# **COVER PAGE**

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## Disclaimer

This user manual was developed by the Cortex team of SAS employees.

It is intended solely for the use of beta testing and may not be provided to any other person or entity without the express written consent of SAS Institute.

While every effort was made to ensure accuracy and completeness, neither SAS nor the report authors are able to warrant the degree of accuracy or completeness of this manual.

This user guideline was prepared on a best effort basis and is only intended to assist participants to play the game during the beta testing period. The reader should not rely solely on the manual's content to play the game.

SAS is committing to offer more reference links of further learning resources for each section in the future.

## What is Cortex?

<u>SAS</u> and <u>ERPsim Lab</u> at HEC Montreal partnered to develop Cortex, an analytics simulation game, which is designed to help participants apply and consolidate different data analytics concepts in realistic, business settings. Cortex currently offers a business scenario called the Fundraising Scenario.

In the Fundraising Scenario, participants will target potential donors to maximize the donations to the fundraising campaign. This simulation game provides pedagogical flexibility and is adaptable to students in both undergrad and graduate programs.

The Fundraising Scenario provides a complete experience that can be used in any teaching context with participants of varying levels of statistical knowledge and competency. Its hands-on approach helps the development of skills with tools commonly used in the industry.

The game is available for both Academic and Commercial use.

# **Fundraising Scenario**

The fundraising scenario will place participants in a context where they will be working on a fundraising campaign for a foundation, which is a 12-year-old, not-for-profit charitable organization with a million members.

The foundation has decided to add a direct contact campaign to its list of marketing activities. Participants will predict how many and which individuals to target in the campaign. The objective is to fundraise the highest donation amount while managing the expenses of contacting donors.



# **Fundraising Scenario**

Last Update date: November 27, 2020

Goal\*:

Maximize the net raised funds

DATA

Income

Education

History

\*Operating Surplus = Total Amount Raised - Cost of Calls

Table 1. Cost Structure

| Cost per call |
|---------------|
| 5\$/person    |
| 25\$/person   |
|               |

Table 2. List of variables

| Tuble 2. List of variables |  |                   |
|----------------------------|--|-------------------|
| Variable Name              | Description  |                   |
| ID                         | Member number (unique ID)                                  |                   |
| LastName                   | Last Name  | ID data           |
| FirstName                  | First Name   | l .               |
| Woman                      | Sex (1=woman, 0=man)                                       |                   |
| Age                        | Age (years)  |                   |
| Salary                     | Annual salary in USD                                       | Socio-demographic |
| Education                  | Highest education level                                    |                   |
| City                       | Type of neighborhood                                       |                   |
| SeniorList                 | Seniority for being on the VIP list                        |                   |
| NbActivities               | Number of participations to annual meeting                 |                   |
| Referrals                  | Number of referrals  |                   |
| Recency                    | Number of years since last gift                            |                   |
| Frequency                  | Number of donations  | History*          |
| Seniority                  | Number of years since first donation                       |                   |
| TotalGift                  | Total Donation since a member                              |                   |
| MinGift                    | Minimum donation since a member                            |                   |
| MaxGift                    | Maximum donation since on the VIP list                     |                   |
| Contact                    | Direct solicitation this year (Only applicable to Round 2) |                   |
| GaveLastYear               | Whether or not the individual gave last year               |                   |
| AmtLastYear                | Amount given last year                                     | Target            |
| GaveThisYear               | Whether or not the individual gave this year               |                   |
| AmtThisYear                | Amount given this year                                     |                   |

<sup>©</sup> ERPsim Lab, HEC Montréal, 2017-2020.

PAGE 1

Source: https://erpsim.hec.ca/sites/default/files/cortex/GameSummary Fundraising.pdf

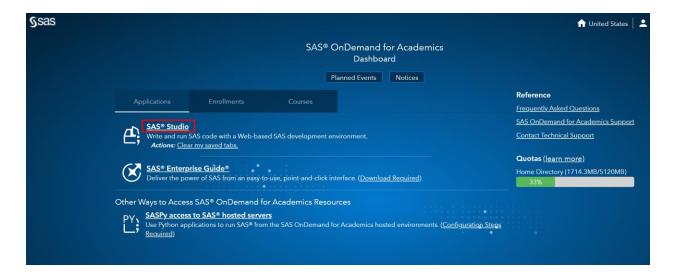
<sup>\*</sup> History (HIST) dataset gives the history of 10 years leading up to, but excluding, last year.

# How to play Cortex in SAS OnDemand for Academics (SODA)

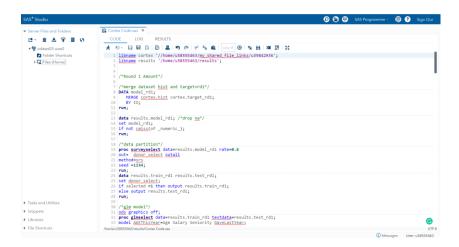
You can play the game by coding the projection model in SAS at SAS Studio. As a first step, please create your account for SODA. To register, visit <a href="https://odamid.oda.sas.com">https://odamid.oda.sas.com</a> and click on "Don't have a SAS Profile?" to create your profile and register for an account.



After you successfully create your account, you should be able to sign on the Control Center at <a href="https://odamid.oda.sas.com">https://odamid.oda.sas.com</a>, and click "SAS Studio" to start coding.



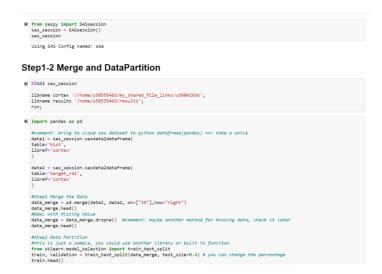
You will be provided a baseline model of SAS code to start with, you can modify the code to achieve the goal of the game – maximizing the donation amount.



# How to play Cortex in Python Command

You can play the game by coding the projection model in Python. You will need to first establish connection between SODA and Python Command in order to access datasets in SAS terminal, more details are listed below. We will provide the baseline model of Python code in Jupyter Notebook. Python players will be expected to install Jupyter Notebook to continue the game.

After you successfully open the Jupyter Notebook, you can download the Python code of the baseline model from Github, you can modify the code to achieve the goal of the game – maximizing the donation amount.



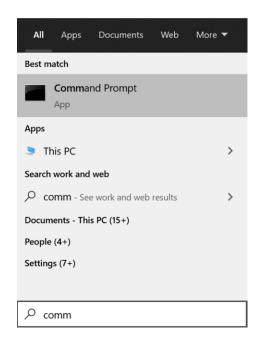
## SASPy Installation and Configuration

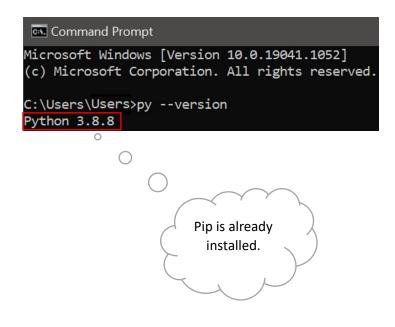
To install the SASPy in your Python Command, you need to ensure that you meet the prerequisite:

- 1. Java version 1.8.0\_162 or higher
- 2. Python 3.3 or higher
- 3. SASPy 3.3.4 or higher

## Step 1: Install PIP (Windows)

You need to open Command Prompt and check your Python version by entering code **py --version**, if it is higher than 3.4, pip is already installed.





If pip is not installed, you should first try to bootstrap it from the standard library by entering the code **py -m ensurepip --default-pip** in Command Prompt.

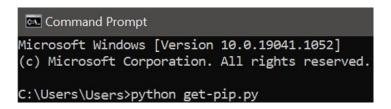
```
Command Prompt

Microsoft Windows [Version 10.0.19041.1052]

(c) Microsoft Corporation. All rights reserved.

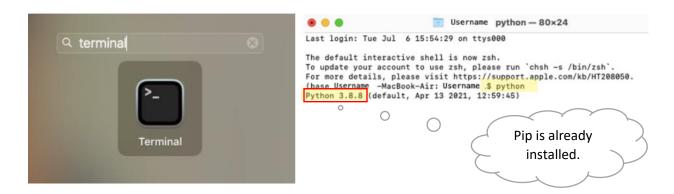
C:\Users\Users>py -m ensurepip --default-pip
```

If that still does not allow you to run code **python -m pip**, you need to download <u>get-pip.py</u>, and run code **python get-pip.py** in the Command Prompt. This will install or upgrade pip. Additionally, it will install setup tools and wheel if they are not installed already.



## Step 1: Install PIP (MACOs)

You need to open Terminal and check your Python version, if it is higher than 3.4, pip is already installed.



If pip is not installed, you should first try to bootstrap it from the standard library by entering the code **python3 -m ensurepip -- default-pip** in Terminal.



If that still does not allow you to run code **python -m pip**, you need to download <u>get-pip.py</u>, and run code **python get-pip.py** in the Command Prompt. This will install or upgrade pip. Additionally, it will install setup tools and wheel if they are not installed already.

Link for Reference

### Step 2: Use PIP to Install SASPy (Windows)

This package installs just like any other Python package. It is a pure Python package and works with Python 3.x installations. To install the latest version using pip, you should execute the code *pip install saspy* in the Command Prompt.

If you prefer conda install, you can use that from the <u>conda-forge channel</u>.

```
Command Prompt - pip install saspy

Microsoft Windows [Version 10.0.19041.1052]

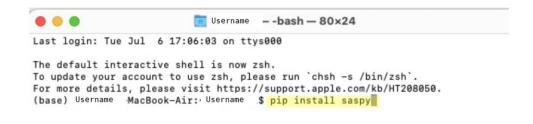
(c) Microsoft Corporation. All rights reserved.

C:\Users\Users>pip install saspy
```

## Step 2: Use PIP to Install SASPy (MACOs)

This package installs just like any other Python package. It is a pure Python package and works with Python 3.x installations. To install the latest version using pip, you should execute the code *pip install saspy* in the Command Prompt.

If you prefer conda install, you can use that from the <u>conda-forge channel</u>.



Link for Reference

## Step 3: Configure Python to access SODA (Windows)

Following the steps below you should be able to configure Python to access SOAD:

- Create a text editor named sascfg\_personal.py containing the information based on your SOAD Home Region.
- 2. Delete the file extension when saving file, if the Notepad in your Windows does not allow you to do so, download **Notepad++** for file creation.

3. You can simply copy and paste the entire code block below. Be sure to uncomment only the 'iomhost' key for your home region. \* US Region is uncommented as an example. You can leave the others commented out or delete them.

## NOTE: You will likely need to change the JAVA location

```
SAS_config_names=['oda']
oda = {'java' : 'C:\\Program Files (x86)\\Common Files\\Oracle\\Java\\javapath\\java.exe',
#US Home Region
'iomhost' : ['odaws01-usw2.oda.sas.com','odaws02-usw2.oda.sas.com','odaws03-
usw2.oda.sas.com','odaws04-usw2.oda.sas.com'],
#European Home Region
#iomhost' : ['odaws01-euw1.oda.sas.com','odaws02-euw1.oda.sas.com'],
#Asia Pacific Home Region
#iomhost' : ['odaws01-apse1.oda.sas.com','odaws02-apse1.oda.sas.com'],
'iomport' : 8591,
'authkey' : 'oda',
'encoding' : 'utf-8'
}
```

- 4. Save *sascfg\_personal.py* to your SASPy installation location.
- 5. Run the following commands in the command prompt window to get the full pathname of SASPy installation location.

```
import saspy, os
print(saspy.__file__.replace('__init__.py', 'sascfg_personal.py'))
```

6. Create a text editor named \_authinfo using the coding block below as a template. You will need to change ODA\_EMAIL/ODA\_USERNAME and ODA\_PASSWORD to your SODA credentials.

```
oda user ODA_EMAIL/ODA_USERNAME password ODA_PASSWORD
```

7. Save \_authinfo to your user's home directory *C:\Users\'YOUR\_USERNAME'* on Windows.

## Step 3: Configure Python to access SODA (MACOs)

Following the steps below you should be able to configure Python to access OAD:

- 1. Create a text editor named *sascfg\_personal.py* containing the information based on your SODA Home Region.
- 2. MacOS users could use built-in software TextEdit to delete the file extension when saving file.
- 3. You can simply copy and paste the entire code block below. Be sure to uncomment only the 'iomhost' key for your home region. \* US Region is uncommented as an example. You can leave the others commented out or delete them.

# NOTE: You will likely need to change the JAVA location. For MAC users, your Java path usually is "/usr/bin/java"

```
SAS_config_names=['oda']
oda = {'java' : 'C:\\Program Files (x86)\\Common Files\\Oracle\\Java\\javapath\\java.exe',
#US Home Region
'iomhost' : ['odaws01-usw2.oda.sas.com','odaws02-usw2.oda.sas.com','odaws03-
usw2.oda.sas.com','odaws04-usw2.oda.sas.com'],
#European Home Region
#iomhost' : ['odaws01-euw1.oda.sas.com','odaws02-euw1.oda.sas.com'],
#Asia Pacific Home Region
#iomhost' : ['odaws01-apse1.oda.sas.com','odaws02-apse1.oda.sas.com'],
'iomport' : 8591,
'authkey' : 'oda',
'encoding' : 'utf-8'
}
```

- 4. Save *sascfg\_personal.py* to your SASPy installation location.
- 5. Use Terminal to get the full pathname of SASPy installation location:
  - 1. First type "python" and hit Enter
  - 2. Run the following commands

```
import saspy, os
print(saspy.__file__.replace('__init__.py', 'sascfg_personal.py'))
```

6. Open Terminal and Type command vim ~/.authinfo

```
Username bash — 80x24

Last login: Tue Jul 6 18:36:45 on ttys000

The default interactive shell is now zsh.
To update your account to use zsh, please run `chsh -s /bin/zsh`.
For more details, please visit https://support.apple.com/kb/HT208050.
(base) Username MacBook-Air:~ Username $ vim ~/.authinfo
```

- 7. Press "a" to enter edit mode.
- 8. Type in the following text, using the coding block below as a template. You will need to change *ODA\_EMAIL/ODA\_USERNAME* and *ODA\_PASSWORD* to your SODA credentials.

```
oda user ODA_EMAIL/ODA_USERNAME password ODA_PASSWORD
```

9. Press "ESC" and then press ":wq" to save and quit.

Link for Reference

### Step 4: Connect to the SODA Servers from Python (Windows and MACOs)

This step should be performed any time that you want to connect to hosted SAS servers.

From a Python prompt or from another Python interface, like Jupyter Notebook, use the following commands to confirm a connection to SODA.

```
import saspy
sas_session = saspy.SASsession()
sas_session
```

Note: If you encounter, "None of the requested encryption algorithms are supported by both peers: AES", please confirm you are running the correct version of Java (1.8.0\_162 or greater) and Contact Us for additional assistance.

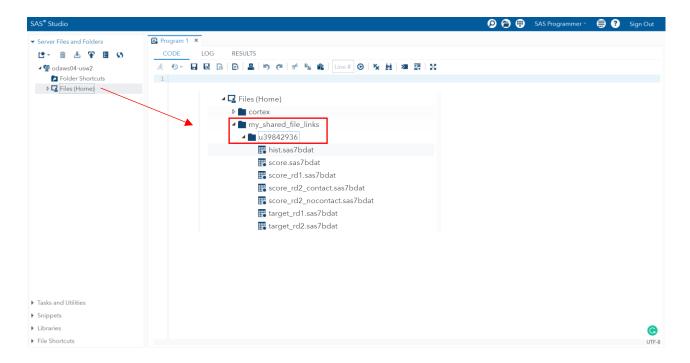
Link for Reference

## Access to Dataset

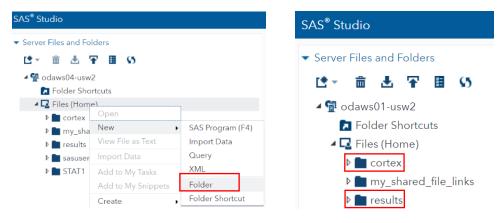
In order to access the dataset in the SAS terminal, you need to follow these steps:

- 1. Sign on the Control Center at <a href="https://odamid.oda.sas.com">https://odamid.oda.sas.com</a>.
- 2. Look for the Enroll in a course link in the "Enrollments" section near the bottom of the page. Click this link to start the enrollment.
- 3. Enter the course code: 83fd3afd-8964-4f5b-a612-7b665ed69104

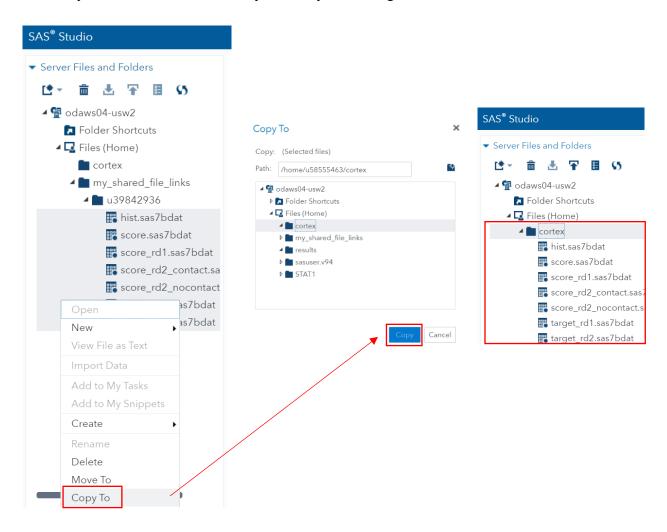
Then you can open your SAS Studio interface, you can see all the cortex dataset in the "u39842936" folder under the "my shared file links" folder.



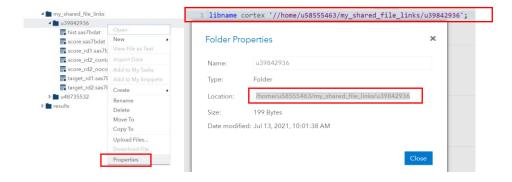
After that, you need to create a folder named "cortex" with all datasets inside. Then create another folder named "results".



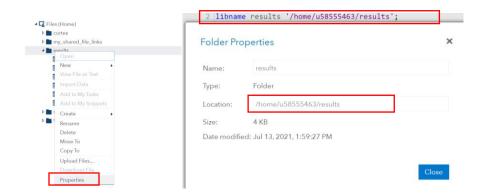
You should copy all the datasets from "u39842936" folder to the "cortex" folder, this is important because you do not have the authority to do any edit/change to the datasets in "u39842936" folder.



Copy the path of "u39842936" folder and create "cortex" library by code: libname cortex '/path'



Copy the path of "results" folder and create "results" library by code: libname cortex '/path', then you can restore any interim dataset to the "work" or "results" folder/libraries.



Link for Reference

You can then start coding in the SAS Studio.

If you want to use Python Command for coding, you need to connect your SAS terminal to the Python Command. In this case, we will use Jupyter Notebook as an example.

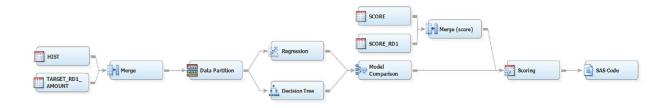
Then you need to add this code **%%SAS sas\_session** to create libraries in SAS language to access datasets in SAS terminal.

## Round 1 - Game Summary

In Round 1, your mission is to predict the amount that each member would give next year to the foundation. You would then use this prediction to call the most valuable members (i.e., members who are predicted to give the most to the foundation).

# Round 1 - Model Description (SAS)

There are 6 steps for game completion: Data Merge, Data Partition, Model Building, Model Comparison, Scoring Data and Export Results.



Step 1: Data Merge

The first step is to merge two datasets into one for better modification.

```
/*merge dataset hist and target+rd1*/
DATA results.model;
   MERGE cortex.hist cortex.target_rd1;
   BY ID;
run;
```

Link for Reference

### Step 2: Data Partition

The second step is data partition, this will help the model to increase its performance, please note that this is a default model, you can change the training and validation percentage for a better model performance.

```
/*data partition*/
proc surveyselect data=results.model rat=0.6
out= donor_select outall
method=srs
seed =1234;
run;
data results.train_rd1 results.test_rd1;
set donor_select;
if selected =1 then output results.train_rd1;
else output results.test_rd1;
run;
```

Link for Reference

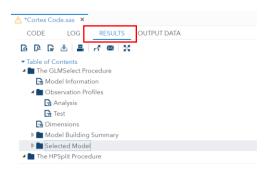
## Step 3: Model Building

In this step, <u>linear regression</u> and <u>decision tree</u> models are used for analysis, you can also choose other model methods (i.e., <u>logistic regression</u>, <u>HP forest</u>, <u>gradient boosting</u>) to predict the amount donated. We recommend you perform a descriptive analysis to select independent variables for prediction.

```
/*glm model*/
ods graphics off;
proc glmselect data=results.train_rd1 testdata=results.test_rd1;
model AmtThisYear=Age Salary Seniority GaveLastYear;
title 'Regression of donation this year '
'Predictors';
store out = estregression;
run;
/*decision tree model*/
ods graphics off;
proc hpsplit data=donor select;
class AmtThisYear;
model AmtThisYear = Age Salary Seniority GaveLastYear;
grow entropy;
prune costcomplexity;
output out = estdecisiontree;
partition role= selected(train="1",validate="0");
output out = estdecisiontree;
run;
```

### Step 4: Model Comparison

When comparing models, you can click RESULTS tab for comparison, SAS will compute statistics automatically, you can then choose <u>different criteria</u> to determine which model fits better for prediction. In the default model, linear regression model is selected for scoring.



Step 5: Scoring Data

Scoring new data to compute predictions for an existing model is a fundamental stage in the analytics life cycle, after you score out the dataset, you can export the model result for upload.

```
/*scoring the data*/
DATA results.score_whole;
   MERGE cortex.score cortex.score_rd1;
   BY ID;
run;
proc plm restore= estregression;
   score data= results.score_whole out=results.result;
run;
```

Step 6: Export Results

Following code will help you to export the model result into a CSV file. You can sort the data by predicted amount in the descending order before export the file, this will help you determine number of donors you want to contact.

```
/*export data*/
PROC SORT DATA=results.result;
    BY descending Predicted;
RUN;

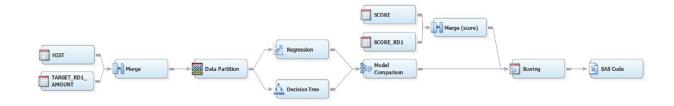
data results.output;
set results.result;
keep ID Predicted;
run;

proc export data=results.output
outfile="/home/u58555463/results/Round1 Output.csv" dbms=csv
replace;
run;
```

## Round 1 - Model Description (Python)

NOTE: You need to install saspy, pandas, numpy, and sklearn python packages to run the baseline model in your python command.

There are 6 steps for game completion: Data Merge, Data Partition, Model Building, Model Comparison, Scoring Data and Export Results.



Step 1: Data Merge

The first step is to merge two datasets into one for better modification.

## Step 2: Data Partition

The second step is data partition, this will help the model to increase its performance, please note that this is a default model, you can change the training and validation percentage for a better model performance.

### Step 3: Model Building

In this step, <u>linear regression</u> and <u>decision tree</u> models are used for analysis, you can also choose other model methods (i.e., <u>logistic regression</u>, <u>HP forest</u>, <u>gradient boosting</u>) to predict the amount donated. We recommend you perform a descriptive analysis to select independent variables for prediction.

### Step 4: Model Comparison

When comparing models, you need to choose a <u>criteria</u> and calculate it manually to determine which model fits better for prediction since Python will not compute the statistical results automatically. In the default model, we compare the MSE of two model, and the linear regression model is selected for scoring.

## Step 5: Scoring Data

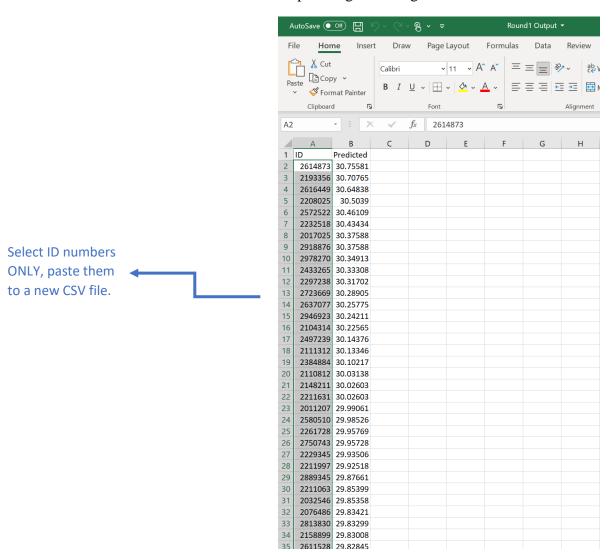
Scoring new data to compute predictions for an existing model is a fundamental stage in the analytics life cycle, after you score out the dataset, you can export the model result for upload.

## Step 6: Export Results

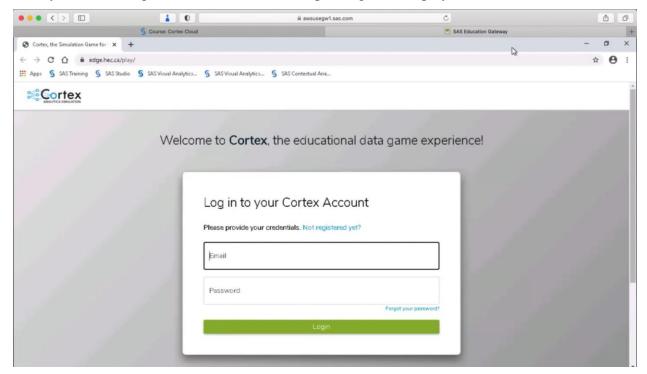
Following code will help you to export the model result into a CSV file. You can sort the data by predicted amount in the descending order before export the file, this will help you determine number of donors you want to contact.

# Round 1 - Upload Decisions

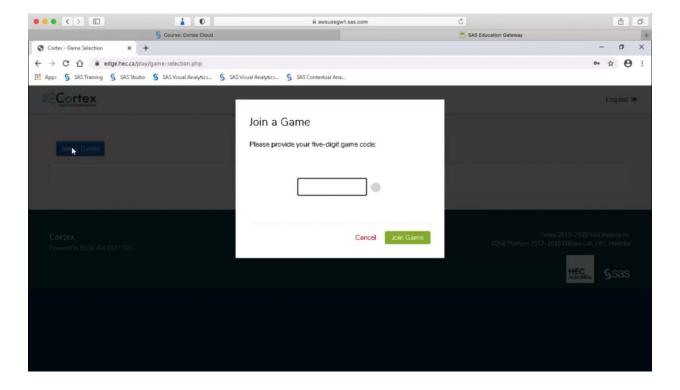
After you export the result, you need to create a new CSV file, select the number of people you want to contact in the file exported, and copy the ID list ONLY to the new CSV file. You need to **SAVE** and **CLOSE** the new CSV file before uploading it to the game leaderboard.



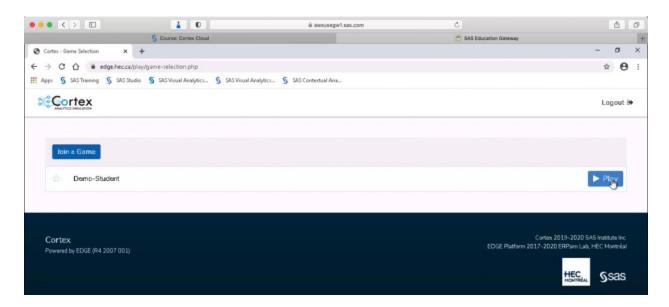
Then you need to log in to the Leaderboard: <a href="https://edge.hec.ca/play/">https://edge.hec.ca/play/</a>



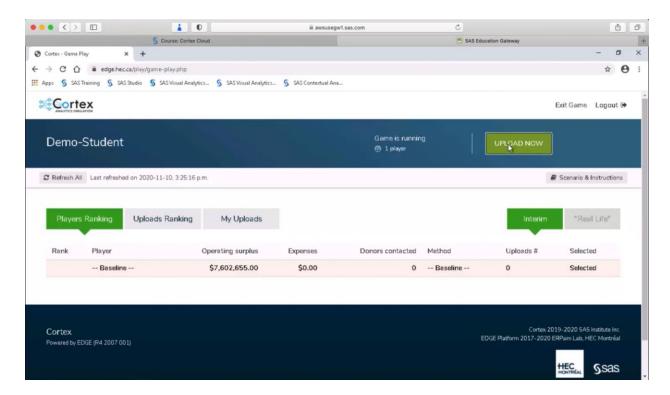
Click **Join a Game** button and enter the Five-Digit Game Code that you should have received from your instructor.



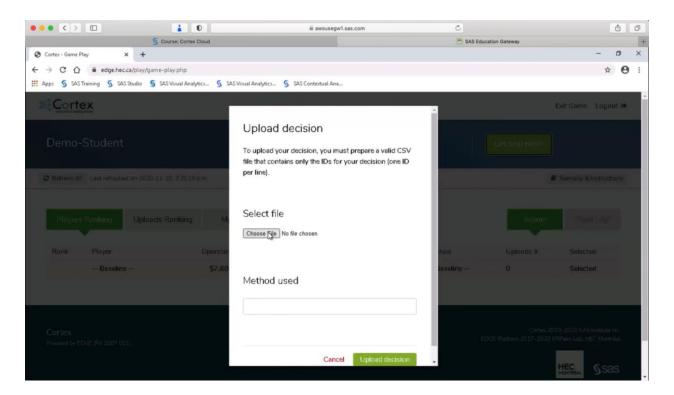
Click Play button to start the game.

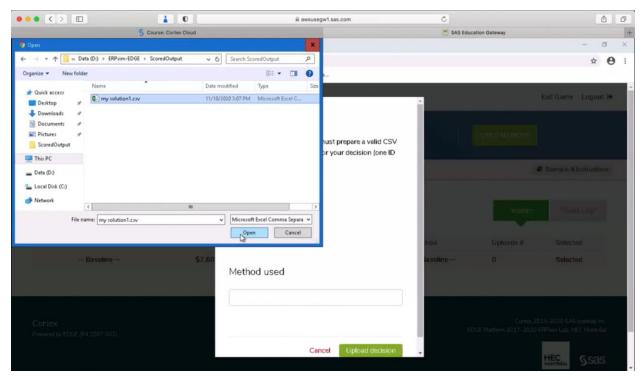


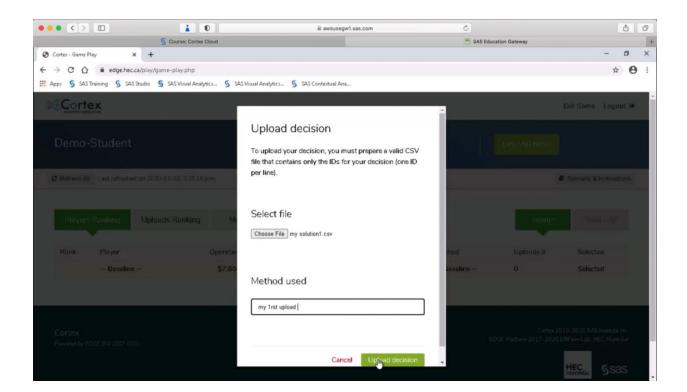
# Click **UPLOAD NOW** button to upload CSV file.



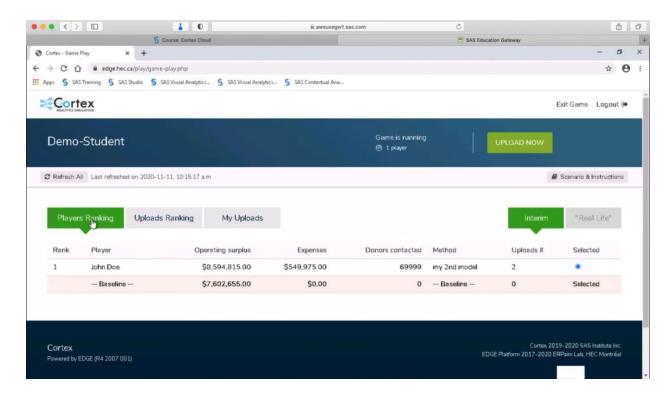
Click **Choose File** button to select your new CSV file, you can name your upload under the **Method used**, and click **Upload decision** button to complete your upload.



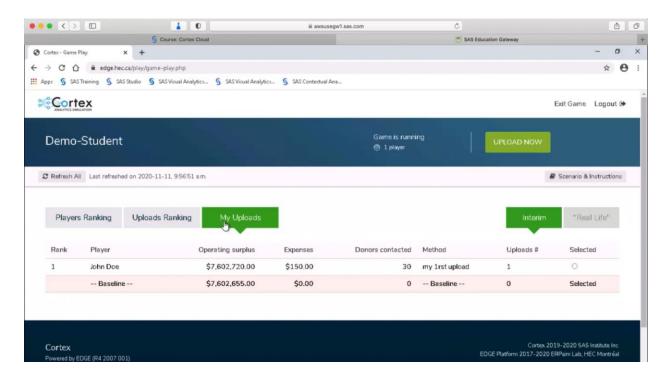




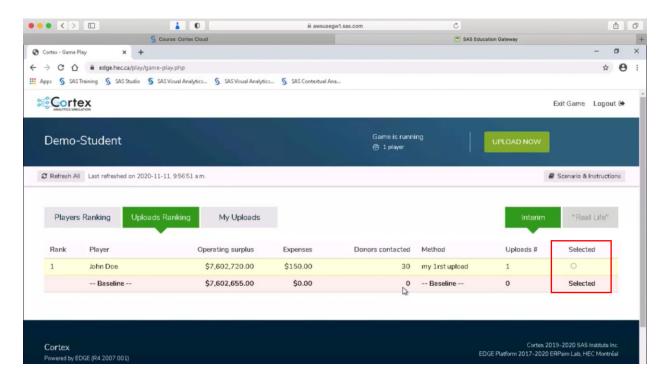
In the main leaderboard: **Players Ranking** tab, you can check the result of the model you choose to upload as well as results uploaded by other players.



In the My Uploads tab, you can see results of all your uploads in the chronological order.



In the **Uploads Ranking** tab to see your uploads' result based on the Operating Surplus ranking. You can then **Select** one of your uploads with the highest operating surplus and upload to the main Leaderboard, where other players can also see your result.



## Round 2 - Game Summary

In Round 2, the foundation still needs help to increase the net amount of the donations. To do so, the effectiveness of the modelling approach should be improved.

One way to improve is to adopt a two-stage modelling approach as below:

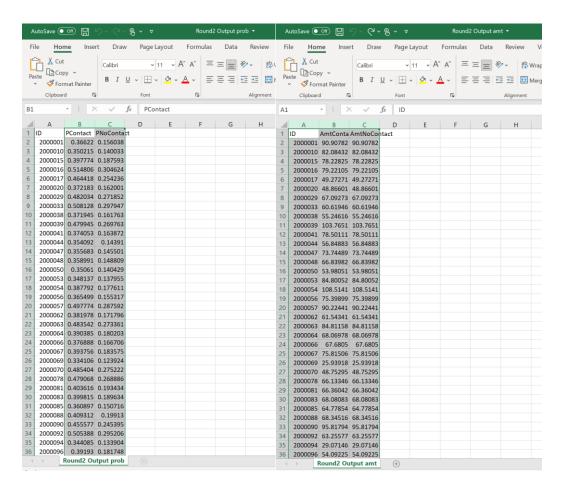
- 1. Fit a model to determine the probability P that an individual will give
- 2. Keep only the data of those who gave, fit a model for M (the amount gave)
- 3. Use both models to make predictions on the population
- 4. Compute P\*M to determine the 'expected donation' of each individual

There are many approaches to 2-stage modelling, but in most cases these steps are required to calculate the value of the uplift (hence the uplift modelling):

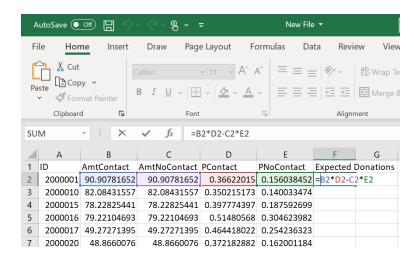
- Predict the value if a person receives a treatment (here called or contacted)
- Predict the value if a person does not receive a treatment (here not called or not contacted)
- Compute the difference between the two (i.e., the uplift generated by the treatment or targeted action: here the call)

## Round 2 - Upload Decisions

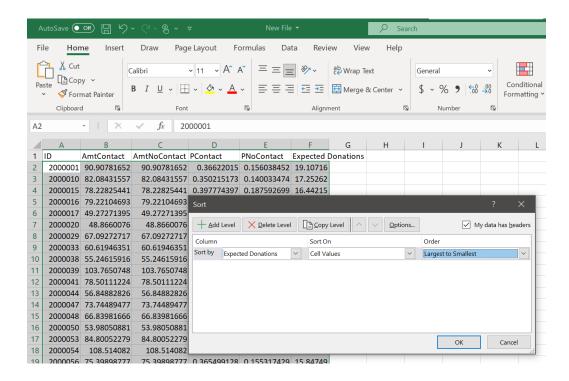
Copy and paste these five columns into a new CSV file.



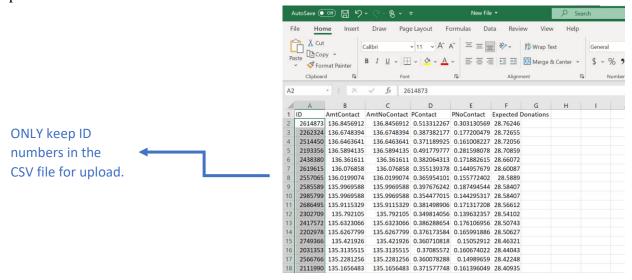
Create a new column names "Expected Donations" and calculate it.



Sort all columns by descending amount of Expected Donations.



Select the number of people ID you want to contact and keep this information in the CSV file for upload.



Then you can follow the same step mentioned in Round 1 to upload your model.

## **DATASET MODIFICATION:**

**DATA EXPLORATION:** Learn how to explore the data and the variables in the dataset, which will help you with improving your models and predictions.

**MODEL COMPARISON:** When adding models or changing the properties of existing models, check the results of the 'Model Comparison' node to see if those changes were effective and which model performed best.

**REMOVING VARIABLES:** You can choose to remove some of the variables from your models. For example, if a variable has too many missing values, you might decide not to consider it as part of your models.

**TRANSFORM VARIABLES:** For some models, the geometry of the data is important. If that's the case, transforming some variables to make them more symmetrical can improve performance.

**REPLACING MISSING VARIABS:** In this dataset, some data is coded as missing, but this is the donation history when an individual has never donated. These values are not actually missing. They are from an extraction that found no record of donation.

For example, if an individual never donated, the total donations for that individual are 0.

We can therefore replace the values coded as missing with their true value (e.g., replace blank with zero).