timeliness cube 🧊. It will bring up a window containing SPO Timeliness cube data.

The screen shot below is the SPO Timeliness cube.
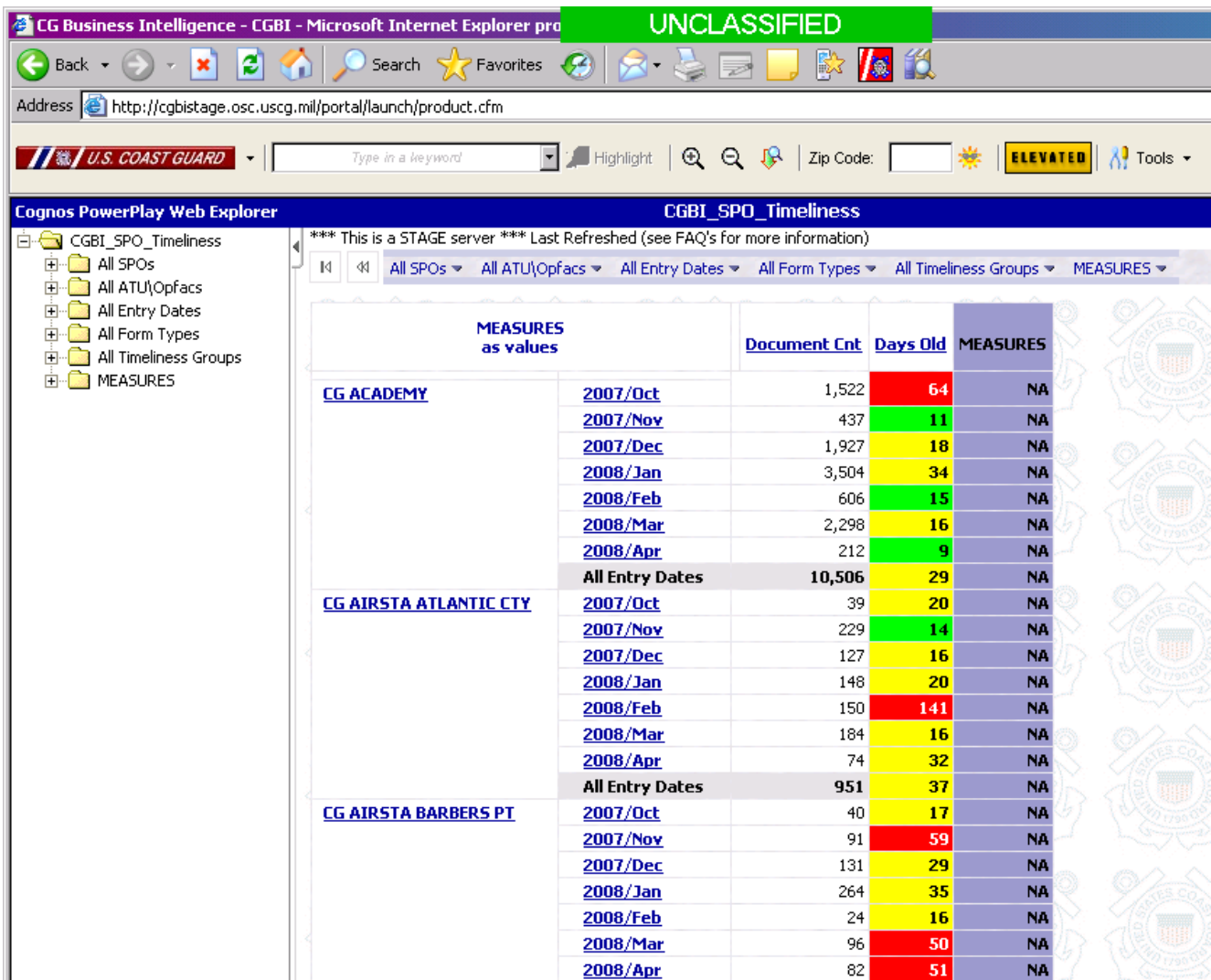
Green represents documents submitted less than 16 days.

Yellow represents documents submitted 16 to 45 days.

Red represents documents submitted greater than 45+ days.

The report contains 6 months worth of data, which is listed by year/month under the Measures as Values column. The Document Count column represents number of documents submitted for the month in the corresponding column. 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. **All SPO's** = data represents an all documents submitted and an "**average**" days old. The Measures column does not represent anything.

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.

Or to change your display options so all SPO's are viewable, left-click on the icon from the bottom toolbar to allow you to expand to all available rows and columns, and then select OK. Then scroll down and locate your SPO - All SPO's should be listed. Once all SPO's are listed you can press **Control** and **F** on your keyboard to locate your SPO.

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.

Quick hint *- If at any time 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.

Next click on the month you would like to view and it will bring up the daily Document Count and Days Old for that month. For this example the month of October 2007 was selected.

To view activities for a particular day, click on the day you would like to view. In this example 22 October 2007 was selected:

To find the root cause of the average of 61 days old, in the left column right click on All Form Types and select nest row.

The various form types submitted on this day are now represented. The problem appears to be L67's. To find out what types of L67's, simply click on L67. Now the exact form types are listed (H605, P198, P603, etc.).

To determine exactly what types of P607's are referenced simply click on P607. Starting Cadet COMRATS appear to be the root cause of the red delay for this particular day.

To drill down even further, click on Start Cadet COMRATS.

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

This will bring up a report giving detailed information on each individual document submitted.

You may export this report into an email, PDF, or Excel spreadsheet by clicking on appropriate symbol at the top of the screen. Use the return button at the top left of the screen to get back to previous page.

This was a short example of how to drill down to the root cause of delay in submitting documents. 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 report for your SPO. Select your SPO.

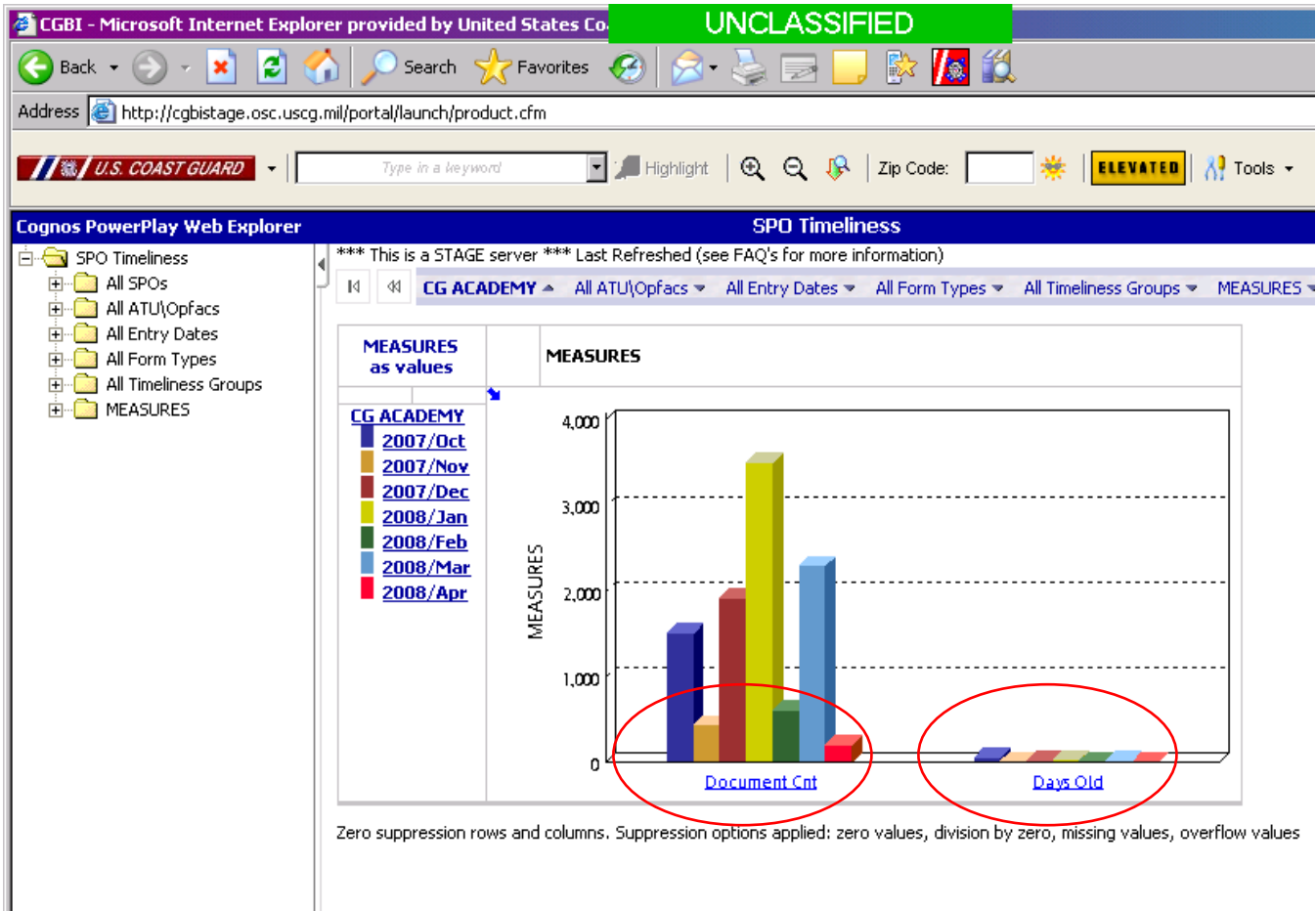Then click on the charts button on the tool bar at the bottom of the screen. Then select the clustered bar chart.
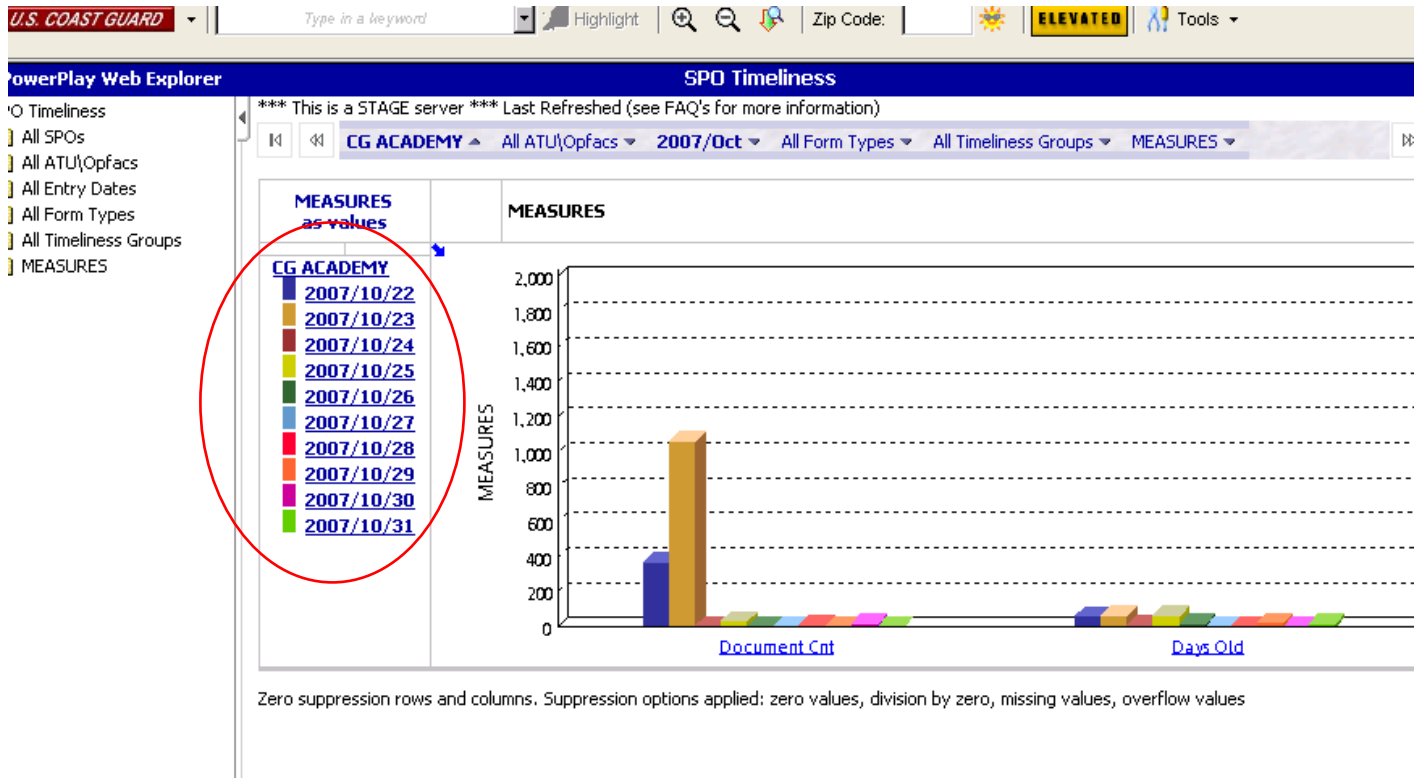

13

This chart selection will give you a chart showing document count and average days old.

You can click on any month and it will break down the document count and average days old by that month.

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

Then click on the + in All Form Types in the column on the left side of the screen. For example, let's look at Leave Authorizations.

Right click on the L63 and select <u>nest</u> <u>rows</u>. This will show timeliness data for all Leave Authorizations.

To create report of the Leave Authorization transactions, simply click on the charts button on the bottom tool bar and select simple bar chart. This chart will provide you a monthly break down for timeliness of Leave Authorizations.

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

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.

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] 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.
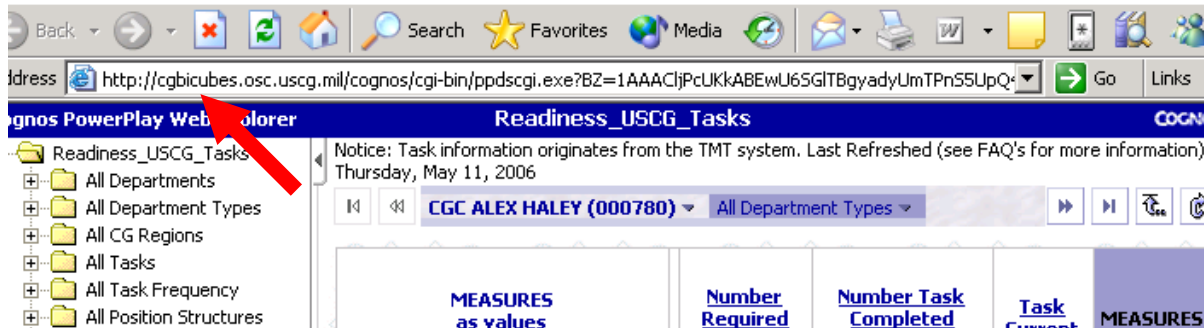
After the separate window opens, you can add the bookmark to your favorites. You can also copy and paste the entire URL into an e-mail to send the link to a co-worker. The next time you need to access the cube (note: information in the cube will automatically update, so every time you access the cube 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."

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