



My Reports

Thank you for your participation in the recent survey (January 2009) of ASU's My Reports. Below is a synopsis of your feedback:

QUESTION 2:

Have you been provided sufficient information on the process to request access to My Reports?

91% YES

9% NO

QUESTION 3:

Have you been provided sufficient information on how to get help regarding My Reports?

77% YES

23% NO

IN GENERAL:

All users of My Reports can get training assistance on the interface for My Reports and My Reports functions by going to www.asu.edu/hr/training and register for currently available sessions. Please note a class on User Functions in My Reports for Intermediates is currently being developed and piloted. We will announce its availability mid February 2009.

“Open” Office hours are available – no appointment necessary- Thursdays, Tempe, ECB103 1pm – 4pm. Please check the Training tab at www.asu.edu/it/eds/welcome.html for updates/cancellations before attending.

CRM cases can be submitted at any time online at www.asu.edu/support click on create case and select category ‘ware-q’ to have the case go directly to the BI Team and bypass the ASU Helpdesk.

QUESTION 4:

The way to suggest new generally available pre-built queries for public posting to production My Reports is to open a CRM case so that this request will be made available to the Content Specific Providers to consider. Or if it the same results are already producible (even with a few changes) as a current pre-built query, you can get the help on accomplishing that result from the My Reports interface team, the BI Team

IN GENERAL:

For a our users, My Reports presents a storage house of ‘canned’ queries and outputs to customize and support the data needs across the enterprise. The need for user-written queries should be near nil due to the user base providing insight to the content providers on their true business needs for metrics and data. This way, consistent results are obtained and users do not need to be burdened with the intricacies of joining multiple PeopleSoft source tables to obtain their results.

QUESTION 5:

What are your impressions of the Hyperion System's performance when navigating the My Reports interface?

Roughly 80% of respondents had a very satisfied to neutral impression or comment here. For the 20% who were somewhat unsatisfied to very unsatisfied, their comments pointed to these three main factors:

#1 Slow speeds in processing queries (especially large or complex); time spent waiting for results; failure to allocate resources and failure/error messages

#2 Frequent time out of session and/or too short of time before timeout

#3 Lack of intuitiveness in selecting tables or fields; non-user-friendly column labels to determine results; missing documentation of data maps, data dictionary, manual for joining tables, etc.

IN GENERAL:

We realize the query processing speed is a hot button issue for many users. Some good news is that the BI Team has recently upgraded the memory on the host server to improve performance. Some things that you can do to also to address #1 is to run your query during 'off-peak' hours (outside of 8:00a – 11:00a & 1:00p - 5:00p) and it will likely show faster processing times between your network and the host machine. Upgrade the RAM memory on your machine and run NO other applications when processing queries within My Reports. Also, keep in mind, the 'uniqueness' of your network's topology dictate that your experience with My Reports may be very different from your colleague in another building or campus location, etc.

Address #2 by remembering to refresh the main My Reports browser window every 30 minutes or so, by clicking on a new folder or refreshing that screen by pressing the recycle icon just below the main action bar menu.

We are definitely working on addressing #3. The data glossary wiki, is accessible at <https://wiki.asu.edu/dataglossary> and improved remarks for EPM tables and views are ongoing.

QUESTION 7:

If you have NOT attended My Reports open office hours, why?

38% Did not need

42% Were not aware available or how to access times/locations

20% Not convenient for them (including they can not leave their office)

IN GENERAL:

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TOP SUGGESTIONS TO ENHANCE My Reports:

- 1) Improve query processing speeds
- 2) Lengthen and warn on query screen that time-out is impending
- 3) Document and Improve table and field names/meanings and 'join' criteria
- 4) Make more training available for specific areas of data and levels of expertise