Cognos

Standard Operating Procedures

Business Affairs Information Resources
February 2011
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Section 1 Cognos Administrative Procedures

Cognos Database Refresh Procedures

I. Nature of Cognos Database

Cognos data is not live, up to the minute. Cognos is reloaded through a predetermined schedule from Banner data. The assumption that a change that was made in Banner several seconds before will show up in a report that is run now should never be made.

II. Timing of Cognos Database Reloads

a. Cognos PROD is reloaded from Banner PROD at 6:00 AM, Monday through Saturday.

b. Cognos TEST is reloaded from Banner TEST at 6:00 PM, Monday through Saturday.

c. Unexpected changes to this schedule will be communicated to all stakeholders by Business Affairs Information Resources or Information Technology Services via email and through the Information Resources system status webpage.

III. Changes to Cognos Report Packages

a. Changes to baseline report packages will only be made when there is significant need for the change expressed.

b. Report Authors will submit appropriate documentation to be approved by the Report Administrator.

c. Approved changes to packages will be applied in TEST where they will be tested by Report Authors before approval is granted to migrate into PROD. Requested changes should be tested and approved within 10 working days; otherwise, changes will be discarded.

d. Approved changes to report packages will be documented through the ITS Change Request form.

IV. Enterprise Data Warehouse (EDW)

a. If a significant need exists to have identified reports (i.e. enrollment reports) capture data at certain intervals it will be done so and stored within the EDW for future analysis and reporting.
V. Maintenance

a. The Cognos maintenance window is the same as the Banner maintenance window (Sundays, 12 AM – 12 PM).

b. Needed upgrades and patches will be applied in TEST where they will be tested by Report Authors and Consumers first before approval is granted to be applied in PROD.

c. Approved maintenance changes will be documented through the ITS Change Request form.

d. Unexpected changes and downtime will be communicated to all stakeholders by Business Affairs Information Resources or Information Technology Services via email.

VI. Backup Policy

A backup of ODS/EDW is done weekly during the Sunday maintenance window. Incremental nightly backups are also performed. Banner data can be retrieved from the nightly backups of Banner.
Section 2 Security Guidelines

Cognos Folder Security

I. Folder Security Methodology

Folder security is assigned based on the report author and consumer business roles and their expressed need for relevant data required to fulfill their responsibilities and objectives.

II. Role of Information Owners

Report requests will require approval from the corresponding Information Owner before the report is processed by Report Authors. Information Owners will be asked to give consent before Consumers are granted folder or report access within Cognos.

III. Users

a. Power Users

   1. Cognos Administrator
   • The Cognos Administrator will create and assign user security and rights to folders upon the request of the Report Administrator.
   
   2. Report Administrator
   • The Report Administrator will request user accounts be created and assigned to specific folders. The Report Administrator will create security folders for the Cognos Administrator to use in assigning user security and will manage report security through these folders based on the approval of the Information Owners.

b. Report Authors

   1. Report Authors may request or make recommendations to the Report Administrator in regards to folder security, but do not have the authority to assign or create folders within “Public Folders”.

c. Consumers

   1. Consumers may request access to reports.

IV. Security Review
a. Account access will be reviewed on an annual basis by the user’s supervisor, Information Owners, Report Administrator, and University’s Information Security Officer.

b. Any license found to be inactive for a period of 90 days will be removed and reassigned.

c. Security may be reviewed at any point in time by the Information Security Officer to ensure that guidelines have been followed.

V. Accessibility

Cognos login is the same as the user’s network login. Cognos can only be accessed from a workstation that is attached to the network.

**Cognos Licensing Assignment Guidelines**

I. Assignment Methodology

Cognos licenses will be assigned to those individuals that have expressed and can prove a need for Banner data. Due to the limitations of the quantity of licenses that the University has purchased, licenses will be assigned on a case-by-case basis. Those individuals in decision making positions that have expressed a need for Banner data will be given preference. Any one of the licenses purchased in the original package may be reassigned across the campus.

II. Licenses

a. BI Administrator - includes all functionality in BI Professional Author plus administer the Cognos BI Software environment in relation to server, security and report scheduling administration and the ability to model metadata via Framework Manager; and use the OLAP Builder, OLAP Modeler, and Map Manager modules

b. BI Professional Author - includes all functionality in BI Business Author plus use of the Report Studio module

c. BI Advanced Business Author - includes all functionality in BI Business Author and use of the Analysis Studio module

d. BI Business Author - includes all functionality in BI Consumer plus use of the Query Studio module and functionality

e. BI Consumer - includes access through portal, solely to select reports created on a certain date, view reports and set personal preferences (for languages, time zones etc.) plus run and schedule reports, created by a licensed Cognos BI Studio module (part of BI Administrator), interact with prompts, output the reports to other formats such as PDF and CSV, subscribe to a scheduled report, create and manage report folders and
portal pages, personalize standard reports, receive Event Studio notifications, and use the Cognos Go! Mobile module

III. Statement of Responsibility

Any individual receiving access to a Cognos license will be asked to sign a Statement of Responsibility before being authorized to use that license. Failure to comply with the terms of the Statement of Responsibility will lead to disciplinary actions identified in the statement, including the removal of that license and possible termination from the University.

IV. Purchasing of Additional Licenses

a. It may be possible to purchase additional licenses. Requests for additional licenses should be made through the Office of Business Affairs Information Resources.

b. Additional licenses purchased by departments are not transferrable across departments.

c. Individuals assigned these licenses will be required to comply with the Statement of Responsibility.
Section 3 Reporting Procedures and Guidelines

Report Submission and Approval Procedures

I. Request is Submitted to Report Author

An authorized individual will submit a report request to the appropriate Report Author.

II. Request is Reviewed by Report Author

Report Author will gain approval from the appropriate Information Owner to begin processing the request. Report Author receiving the request will determine whether the request is complete enough to begin developing the report or will meet with the requestor (or appropriate individual) to determine what other specifications are necessary to begin.

III. Report is Created and Deemed Ready by Report Author

Once a report is completed by the Report Author and it is determined that it is ready to be reviewed, the Report Author will place the report in the “Under Review” folder with the following naming convention: Department_Document Type_Document Name_Document Version_Date. (John S. Doe works for the Registrar’s Office and created the report class roster then the title might be “1100_REPRT_Class Roster_01_010111”.) The naming convention will allow the Report Administrator to quickly identify which Report Author needs to be contacted in case there are questions upon reviewing the report. The author will be required to submit a copy of the report request and supporting documentation used to create the report as well.

IV. Report is Reviewed by Report Administrator

a. If the report is approved, the report will be moved by the Report Administrator to the “Completed Reports” folder. Copies of the report will be disbursed to the appropriate folders where they may be reviewed by the identified consumer.

b. If the report is disapproved, the Report Author will be notified that the report will be deleted from the “Under Review” folder and may be advised to modify their copy of the report for re-submission.

V. Subsequent Changes to Existing Reports

a. A Report Author will make changes to the copy of the report that exists in their “My Folders”. Once changes are completed the report will be
submitted into the “Under Review” folder. The Report Author will notify the Report Administrator that an existing report needs to be changed and of the specific changes that were made. If approved, all existing production versions of the report will be updated to the new copy.

VI. Reports Self-Requested by the Report Author

a. Any report that a Report Author self-requests (the author is both the requestor and creator), that is going to be disbursed to consumers for viewing, will follow the above identified procedures.

b. Any report that is self-requested and is only used internally by the Report Author as a convenience report and is not being disbursed to consumers is exempt from the above procedures. No convenience report will be disbursed to Cognos consumers outside the Cognos application. Convenience reports should clearly have the words “Convenience Report” in their title.

Reporting Guidelines

I. Data

a. Keep field names consistent.

b. Do not use fields which you are unfamiliar with. You should be able to prove where that field exists in Banner.

c. Only report that information which you are knowledgeable about. If you require information which you do not normally deal with on a particular basis, you should seek the assistance of the responsible Report Author.

d. Only report that information which you are responsible for. In example, creating a financial report when your inherent job responsibility is admissions data is not acceptable.

II. Personally Identifiable Information (PII)

a. Social Security Numbers (SSNs) are not allowed on any report unless given expressed written consent by the Report Administrator. Requests to show SSNs will be asked to provide a justifiable business need.

b. Names and IDs are not allowed on the same report unless the ID is masked to the last 4 digits or written consent to show both names and IDs is given by the Report Administrator.

c. Any report that is designed to be dispersed outside the Cognos system will not be allowed to contain both names and IDs.

d. Convenience reports stored in the Report Authors’ personal folders may be reviewed at random intervals to ensure that PII guidelines have been followed. Convenience reports having PII information will be immediately
deleted and the Report Author will be notified. Repeat offenses may lead to the termination of the user’s license and possible University disciplinary action.

III. Documentation

a. Upon the finalization of all reports, Report Authors will be asked to submit support documentation:

i. Copy of the initial request (Includes support documents that may have been used to complete the request before beginning the report. May come in the form of notes, emails, forms, etc.)

ii. Copy of report worksheet.

iii. Copy of prompt page.

Handling Confidential Information

I. Confidential Guidelines

Reports that have individuals listed that have requested their information be kept confidential should not be dispersed out to personnel that do not have the authority to see such information unless the report has been redacted to not include the individuals.

If the initial requestor is not authorized to see information for these individuals, the report will be created excluding the records for these individuals.

University Information Owners

I. Information Owners

a. Academic
   Registrar, Office of the Registrar (Primary)
   Associate Registrar, Office of the Registrar (Secondary)

b. Accounts Receivable
   Assistant VP for Financial Services, Financial Services (Primary)
   Manager of Treasury Services, Financial Services (Secondary)

c. Admissions
   i. Undergraduate
      Assistant Director of Admissions, Undergraduate Admissions (Primary)
      Administrative Assistant, Undergraduate Admissions (Secondary)
   ii. Graduate
      Administrative Assistant to the Dean, Graduate School (Primary)
      Dean, Graduate School (Secondary)
d. Alumni
   Coordinator of Gift Processing, Advancement (Primary)
   Alumni Relations Specialist, Alumni (Secondary)

e. Faculty
   Director, Institutional Research (Primary)
   Assistant Director, Institutional Research (Secondary)

f. Financial Aid
   Director, Financial Aid (Primary)
   Associate Director, Financial Aid (Secondary)

g. Recruitment
   Assistant Director, Office of Recruitment (Primary)
   Director, Enrollment Management (Secondary)

h. Texas Success Initiative
   Data Analyst Coordinator, University College (Primary)
   Executive Director, University College (Secondary)
## Section 4 Definitions

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<td>Business Role</td>
<td>Accumulated set of rights and responsibilities that an individual has according to their job description.</td>
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<td>Cognos Administrator</td>
<td>User responsible for administering and maintaining the software environment in regards to the server, maintenance, and system security. Assists users with system errors that they encounter.</td>
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<td>Cognos Production (PROD)</td>
<td>Refers to the Cognos instance that will be used to actively create, retrieve and run reports by users.</td>
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<tr>
<td>Cognos Test (TEST)</td>
<td>Refers to the Cognos instance that will be used as a test site for patches, upgrades and modifications prior to moving those items into the production instance.</td>
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<td>Enterprise Data Warehouse (EDW)</td>
<td>A repository (collection of resources that can be accessed to retrieve information) of an organization's electronically stored data, designed to facilitate reporting and analysis. Houses historical data that does not normally change.</td>
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<td>Information Owner</td>
<td>The University's Banner data steward(s) responsible and most knowledgeable about the student system and the information within. Responsible for giving clearance to individuals to retrieve data.</td>
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<td>Model</td>
<td>A physical or business representation of the structure of the data from one or more data sources. A model describes data objects, structure, and grouping, as well as relationships and security.</td>
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<td>In Cognos 8 BI, a design model is created and maintained in Framework Manager. The design model or a subset of the design model must be published to the Cognos 8 server as a package for users to create and run reports.</td>
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<td>Operational Data Store (ODS)</td>
<td>A database designed to integrate data from multiple sources to make analysis and reporting easier.</td>
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<td>Package</td>
<td>A subset of a model, which can be the whole model. A grouping of related packets. Using Query Studio, joins can only be completed using data elements/measures that are found within the scope of the package.</td>
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<tr>
<td>Packet</td>
<td>A subset of a package. A grouping of related data elements and measures.</td>
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<td>Prompt</td>
<td>A report element that asks for parameter values before the report is run.</td>
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<td>Report</td>
<td>Documents which present focused, salient content to a specific audience and are often used to display the result of an experiment, investigation, or inquiry.</td>
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<td>Report (more precisely, report specification) is the generic term for the objects created or edited by Query Studio, Report Studio, and Analysis Studio.</td>
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<td>Report Administrator</td>
<td>User responsible for creating folders, assigning reports to folders, administering reporting standards, and upholding system user security procedures.</td>
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<td>Report Author</td>
<td>User given the ability to create reports within Cognos.</td>
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<td>Requestor</td>
<td>Any authorized individual that submits a report request.</td>
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<td>Stakeholder</td>
<td>Licensed users that rely on Cognos to perform job responsibilities.</td>
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<td>Template</td>
<td>A reusable report layout or style that can be used to set the presentation of a query or report.</td>
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<tr>
<td>User</td>
<td>An individual that has been assigned a license to use Cognos.</td>
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