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NASHVILLE • 2022

# Reporting | Strategies

Your Guides: Wes McCoubrie and Karen Lifsey

# Introductions

- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards



# Open Mic

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- What are your biggest concerns when it comes to reporting in your organization?
- Is there more than one source for the same information?
- Do your users utilize the reports available?

# Agenda

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- Reporting Strategy Introduction
- Clarity Reporting Options
- Integrated BI Tools
- Best Practices



# Reporting Strategy Introduction



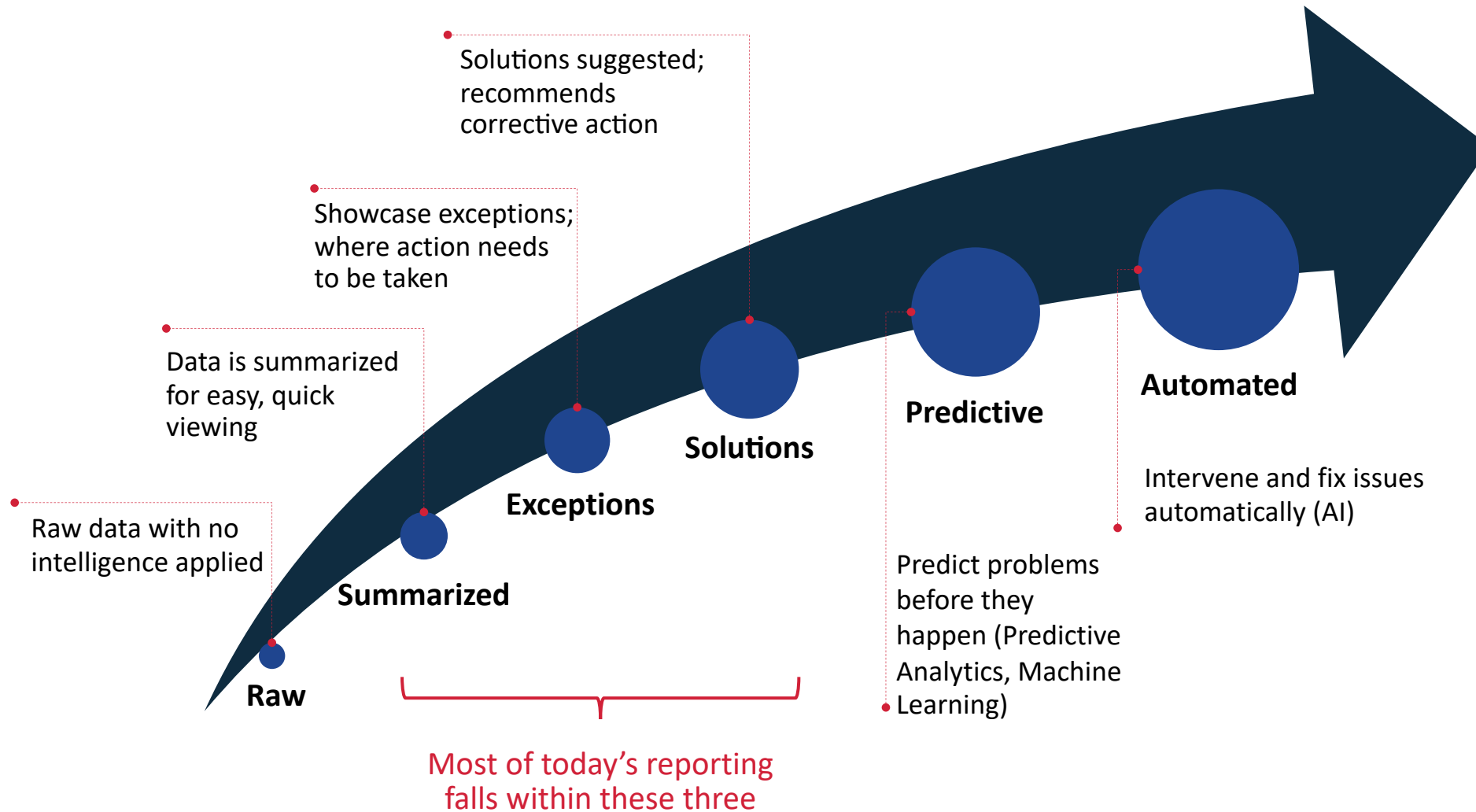
# Analytic & BI Trends for 2022

(<https://www.datapine.com/blog/business-intelligence-trends/>)

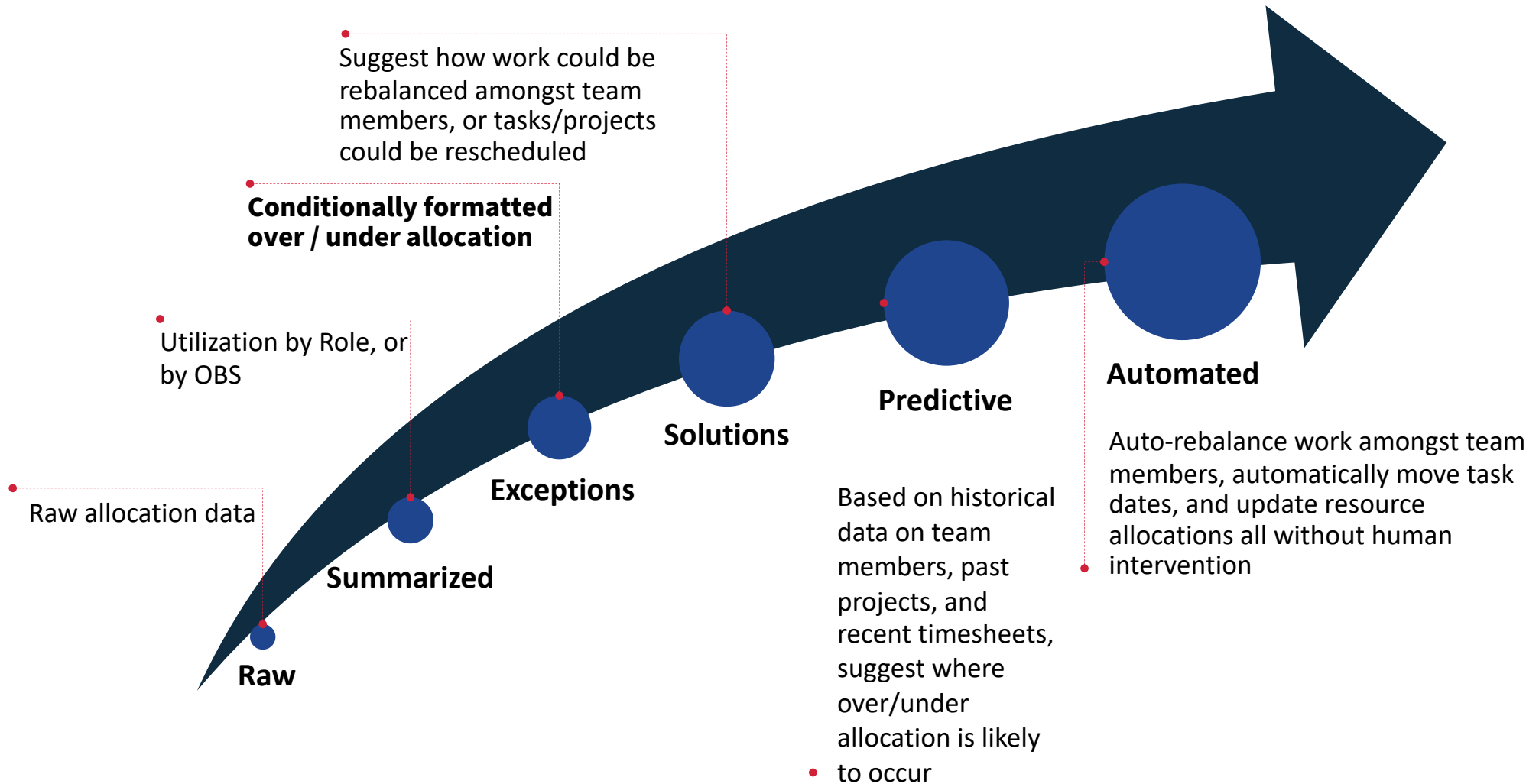
- Artificial Intelligence
- Data Security
- *Data Discovery/Visualization*
- *Data Quality Management*
- *Predictive and Prescriptive Analytic Tools*
- *Real-time Data & Analytics*
- *Collaborative BI*
- Data Literacy
- Data Automation
- Embedded Analytics



# Evolution of Business Intelligence



# Example: Resource Allocations

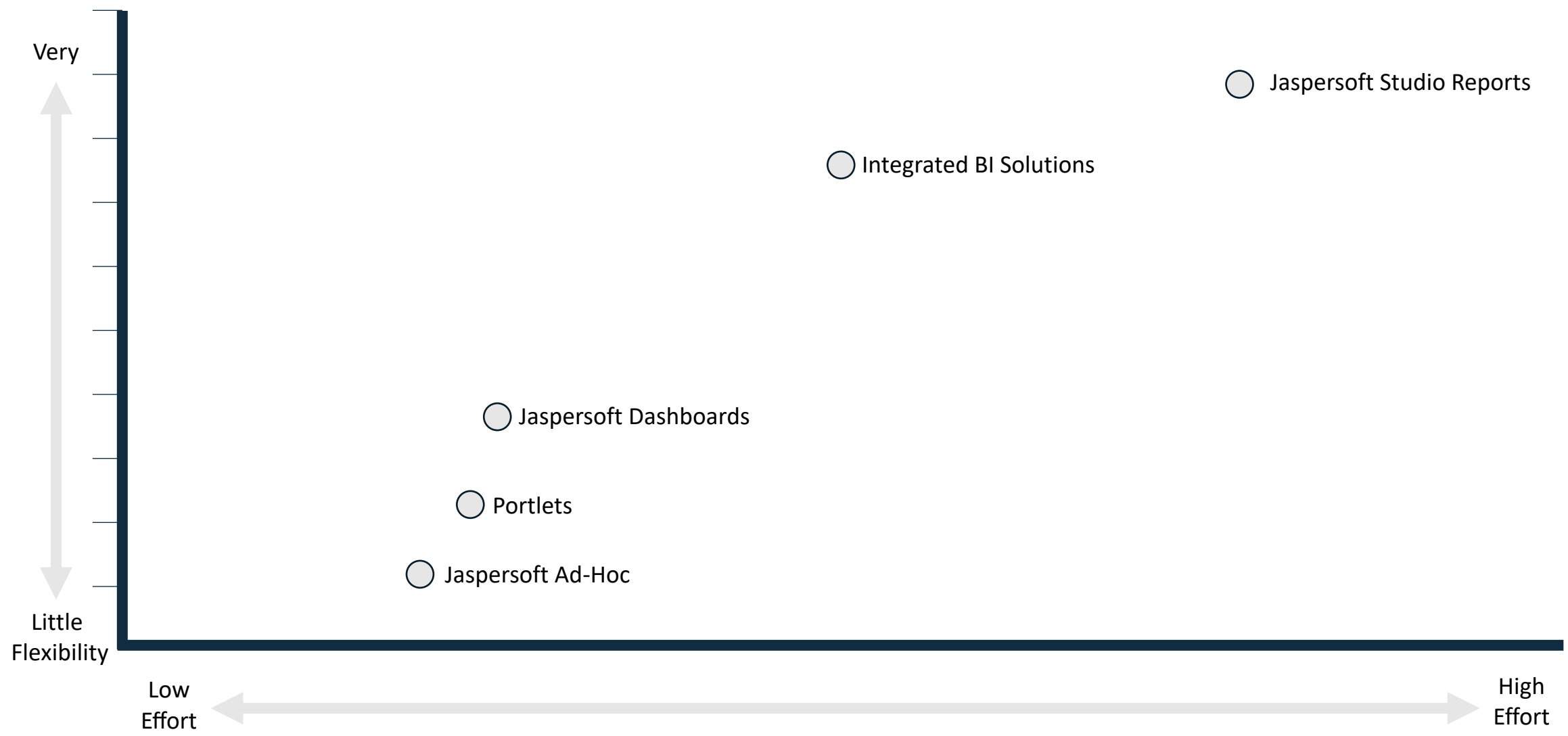




# Clarity Reporting Options



# Reporting Tools: Flexibility vs Effort



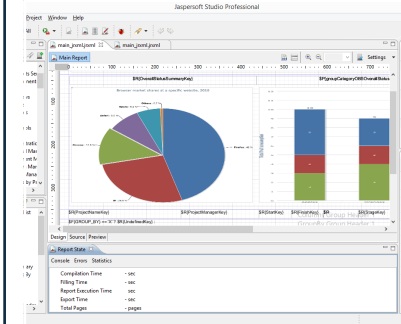
# Reporting Tools

## Portlets



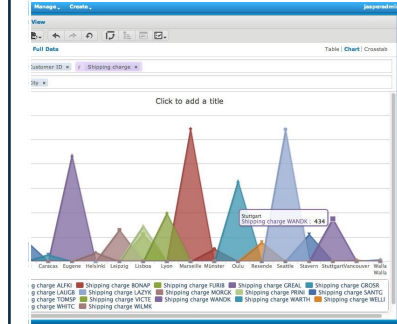
- Data sourced from Clarity transactional DB
- Reports are operational, used day-to-day
- The data does not need to be accessed by non-Clarity users
- Data is rendered within acceptable performance thresholds
- The number of data elements required does not negatively affect the usability.
- Personalization features available

## Studio Reports



- Data sourced from Clarity DWH as default
- PDF or other non-CSV formats needed
- Requires “pixel perfect” formatting
- Report access outside of Clarity required
- Archiving is required
- Multiple reports required and presented as a single package
- Large number of calculations

## Ad Hoc



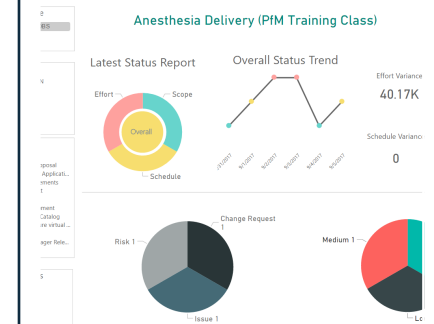
- Data sourced from Clarity DWH as default
- PDF or other non-CSV formats needed
- Used for ‘on the fly’ reporting
- Best suited for “super-users” who understand the underlying data.

## Dashboards



- Summary level information with drill-down capability
- Short time-to-information interface
- Stock dashboards are available as well as user-defined “grouping” dashboards that present multiple Ad Hoc and Studio Reports on single page

## Integrated BI Solutions



- Typically tied to multiple data sources
- OData and flat-file batch exports are common Clarity connection options
- Industry-best visualization, interactivity
- Affords most flexibility
- In-house expertise typically available (Power BI, Tableau, etc.)

# Portlets in the Modern UX

- In the Modern UX, custom portlets are – to an extent – being replaced by a heavy focus on personalization.
- Channels still leveraged for classic portlet dashboards.

One of the common components in Clarity is the dynamic new grid. You can find the grid throughout the application to manage projects, tasks, roadmaps, ideas, and timesheets to name a few.

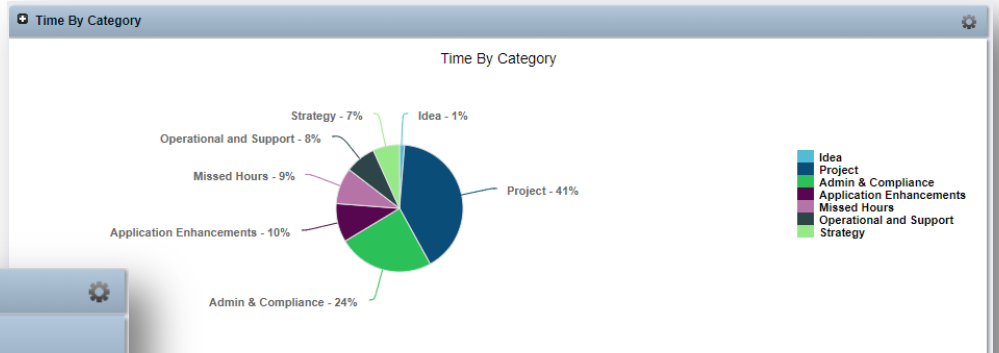
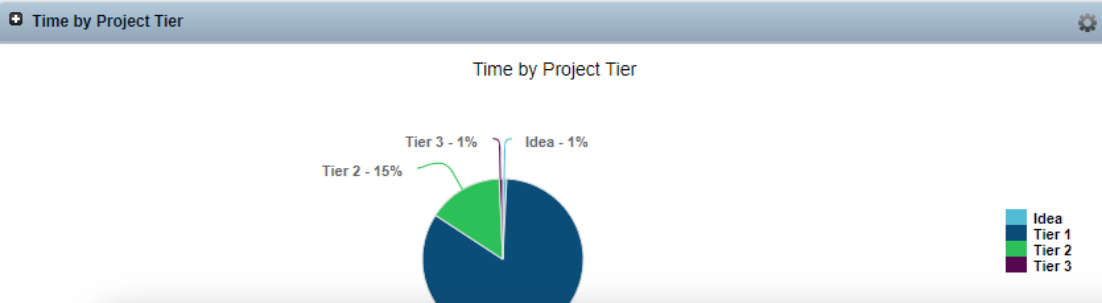
Annotations in the screenshot include:

- Export to CSV
- New From Template
- Text Search Field
- Add Filters
- Available Layouts – Board, Grid
- View Options
- Current View Being Used, Save New Views and Other Views to Select from
- Filter Search Match Option or X to Clear Filters
- Group by a Single Column Value
- Column Panel – Add/Remove Columns
- Add a New Row
- Details Flyout of Highlighted Row
- Rick Click a Row for Context Menu for Current Row

Name	ID	Manager	Planned Cost	Planned Capital Cost	Planned Operating Cost	Project Management Office	Start
A Fantastic Project	PR000011	Joshi, Navdeep	100,033	8,124	91,909		Feb 2, 2015
ACME Project	PR000057	Administrator, Cl...	0	0	0		Nov 27, 20...
Act thru testing		Moore, Tauriya				Aeson, Jason	Apr 29, 2019
After Upgrade Test Project		Montanez, Carlos	0	0	0		Jun 18, 2019
Agile Time Tracking Template		Administrator, Cl...					Apr 16, 2018
Allen Test		Chandrasekaran, ...					May 24, 20...
ANDY109999							Jul 23, 2019
ANDY109999							Jul 23, 2019
ANDY109999	PR000236	Garvey, Sara					Jul 23, 2019

The top screenshot shows 'View Options' for a 'Board' view. It includes sections for 'BOARD OPTIONS' (Columns, Sprint, Color By) and 'CARD OPTIONS' (Title, Name, Fields, Metrics). The bottom screenshot shows 'View Options' for a 'Timeline' view, including 'Timeline' options (Periods, Quarters, Color By, Show Dependencies) and 'Manage Picklists'.

# Portlet Examples



Resource Workloads

Resource	Primary Role	Availability Rate	Availability, Allocation, & Actuals												Manager
			Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	
Abbott, Paul	Manager/Supervisor	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Fedele, Mark
		Allocation	73.60	64.00	70.40	58.80	64.40	74.80	79.20	27.60	24.00	9.20	8.80	8.40	
		Actuals	223.00	179.00	197.00	40.00									
Akouri, Elias	Manager/Supervisor	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Vu-Pham, Trang
		Allocation	296.00	302.41	247.25	63.00									
		Actuals													
Alexander, Ellen	Business/Systems Analyst	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Vliet, Marc van
		Allocation	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	192.00	220.80	211.20	201.60	
		Actuals	227.00	195.13	217.99	43.29									
Allin, Lee	Business/Systems Analyst	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Kluge, Peter
		Allocation	48.00	168.00	295.99	296.00	232.00	231.99	232.00	232.00	232.00	232.00	232.00	231.99	
		Actuals	197.00	175.00	190.00	40.00									
Arbelaez, Luz	Business/Systems Analyst	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Rende, Ignacio
		Allocation	56.00	112.00	123.20	84.00	147.20	168.00	88.00	92.00	32.00	36.80	35.20	33.60	
		Actuals	107.00	147.00	176.00	40.00									
Bapat, Rashmi	Applications Developer	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Sen, Partha
		Allocation	184.00	160.00	176.00										
		Actuals	184.00	160.00	176.00										
Basak, Surajit	Manager/Supervisor	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Goodloe, Alan
		Allocation	201.80	203.00	225.71	226.40	243.20	234.80	202.40	211.60	96.00	64.40	61.60	58.80	
		Actuals	101.00	151.00	203.50	49.00									
Bedi, Karan	Manager/Supervisor	Availability Rate	184.00	160.00	176.00	168.00	184.00	168.00	176.00	184.00	160.00	184.00	176.00	168.00	Vu-Pham, Trang
		Allocation	184.00	160.00	177.00	40.00									
		Actuals	184.00	160.00	177.00	40.00									

Resource

Resource Is Active: Yes

Time Start: 1/1/2018

Time End: 4/11/2018

OBS: Department OBS IT

Mode: Unit and descendants

Filter: Clear

Resource	Resource Manager	Time Period	Timesheet Status
Abbott, Paul		04/09/18 - 04/16/18	Open
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		03/19/18 - 03/26/18	Open
Abbott, Paul		03/26/18 - 04/02/18	Not Opened
Abbott, Paul		04/02/18 - 04/09/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		03/26/18 - 04/02/18	Not Opened
Abbott, Paul		04/02/18 - 04/09/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		03/26/18 - 04/02/18	Not Opened
Abbott, Paul		04/02/18 - 04/09/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Not Opened
Abbott, Paul		04/09/18 - 04/16/18	Approved
Akouri, Elias		04/02/18 - 04/09/18	Not Opened
Akouri, Elias		04/09/18 - 04/16/18	Not Opened
Akouri, Elias		03/12/18 - 03/19/18	Open
Akouri, Elias		03/19/18 - 03/26/18	Not Opened
Akouri, Elias		03/26/18 - 04/02/18	Not Opened
Akouri, Elias		04/02/18 - 04/09/18	Not Opened



# Studio Report Examples

### Project Status Summary: eCommerce Portal

Stage: Building Overall Status: ◆◆ Status Report Date: 9/14/2015

#### Key Accomplishments

The following reviews are scheduled for next week:

- User acceptance test results
- Change Requests
- Monthly Project Review

The Configuration Control Board meeting is scheduled in two weeks.

#### Upcoming Activities

The following reviews are scheduled for next week:

- User acceptance test results
- Change Requests
- Monthly Project Review

The Configuration Control Board meeting is scheduled in two weeks.

#### Cost

Displays burn rate against baseline

#### Resources

#### Phase Key Milestone

Phase	Key Milestone	Start	End	Status
Design Phase	Design Phase Gate Complete	Aug-15	Sep-	Complete
Construction Phase	Construction Phase Gate Complete			Complete
Deployment and Quality Phase	Deployment Phase Gate Complete			Complete
Closing Phase	Closing Phase Gate Complete			Complete

## Investment Assignments by Task

Task	Status	% Complete	Resource	Role	Assignment			Actuals	ETC	EAC
					Start	Finish	ETC			
<b>Altus Online Order Application</b>										
Portal Development	Started	25.00	Berry, Jason	Developer	8/4/14	7/29/16	230.00	382.00	612.00	
Unit and Performance Testing	Started	25.00	Lewis, Nicole	Test Engineer	8/4/14	7/29/16	84.00	186.00	270.00	
<b>Total</b>							<b>314.00</b>	<b>568.00</b>	<b>882.00</b>	
Business Analyst					2/5/15	2/26/15	160.00	0.00	160.00	
Storage Architect					2/5/15	2/26/15	160.00	0.00	160.00	
Architect					3/2/15	3/27/15	70.00	70.00	140.00	
Business Analyst					3/2/15	3/27/15	90.00	90.00	180.00	
Developer					3/30/15	5/4/15	0.00	300.00	300.00	
Storage Architect					3/30/15	5/4/15	0.00	90.00	90.00	
Test Engineer					3/30/15	5/4/15	0.00	170.00	170.00	
<b>Total</b>							<b>480.00</b>	<b>720.00</b>	<b>1,200.00</b>	
Project Manager					1/6/15	4/8/15	60.00	20.00	80.00	
Business Analyst					1/6/15	4/8/15	132.00	48.00	180.00	
Test Engineer					1/6/15	4/8/15	175.00	55.00	230.00	
Network Engineer					1/6/15	4/8/15	160.00	50.00	210.00	
Project Manager					4/10/15	8/20/15	0.00	80.00	80.00	
Test Engineer					4/10/15	8/20/15	0.00	230.00	230.00	
Network Engineer					4/10/15	8/20/15	0.00	210.00	210.00	
Project Manager					8/21/15	9/25/15	0.00	90.00	90.00	
Test Engineer					8/21/15	9/25/15	0.00	190.00	190.00	
Network Engineer					8/21/15	9/25/15	0.00	250.00	250.00	
Project Manager					9/30/15	10/29/15	0.00	40.00	40.00	
<b>Total</b>							<b>527.00</b>	<b>1,263.00</b>	<b>1,790.00</b>	
<b>Total</b>							<b>1,321.00</b>	<b>2,551.00</b>	<b>3,872.00</b>	

## Top 50 Project Watchlist

#### KPIs

#### Issues

#### Change Requests

#	Project Name	Project Type	Status	Schedule	Alignment	Risk	Issues	CRs	Resource Allocations	Planned Cost
1	XPL Translations	Major Project	◆	◆	◆	◆	◆	◆	25,404	2,474,260.00
2	Meeting Reservation Portal	Major Project	◆	◆	◆	◆	◆	◆	18,816	834,950.00
3	eBusiness Mobile Network	Major Project	◆	◆	◆	◆	◆	◆	15,792	646,260.00
4	Mobile Time and Approvals	Application Change	◆	◆	◆	◆	◆	◆	12,796	179,960.00
5	Mobile Device Management (MDM) Deployment	Major Project	◆	◆	◆	◆	◆	◆	12,576	646,260.00
6	Office Upgrade	Major Project	◆	◆	◆	◆	◆	◆	12,528	646,260.00
7	System Upgrade Release 14	Major Project	◆	◆	◆	◆	◆	◆	12,480	646,260.00
8	Mobile Advertising	Major Project	◆	◆	◆	◆	◆	◆	12,332	264,400.00
9	HR Online Benefits Security Upgrade	Major Project	◆	◆	◆	◆	◆	◆	6,872	584,800.00
10	Online Order Performance Improvements	Infrastructure Deployment	◆	◆	◆	◆	◆	◆	6,728	236,400.00
11	Mobility Management Services	Major Project	◆	◆	◆	◆	◆	◆	6,552	343,020.00





# Integrated BI Tools



# Enterprise BI

- Many organizations have an enterprise BI tool within their reporting landscape. It is important to define how Clarity fits into the enterprise standards.
- Gartner magic quadrant BI platforms include:
  - Microsoft PowerBI
  - Tableau
  - Qlik View
- If you are an on-premise implementation, you can connect directly to the built-in data warehouse.
- If you are a SaaS implementation, you have several options for connecting:
  - OData Connection (*Enhanced AWS OData connection coming soon!*)
  - Flat file extracts & report directly against files
  - Flat file or API-based extracts loaded into on-premise or cloud database (3<sup>rd</sup> party ETL tools help)



# OData Direct Connection



- On-Demand customers can use an OData connector to point a BI tool at the Clarity DWH.
- The connector will only go against the updated Data Warehouse
- The connector was optimized to work with PowerBI, but can be used with other reporting BI tools – even Microsoft Excel
- Row level security possible with custom BI User ID on the Clarity Resource
- Ability to have individual logins for OData access

# PowerBI Examples

### Anesthesia Delivery (P/M Training Class)

Select OBS Type: Corporate Department OBS

Select OBS: Product Development | NPN

Select Project: 2015 eCommerce Portal Proposal, 2015 Finance Management Applicati..., 2015 Infrastructure Improvements, 2015 Lean Six Sigma Project, 2015 Mobile Advertising, 2015 New Product Development, 2015 Professional Services Catalog, 2015 Restructure Architecture virtual..., 2015 Security Compliance, 2015 Spring Franchise Manager Rel..., 4G Upgrade Readiness

Select RIC Status: Open

Overall Status:

Latest Status Report:

Overall Status Trend:

Effort Variance: 40.17K

Effort Variance %:

Schedule Variance: 0

Schedule Variance %:

Risk 1:

Change Request:

Medium 1:

Low 1:

Issue 1:

### Adams, Benjamin

Task Performance:

Timesheet Performance:

Actuals by Type:

Allocation by Type:

Issues	Risks	Demands
5	11	110

### Late Milestones

OBS Type: Corporate Department OBS

OBS Path: All

Investment Manager: All

Investment Name: All

Investment ID	Investment Name	Milestone Name	Status	Base Finish Date	Finish Date	Days Old	Days Late
PR1000	A Fantastic Project (P/M Tr...	Analyze Phase Complete	Not Started	Monday, April 20, 2015	Friday, May 8, 2015	819	18
PD1012	Atropa Retra Scan - Proje...	Business Case Complete and Go to Development	Miles, Paul	Monday, April 13, 2015	Monday, April 13, 2015	844	843
PD1002	Aurascopce XA - Project	Business Case Complete and Go to Development	Miles, Paul	Monday, August 10, 2015	Monday, August 10, 2015	725	724
PD1003	Brightlight 2000 - Project	Business Case Complete and Go to Development	Miles, Paul	Friday, October 9, 2015	Friday, October 9, 2015	665	664
			Angelo, Michael	Thursday, September 10, 2015	Thursday, September 10, 2015	694	693
			Angelo, Michael	Thursday, September 10, 2015	Thursday, September 10, 2015	694	693
			Miles, Paul	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Angelo, Michael	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Angelo, Michael	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Angelo, Michael	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Craig Allen	Tuesday, June 9, 2015	Tuesday, June 9, 2015	787	786
			Miles, Paul	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Angelo, Michael	Tuesday, August 11, 2015	Tuesday, August 11, 2015	724	723
			Craig Allen	Monday, November 9, 2015	Monday, November 9, 2015	634	633
			Arya Vishal	Friday, February 19, 2016	Friday, February 19, 2016	532	531
			Heed Henry	Tuesday, September 15, 2015	Tuesday, September 15, 2015	689	688
			Berks, Paul	Thursday, September 17, 2015	Thursday, September 17, 2015	687	686

### All Risks

Target Resolution Date: 10/10/2015 to 4/24/2017

OBS Type: Business Transf...

Risk Count: 11

Risk by Priority:

Risk by Status:

Investment ID	Issue ID	Issue Name	Target Resolution Date	Probability	Priority
PR1052	IS1089	Requirements to be frozen on time	10-Oct-15	Low	High
PN1011	IS1090	Test Issue Objectives from Risk	23-Oct-15	Low	High
PR1083	IS1091	Risk 1 to Issue 1	11-Feb-16	High	Medi...
PR1094	IS1092	a:spodgajgdj	27-Apr-16	Low	Medi...
PR1165	IS1094	new issue from the risk	24-Apr-17	Medium	High

Investment ID	Risk ID	Risk Name	Target Resolution Date	Probability	Priority
PR1016	RS1073	Key Resource not available	10-Oct-15	Low	High
PR1052	RS1074	Requirements to be frozen on time	13-Oct-15	Medium	High
PR1052	RS1075	Resource availability	13-Oct-15	High	Medi...
PN1011	RS1077	Test Risk Objectives	23-Oct-15	High	Medi...
PRS1000	RS1078	Low Risk Sample	10-Nov-15	Low	Low
PRS1000	RS1079	Medium Risk Sample	10-Nov-15	Medium	Medi...
PRS1000	RS1080	High Risk Sample	10-Nov-15	High	High
PR1083	RS1082	Risk 1	11-Feb-16	Medium	High

Investment ID	Investment Name	Risk Name	Investment Manager	Risk ID	Owner	Status	Priority	Target Resolution Date
PN1011	Anesthesia Delivery (P/M Training Class)	Test Risk Objectives	Tennyson, Peter	RS1077	Joah, Navdeep	Open	Medium	Friday, October 23, 2015
PR1016	Automated Security Enhancements	Key Resource not available	Berks, Paul	RS1073	Administrator, System	Open	High	Saturday, October 10, 2015
PR1052	Test-MK	Requirements to be frozen on time	Administrator, System	RS1074	Administrator, System	Open	High	Tuesday, October 13, 2015
PR1052	Test-MK	Resource availability	Administrator, System	RS1075	Administrator, System	Open	Medium	Tuesday, October 13, 2015
PR1083	JH Project-Financial Mgmt Overview	Risk 1	Hoaldridge, Jon	RS1082	Hoaldridge, Jon	Open	High	Thursday, February 11, 2016
PR1083	JH Project-Financial Mgmt Overview	Risk 2	Hoaldridge, Jon	RS1083	Hoaldridge, Jon	Closed	Low	Thursday, February 11, 2016
PR1114	Bigfish Automation (P/M Training Class)	may run over allocated budget	Scarlato, Jennifer	RS1084	Calderon, Mindy	Open	High	Friday, June 3, 2016
PR1165	CLR Demo Project	new risk	Rice, Christi	RS1085	Rice, Christi	WIP	Medium	Monday, April 24, 2017
PRS1000	A Fantastic Project (P/M Training Class)	High Risk Sample	Flanagan, Christopher	RS1080	Administrator, System	Open	High	Tuesday, November 10, 2015
PRS1000	A Fantastic Project (P/M Training Class)	Low Risk Sample	Flanagan, Christopher	RS1078	Administrator, System	Open	Low	Tuesday, November 10, 2015

### Issues

Issue Count: 4

Risk by Priority:

Risk by Status:

Risk by Target Resolution Date:

Investment Name	Issue Name	Investment Manager	Issue ID	Owner	Target Resolution Date	Status	Priority
KL OW6 Project 1234	a:spodgajgdj	Lockwood, Karl	IS1092	Lockwood, Karl	Wednesday, April 27, 2016	WIP	Low
CLR Demo Project	new issue from the risk	Rice, Christi	IS1084	Rice, Christi	Monday, April 24, 2017	Open	Medium
JH Project-Financial Mgmt Overview	Risk 1 to Issue 1	Hoaldridge, Jon	IS1091	Hoaldridge, Jon	Thursday, February 11, 2016	WIP	High
Anesthesia Delivery (P/M Training Class)	Test Issue Objectives from Risk	Tennyson, Peter	IS1090	Joah, Navdeep	Friday, October 23, 2015	Open	Low

# Tableau Examples

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# Best Practice Recommendations



# Open Mic

- What is your primary reporting tool?  
(Portlets, Jaspersoft, PowerBI, Tableau, Others)
- How are reports typically consumed?  
(Web, Mobile, Email, Print)
- How do your executives want to consume reports?
  - Email
  - Printed
  - Mobile
  - Sharepoint
  - Web



# Diverse Strategy

**In most cases, the reality is not a single reporting solution, but a mix of tools**

- **Case 1 (SaaS, 1,000 Users)**
  - Portlets – data governance & exception reporting
  - Jaspersoft Ad-Hoc – end user ad-hoc requests, semi-“standard”
  - Enterprise BI (Tableau) – Standard reports / dashboards
- **Case 2 (SaaS, 200 Users)**
  - Mostly OOTB or RegoXchange portlets and Jaspersoft reports
  - Set of executive-level PowerBI dashboards using OData connection
- **Case 3 (On-Prem, 5,000 Users)**
  - Built on on-premise DWH. Data extracted from Clarity, VersionOne, JIRA, ServiceNow, etc.
  - Instead of integrating tools, combined on the reporting side
  - Not a single enterprise BI tool, but tool agnostic – PowerBI, Excel, Cognos all pointing to the same DWH

# Best Practices

- With any report, identify the top question(s) that the report should answer
- Use the right report technology for the job (Portlets, Jaspersoft, Enterprise, etc..)
- Converting Excel reports that are already operationalized and moving them into the tool can gain big benefits
- Automation of report delivery
- Having leadership adopt the tool and utilize the tool's dashboards (eventually moving away from "receiving" dashboards to "using" dashboards)
- Ensure that the reports are designed for 'Easy Reading'
- Ensure the data definition of data is the uniform for all reports

What Works

What Doesn't

- Having people go into the tool to pull out extracts and fish for the data
- Developing reports that have too many data columns, which can cause the report to lose its purpose
- Having scenarios where the user is taking a report from the system, copying and pasting parts of it into a PPT/Excel, and generating another report outside of the tool
- Creating different versions of the same report for different business units. This should be handled with thoughtful filters
- Creating reports with data that is inconsistent with other systems, and not having a clear understanding of ownership of data

# Questions?



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- Access your account at [pmi.org](https://pmi.org)
- Click on **Certifications**
- Click on **Maintain My Certification**
- Click on **Visit CCR's** button under the **Report PDU's**
- Click on **Report PDU's**
- Click on **Course or Training**
- Class Provider = **Rego Consulting**
- Class Name = **regoUniversity**
- Course **Description**
- Date Started = **Today's Date**
- Date Completed = **Today's Date**
- Hours Completed = **1 PDU per hour of class time**
- Training classes = **Technical**
- Click on **I agree** and **Submit**



Let us know how we can improve!  
Don't forget to fill out the class survey.



### Phone

888.813.0444



### Email

[info@regoconsulting.com](mailto:info@regoconsulting.com)



### Website

[www.regouniversity.com](http://www.regouniversity.com)