

IBM Cognos Software Demo Transcript IBM Cognos 8 Workforce Performance

Welcome to this demonstration of IBM's Cognos 8 Workforce Performance. This packaged and adaptable application accelerates insight into key workforce issues through a single platform by consolidating information from core human resource management systems such as PeopleSoft, Oracle or SAP and disparate HR data sources such as compensation and others.

It currently provides standard packaged reports in five key human capital capability areas. These are: workforce strength, talent acquisition, talent development, talent retention and workforce compensation.

These self-service packaged reports are interactive and provide easy-to-use insight for many roles in the organization including HR analysts and specialists, HR executives and a lot of business managers. And this allows these users to segment information however they want to see it: by job type, employee age range and many other segments.

And unlike a lot of packaged applications, our software can easily be adapted to changing business requirements, and we can do it fast, typically in just a few minutes without requiring technical experts. And that adaptability eliminates weeks or even months of effort, and it makes sure that you always have the information most relevant to you. It's based on one platform, a single platform -- and that's the proven IBM Cognos 8 platform. Not five platforms to work for; one.

As a result, the solution's easily extendable to meet your future needs in other business areas, or it can be used with capabilities like Microsoft Office integration, mobile device report viewing and others.

Now I'm going to provide three examples of the solution in action. The first one is going to provide an example of how an HR analyst can understand the current and future age ranges of their organization both at an entire organizational level and within a specific key job and by geography. And the second example is going to show how easy it is to adapt the solution to changing business requirements.

A vice president of HR will ask specific reports to be modified to meet their particular geographic requirements. and their HR analysts meanwhile will complete the changes and preview a final version with the VP to ensure it's right -- all in less than two minutes.

And finally, I'm going to explore the additional capabilities for other roles that can be added to the solution with other IBM Cognos 8 Business Intelligence capabilities like dashboards, scorecards, Microsoft Office integration and others.

Now, as you follow the demonstrations please keep in mind that these are only a single example of the many types of packaged reports that come with the solution, and a single example of how easy it is to adapt it.

In this scenario, I'm going to assume the role of a senior HR analyst who's been asked to provide some insight into the aging workforce to an HR vice president. Now, when I first log into the Web-based system, I'm presented with a table of contents of the available report areas. You can see on the left to five human capital capability areas for which there are packaged reports.

I've already selected the Workforce Strength area, and I want to take a look at workforce strength by demographics. So I view the available reports in that area and select the one entitled, Distribution of Workforce by Employee Age Ranges Over Time.

I click on the report to view it and use the prompts to select and see the information from 2004 through 2009. So I get a quick view into the changes that have happened to the workforce from a demographic perspective over that time.

And I can quickly see in the graph at the top of the report, the percentage of the workforce over age 50 has increased over time. In fact, by hovering over the green in 2004, I can see that there were 247 people age 50 to 60, while in 2009 that will increase simply by aging the existing workforce to 455.

And in that cross tab below, I can see more details including by percentage of the overall workforce, how much of the 50 to 60 age group made up. I can easily see that in 2004, it was 12.85 percent; and in 2009, it's going to be almost 24 percent.

So I've already got some interesting insights but I want to segment the workforce age distribution by location. I need to see how Canada is doing compared to the rest of the organization. Again, it's very easy for me to use the prompts, select exactly what I want to see and view the report.

And here, I can see that Canada was 36 percent in 2004, 56 percent in 2009 -- again, contrast this with the overall company, which was 24 percent in 2009. I'm going to dig further to understand the age distribution for IT talent portion of my workforce: the individuals in the engineering services job.

All I have to do is use the prompting to select just that -- the engineering services job -- and rerun the report to view it. And right away I see that we've gone from 14 percent in the 50 to 60 age range to 36 percent, markedly worse than the overall organization numbers I reviewed earlier.

Now, this ability for any user to quickly segment insight at whatever appropriate level is a key capability of this solution, allowing everyone to make better decisions faster. Knowing that the overall organization has almost 24 percent of its workforce between 50 and 60 in 2009 is interesting, but knowing that 36 percent of my key talent

engineering services is going to be in that age range drives better insight to enable me to recommend different strategies and tactics.

Now, to further my investigation, I want to know how we've been doing at acquiring engineering services employees. Since I know we're going to lose some of these key employees to retirement soon, how are we doing at acquiring talent to replace them?

And to look at this, I select talent acquisition on the lefthand side, and then pick the report I need from the global hiring section and look at hiring by job over time. Let's focus on 2004 and for a total of five periods, from 2000 to 2004. I can see an overview chart showing hires by job type, and if I look at the details below I can see that we've only hired one person in engineering services in 2001. In fact, if I want to, I can drill through and see the actual name of the person.

The key thing here is that I can provide very specific information to the HR vice president about our aging workforce: that overall employees in the 50 to 60 range have almost doubled, and it's projected to be almost 24 percent of the workforce in 2009. More specifically, for our key talent in engineering services, it's 36 percent in 2009, and that for the last few years, we've had a real challenge acquiring engineering services people.

By segmenting the information, I've gained valuable insight. I can now make recommendations that will ensure we can meet our business objectives and acquire the key talent in engineering services that we clearly need. Now this is just one scenario of how IBM Cognos 8 Workforce Performance can help organizations gain insight into their workforce, accelerate decision making and improve performance.

And now, let me show you just how adaptable this solution is. In this scenario, I'm going to assume the role of an HR analyst that going through the packaged reports just after installing the software. I've logged into the system via my Web browser and I'm viewing an operational report that gives me details on headcount by location, which is used to understand current workforce strength.

Now, the graph above meets my requirements but the information in the table below doesn't. Our organization does not use exempt / non-exempt categories for tracking employees; instead, we use salaried and hourly. In approximately two minutes I can create a preview of my updated report showing the same information in the graph, only now it shows me the information I want to see from our core HR MS, salaried and hourly employees.

So what did I have to do to change the report? There are actually just three steps required: first, ensure the relevant job measures I care about -- hourly and salaried -- are available as job measures for displaying reports including actuals and percentages of totals. Second, remove the references in the reports to exempt / non-exempt, both totals and percentages. And then, third, add the hourly / salaried measures into the report.

First, I entered the graphical user interface to start my first task of ensuring that hourly and salaried information is available. I pick the job metric type, and then click to edit the metric types within job.

On the left, I see a list of all available metric types in the warehouse. I expand job, and can now see the specific metrics on the right that are currently available for use in my reports. I can expand job measures and can now see the list of available job measures in the warehouse.

And I just have to drag salaried and hourly employee headcount to the job metrics type. They already exist in the warehouse, just weren't used in any reports before now and so they weren't exposed. I click okay, and now salaried and hourly appear in the job measures list.

Next, I open salaried employee headcount, and I now see the information associated with that measure. I want to add percent total to the salaried headcount actual, so I click and drag it to the right to associate it with the metric. And I do the same thing for hourly headcount actual. So now I've completed the first task, and I'm going to start task two by selecting the global strength reports and double click on it to change the definition of some of those reports.

I click on the summary detail type reports to change the definitions of what's displayed in those reports, and then go and edit the analytic type measures. Using the click to edit link, I go to a screen where I can see what measures are displayed in the detailed table for the summary detail reports available in global strength. I can see the exempt and non-exempt measures I want to remove, including the percent totals, so I simply delete them.

And that completes task two, so it's on to task three to add the hourly and salaried job measures to the reports. I simply expand job, find the salaried employee measure, expand that, and then drag the actual and percentage into the window on the right to add them to the report.

And then I do the same thing for hourly employees, until I have what you see here. I simply click on the role to specify that all these measures should be secondary as compared to the primary which is active employee headcount.

And I do it for all four measures I've added to the report, until I end up with the report definition that you see here. I can even change the order of where salaried and hourly appear in the detail table by selecting them and moving them up or down.

Now, at this point I've actually finished changing the report. I made sure hourly and salaried information was available in the warehouse for the reports. Then I removed the exempt and non-exempt, and then added the measures I want to the reports in the workforce strength section -- all in less than two minutes.

Now, at this point I can preview the report to make sure it's right, share it with another user through e-mail if I need to. And once I'm satisfied, I can publish the report to make it available to all users.

Now this is just one example of the power and the adaptability of the solution. It's just this easy to update which data appears in a set of reports all without any coding and accomplished by an HR analyst, not an IT specialist. The solution can also easily be used to create new reports, use data from disparate data sources, and you can tailor these reports and many additional ways.

Now, making changes like these with a custom-built solution or other packaged analytic application typically requires a lot more time and effort by a group of experts. IBM Cognos 8 Workforce Performance, meanwhile, enables these changes because the entire solution is driven by metadata. And this approach generates all the underlying code rather than having to rely on experts performed encoding manually. And it's all enabled by providing a graphical user interface that's easy to use and offers capabilities to enable fast changes.

During the initial installation phase and throughout the entire life application as a business requirements change, IBM Cognos 8 Workforce Performance really enables an organization to always have relevant information the way they want to see, very cost effectively.

Now, to this point, we've seen examples of the package reports provided by the solution along with how easy it is to adapt those reports to meet specific requirements. Now, let's explore how using a single platform the solution can be extended using other IBM Cognos 8 capabilities. For example, adding an executive dashboard to the solution is simply a matter of creating one using the IBM Cognos 8 dashboard capabilities based on the data in the embedded data warehouse.

For detailed ad hoc query by analysts who really want to explore the data, IBM Cognos 8 analysis tools can be used, again, on the data and the embedded data warehouse. Embedding reports in Microsoft PowerPoint documents with automatic updates can be enabled via Microsoft Office integration.

And delivering reports to mobile devices such as Blackberries can also be enabled using IBM Cognos 8 BI capabilities. The extension of the core solution is easy because it's based on the IBM Cognos 8 single platform -- ensuring the solution can grow to include additional capabilities and meet your requirements both now and in the future.

Thanks for taking the time to view this IBM Cognos 8 Workforce Performance Demonstration. To see additional examples of IBM Cognos 8 capabilities, have a look at our Web site or don't hesitate to contact us.
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