

RVSR EMPLOYEE PERFORMANCE REPORT

QUICK START GUIDE

REPORT BACKGROUND

The RVSR Employee Performance Report (EPR) provides RVSRs with up-to-date and accurate information regarding their transactional, quality, training, and deferral data in one easy to reference location.

The report is maintained by the Office of Performance Analysis & Integrity's (PA&I) Business Intelligence (BI) Team.

ACCESSING THE APPLICATION

The RVSR EPR can be accessed by clicking the following hyperlink: [RVSR Employee Performance Report](#). It can be saved as a "Favorite" in the Microsoft Internet Explorer web-browser which allows for easy access in the future. The report will automatically identify and load a RVSR's performance data using the RVSR's PIV credentials. *This report does not require additional passwords or usernames.*

The report can also be accessed through [VBA Intranet Home page](#) by following the steps below

Step 1) Navigate to the PA&I Intranet site



Step 2) At the PA&I Intranet site, navigate to the Tableau Server link.

OFFICE OF PERFORMANCE ANALYSIS & INTEGRITY (OPA&I) 20B

The vision of PA&I is to be the most credible and responsive source of accurate data related to the delivery of Veterans benefits.

Top PA&I Deliverables

- [Annual Benefits Report \(ABR\)](#)
- [Aspire Dashboard](#)
- [Appeals Monthly Reports](#)
- [Daily Snapshot](#)
- [Directors Performance Dashboard](#)
- [OBIEE \(NEXUS, MyCORE\)](#)
- [Monday Morning Workload Report\(MMWR\)](#)
- [Monthly Workload](#)
- [Reports Hub](#)
- [Tableau Server \(TTC/ETR, Appeals\)](#)

PA&I Groups

- [Management & Program Analyst Site](#)
- [SharePoint User Group](#)
- [Tableau User Group](#)


Mark Seastrom, Director

Advanced Analytics (AA)
Patrick McFadden, Assistant Director

Business Intelligence (BI)
Christopher Jones, Assistant Director

Data & Information Service (D&IS)
Karen Toland, Assistant Director


Program Integrity & Internal Controls Staff (PI&ICS)
Kurt Hessling, Assistant Director




Step 3) On the Tableau Server home page, click the “Employee EPR Dashboard” link

Homepage | About Tableau Permissions | Learn More | Exporting Your Work | Get Underlying Data

New Here? Go to the Learn More tab to learn more about Tableau Server



helping people see and understand data




Click to Explore All Reports:

Workbooks

Projects

Views

<ul style="list-style-type: none"> Appeals Bridge Appeals Dashboard Appeals Monthly Reports ASPEN Quality BASE Detail WMT BASE by District BDD/QS Dashboard Completed Clms & Rated Issues Dependency Details w/RBPS Dimension Tables Director's Performance DB (FY17) 	<ul style="list-style-type: none"> Education Reports Employee EPR Dashboard EPIC Dashboard EPR Supervisors ETR Dashboard EVSS Dashboard FDC Receipts Foreign Claims FTE Dashboard HVCC Homeless Report Intent to File Locked Ratings 	<ul style="list-style-type: none"> Message Work Items MAPD VBMS Development MPA Contact List NWQ Transfers Omaha Pension & Fiduciary Production Summary RBPS Dashboard RBPS Exceptions Rating Claims by Geography 	<ul style="list-style-type: none"> Recurring Adhocs RMC-FARC Folder Retirement Rollover Dashboard Time and Transactions (TNT) TMS Learning History Transaction Summary Transaction Summary Details VBMS Deferrals VBMS Do Not Recall VHA/SHA Data VSR EPR (See Employee EPR) Search Tableau Server
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NAVIGATING THE APPLICATION

Upon entering EPR, a user will be directed to the “About” page which outlines the purpose, data availability, data refresh schedule and report permissions. A user can click on the “How to Navigate” and “Countable Transactions Rules” boxes to learn more about the EPR Dashboard functionality, and the rules that determine whether a transaction is creditable under the new RVSR Performance Standard.

[About the EPR](#) | [My EPR Summary](#) | [My Transaction Trends](#) | [My ASPEN Hours](#) | [My Training Completions](#) | [My Deferrals](#) | [My Quality](#) | [Video Walk-Through](#)

About the Employee Performance Report



If you have any questions, comments, or concerns about the data contained within the report - please contact your immediate supervisor to investigate.

About This Workbook

The purpose of the Employee Performance Report is to provide the individual VSRs and RVSRs with the up-to-date and accurate information regarding their transactional, quality, training, and deferral data in one easy to reference location.

The Employee Performance Report is maintained by the Office of Performance Analysis & Integrity's (PA&I) Business Intelligence (BI) Team in accordance with the established standards.

Data Availability

TMS Training and Deferral data represent activity since October 1, 2016 forward. Quality, Transaction, and Performance data are available as of March 1, 2017.

With the exception of WIT, data is updated on a daily basis at 6:30 AM EST. WIT data is updated weekly.

Permissions

This report is filtered based on the username of the individual who is logged in and accessing the report using their PIV credentials. The report and its supporting data sources cannot be downloaded to protect individual performance information from being distributed.

The user must also be in the proper Active Directory group to access the report - more information on how to get added to one of the AD groups is available here:

<https://vaww.portal2.va.gov/sites/pai/PA/SitePages/TableauPermissions.aspx>

WIT/EPR Fact Sheet

For information about update teams, work-types and WIT information update frequency, please reference the WIT/EPR fact sheet maintained by OFO:

http://vbaw.vba.va.gov/bl/20/opai/PA/documents/WIT_EPR_FactSheet.PDF

My EPR Summary

The “My EPR Summary” worksheet is a compilation of production, quality, training, and deferral performance statistics for a RVSR. A user can modify the time-range of performance statistics by sliding the date filter in the top right corner or clicking on one of the date fields and selecting a date from the pop-up calendar. Additionally, users can aggregate performance and deferral statistics by Day, pay-period, month, or fiscal year in the “Transactional Performance Data” data table. Users can see additional performance details on the *My Transaction Trends*, *My ASPEN Hours*, *My Training Completions*, *My Deferrals*, and the *My Quality* worksheets. A video tutorial of this report is available on the *Video Walk-Through* worksheet.

Please note: The data in *My Quality* worksheet is dependent on the timeliness of quality reviews. Therefore, it may take a couple weeks before a user sees quality data. PA&I is still collecting the “Due Date” field for the *My Training Completions* worksheet.

[About the EPR](#) | [My EPR Summary](#) | [My Transaction Trends](#) | [My ASPEN Hours](#) | [My Training Completions](#) | [My Deferrals](#) | [My Quality](#) | [Video Walk-Through](#)

- SAMPLE FOR DEMONSTRATION ONLY -
- NOT FOR DISTRIBUTION -

10/1/2016 12/31/2017

Employee Performance Report

EMPLOYEE NAME SAMPLE	USERID SAMPLE	STN SAMPLE	LAST 4 SAMPLE	Position	Grade	Current Team	PIP Effective Date
EMPLOYEE NAME	USERID	123	0000	RVSR	12	Rating VSC	N/A

Transactional Performance Data

Hours worked to number of transactions completed and standard. Standard is pro-rated to available hours based on 80 performance standard.

Show Performance and Deferrals By ▼ Excls Meets Under Select View Type

Day View without Work Type

Date	Result	Hours Worked	Transactions for Period	Work Credit	Fully Sat Standard (Pro-Rated)	Exceptional Standard (Pro-Rated)
06/12/2017	Excels	8.00	12	11.9	8.8	10.3
06/10/2017	Meets	8.00	10	9.8	8.8	10.3
06/09/2017	Under	9.00	10	9.6	9.9	11.6
06/08/2017	Excels	8.00	12	12.4	8.8	10.3
06/07/2017	Excels	8.00	11	10.7	8.8	10.3
06/06/2017	Under	10.00	8	8.4	11.0	12.9
06/05/2017	Under	5.00	4	4.2	5.5	6.4
06/03/2017	Meets	9.00	10	10.3	9.9	11.6

Performance Standard as of 06/12/2017

	Fully Sat Standard	Exceptional Standard
Production	88	103
Quality	96%	97%

Claim Quality Number TMS Courses Completed for Period

90.9% 34

Number of Reviews Deferrals for Period Selected

4 33

Overview Countable Transactions

Jrn Day	File Number	EP	EP Set	Mission	Transaction Type Code	Num Cntn	Work Credit
06/12/2017	XXXXXX	020	Rating	VSC	Rating Decision Complete	1	1.7
	XXXXXX	020	Rating	VSC	Rating Decision Complete	4	3.5
	XXXXXX	020	Rating	VSC	Rating Decision Complete	2	2.5
	XXXXXX	020	Rating	VSC	Rating Decision Complete	4	2.9
	XXXXXX	310	Rating	VSC	Rating Decision Complete	1	1.3
06/10/2017	XXXXXX	020	Rating	VSC	Rating Decision Complete	1	2.1
	XXXXXX	020	Rating	VSC	Rating Decision Complete	4	1.7
	XXXXXX	020	Rating	VSC	Rating Decision Complete	8	3.5
	XXXXXX	020	Rating	VSC	Rating Decision Complete	3	2.5
06/09/2017	XXXXXX	110	Rating	VSC	Rating Decision Complete	2	2.1
	XXXXXX	010	Rating	VSC	Rating Decision Complete	15	5.4
	XXXXXX	020	Rating	VSC	Rating Decision Complete	6	2.1
06/08/2017	XXXXXX	020	Rating	VSC	Rating Decision Complete	1	1.7
	XXXXXX	020	Rating	VSC	Rating Decision Complete	1	1.7

ASPEN Hours Summary

Date	Hours Worked	Regular	Overtime	Excluded
06/12/2017	8.00	8.00	1.00	1.00
06/10/2017	8.00	0.00	8.00	0.00
06/09/2017	9.00	9.00	1.00	1.00
06/08/2017	8.00	9.00	0.00	1.00
06/07/2017	8.00	9.00	1.00	2.00
06/06/2017	10.00	9.00	1.00	0.00
06/05/2017	5.00	0.00	5.00	0.00
06/03/2017	9.00	0.00	9.00	0.00
06/02/2017	8.00	9.00	0.00	1.00
06/01/2017	8.00	9.00	1.00	2.00
05/31/2017	10.50	9.00	2.00	0.50
05/30/2017	8.50	9.00	1.00	1.50
05/26/2017	9.00	9.00	1.00	1.00
05/25/2017	8.50	9.00	1.00	1.50

FREQUENTLY ASKED QUESTIONS

1. Who should I contact if I'm having trouble accessing RVSR EPR?
 - a. Please contact your supervisor and s/he will work with local IT to ensure proper permissions have been established.

2. Do I need to have Tableau Reader or Tableau Desktop to view RVSR EPR?
 - a. RVSR EPR is restricted to web-browsing only and does not require Tableau Reader or Tableau Desktop.

3. What data sources are used in RVSR EPR?
 - a. RVSR EPR is comprised of datasets from ASPEN, Corporate Data Warehouse, VBMS, and TMS. The time-keeping data in EPR originates from ASPEN – not VATAS.