

Week 3: Develop, Evaluate, and Deploy Models

Unit 1: Data Description and Data Roles





Introduction

- In SAP Predictive Analytics automated modeling, a variable is defined by three aspects:
 - 1. The type of variable (continuous, nominal, or ordinal)
 - 2. The storage format of the variable (for example, date, number, or string)
 - 3. The role of the variable: Target, Explanatory, or Weight

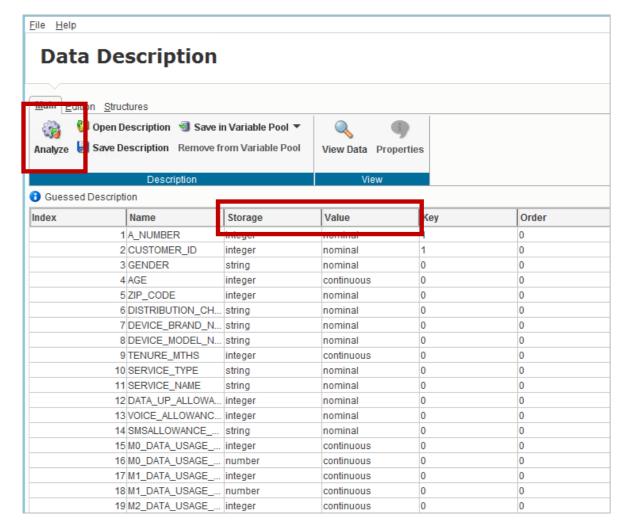






Data Description and Data Roles Data description

- To optimize the data encoding, you must check that the data description is correct.
- Analyze will scan the first hundred lines of data and provide you with an initial guess of the data file description.
- If the guessed description is not correct, click the Storage and/or Value columns to edit the variable description.



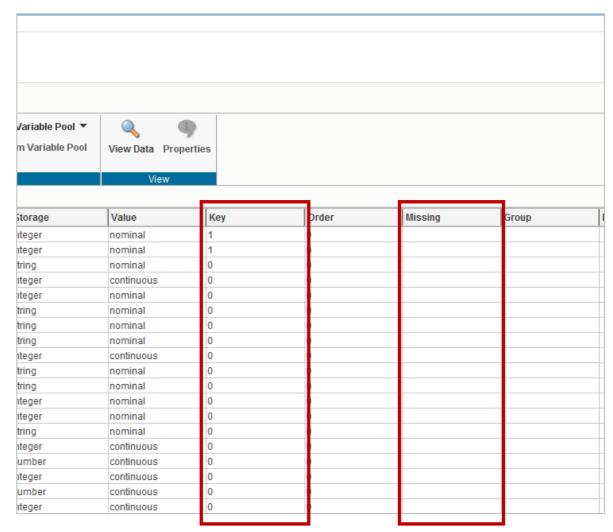
Variable storage

- To describe the data, the application uses six types of storage formats:
 - date
 - datetime
 - number
 - integer
 - string
 - angle

The storage format	Is used to describe variables when their values correspond to	For instance
date	Dates expressed in the following formats: • YYYY-MM-DD	"2001-11-30"
datetime	Dates and times expressed in the following formats: YYYY-MM-DD HH:MM:SS YYYY/MM/DD HH:MM:SS	 "2001-11-30 14:08:17" "1999/04/28 07:21:58"
number	Figures, or numerical values on which operations may be performed	The variable "salary", in US dollars: "1000.00", "1593" and "2000.54"
integer	Figures, or numerical integer values on which operations may be performed	The variable "age", in years: "21", "34" and "99"
string	Alphanumeric character strings	The variable "family name": "Lake", "Martin" and "Miller" The variable "occupation": "professor", "engineer" and "translator" The variable "telephone": "800 555 1234" and "800 555 4321"

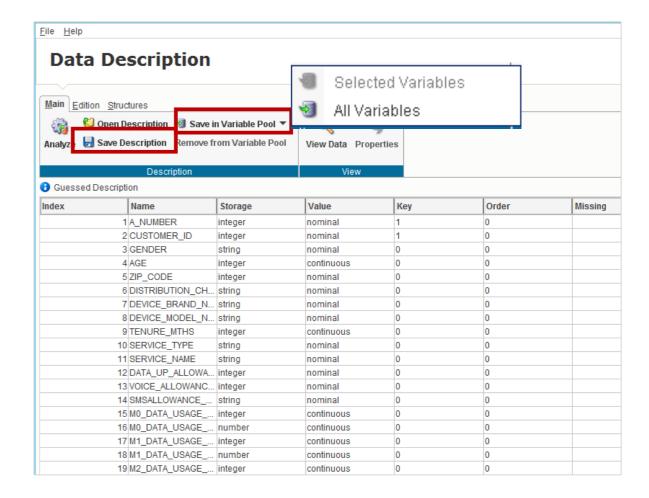
Data description

- Key:
 key variable or identifier for the record (0:
 the variable is not an identifier; 1: primary identifier; 2: secondary identifier...)
- This is very important when working on databases. It enables scoring optimizations in the database.
- Missing: string used in the data description file to represent missing values (e.g. 999, ? or #Empty)



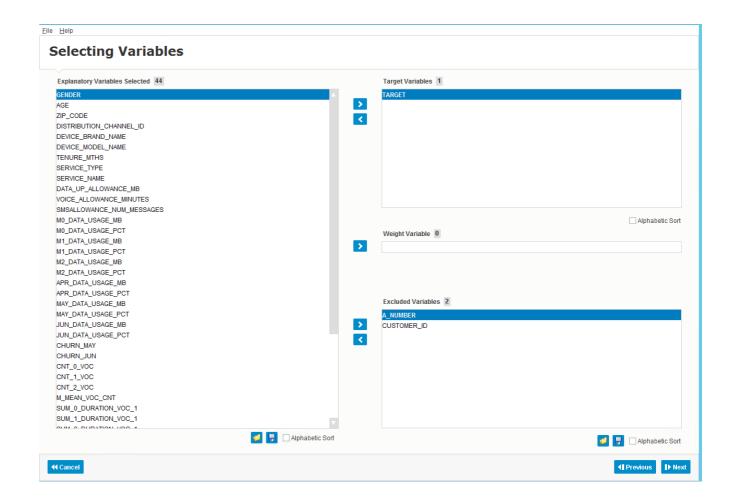
Save data descriptions

- Once you are satisfied with the data descriptions, you can save them.
- Save Description enables you to save the description:
 - in a file or table
 - in the Variable Pool (metadata repository)



Data roles

- Explanatory variables:
 Model input variables used to explain the target variable
- Target variables: Variable to be predicted. The engine automatically selects the last variable of the dataset as target. This might need to be changed, of course.
- Excluded variables:
 Input variables removed from the modeling process



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Summary

- In this unit, you have learnt about the different data storage formats and the data roles.
- You have also seen how to enter these details into SAP Predictive Analytics automated modeling.
- It is very important that you create the correct data description, otherwise it will have an adverse effect on your model.



Thank you.

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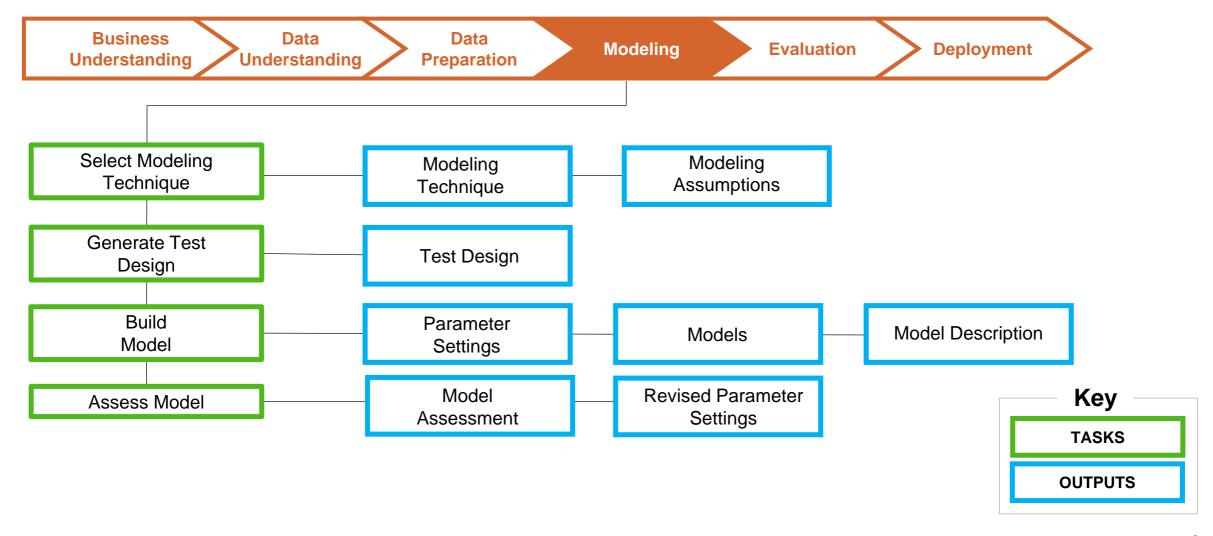
Week 3: Develop, Evaluate, and Deploy Models

Unit 2: Developing an Initial Churn Model



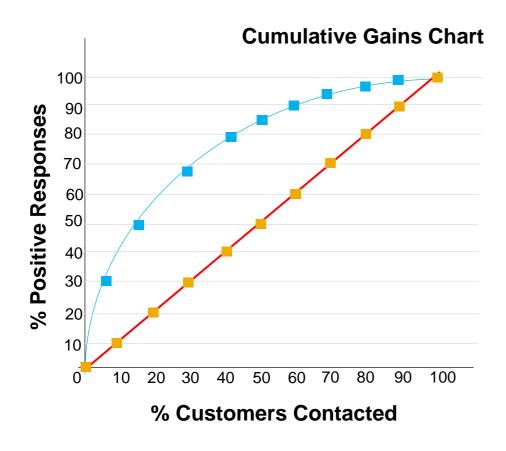


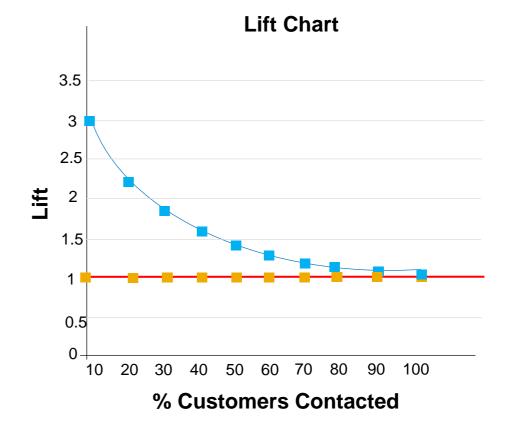
CRISP-DM - Phase 4: Modeling



Assessing classification models using the lift and gains charts

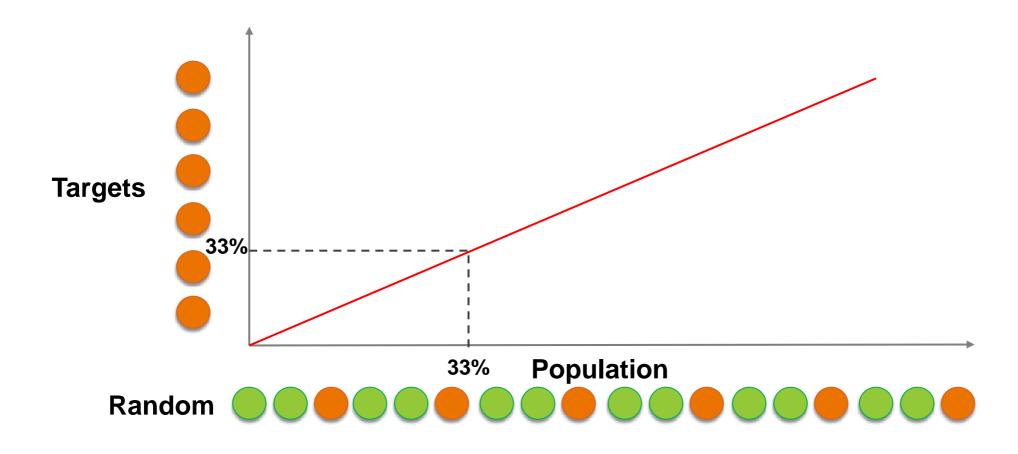






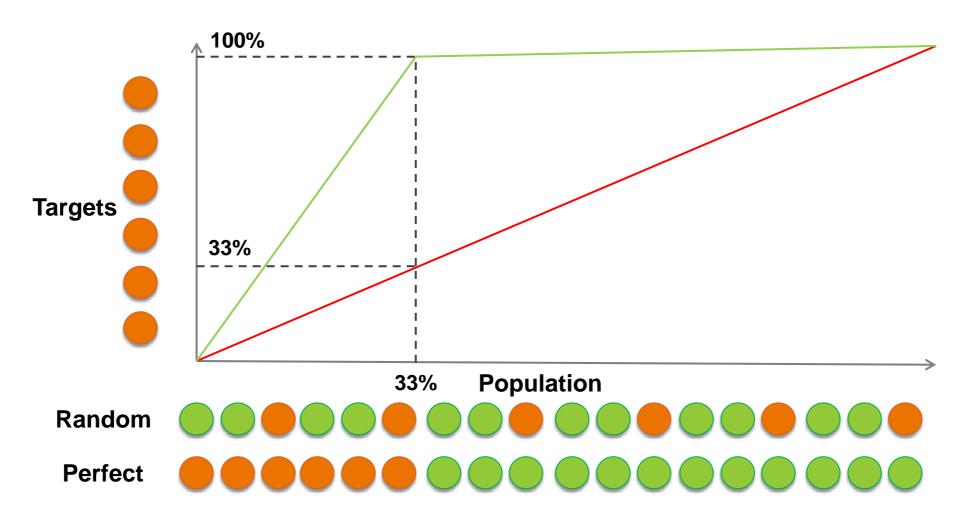
Gains chart - Random model





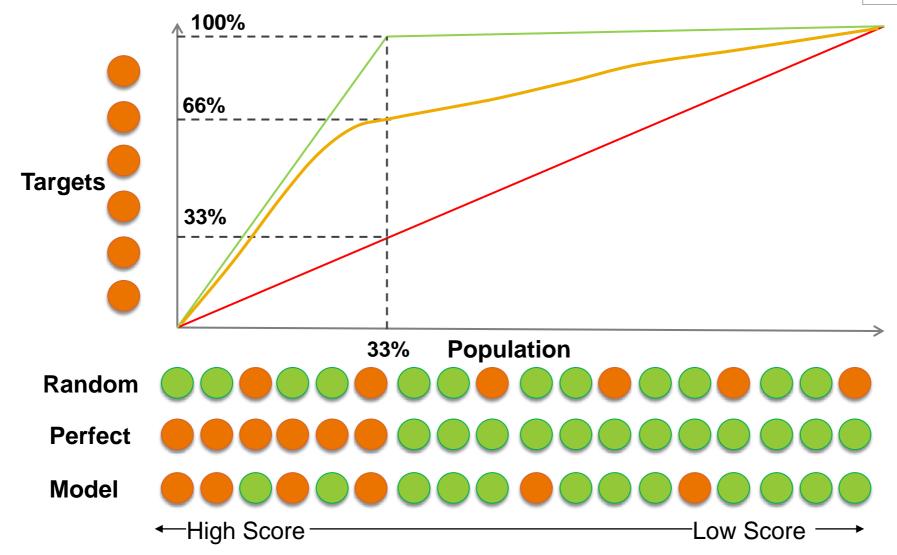
Gains (detected) chart - Perfect model





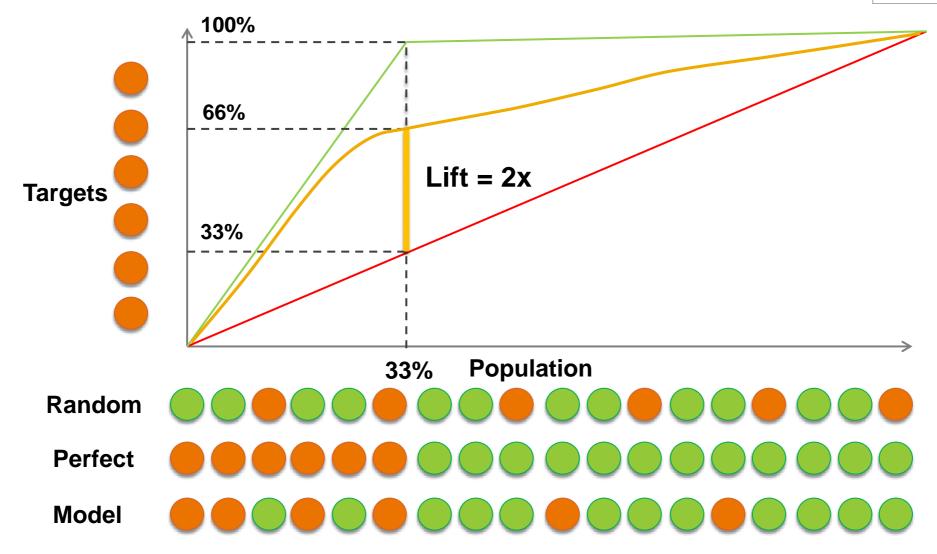
Gains (detected) chart – Our model





Lift chart



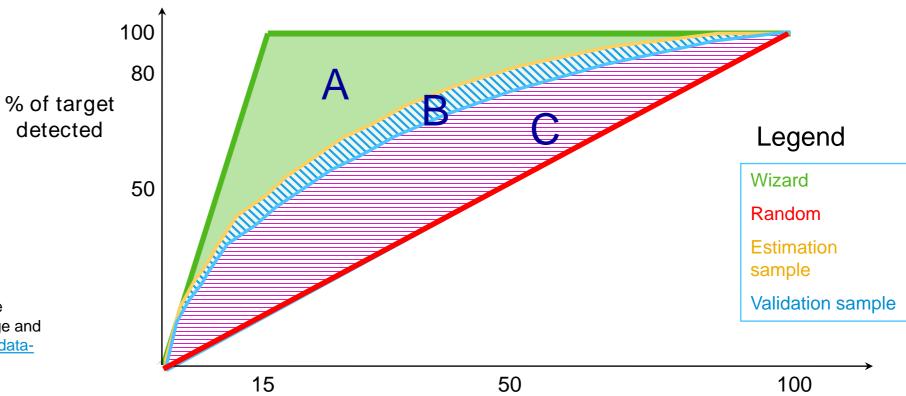


SAP metrics – Predictive power (KI) and prediction confidence (KR)

Predictive Power (KI)_{Validation} ≈ C/(A+B+C)

Prediction Confidence (KR) ≈ 1- B/(A+B+C)

Predictive Power (KI)_{Estimation} ≈ (B+C)/(A+B+C)



Population in %, ranked in descending order of their score value

(To learn about leaker variables, see https://www.kaggle.com/wiki/Leakage and http://machinelearningmastery.com/data-leakage-machine-learning/)

Demo





Appendix

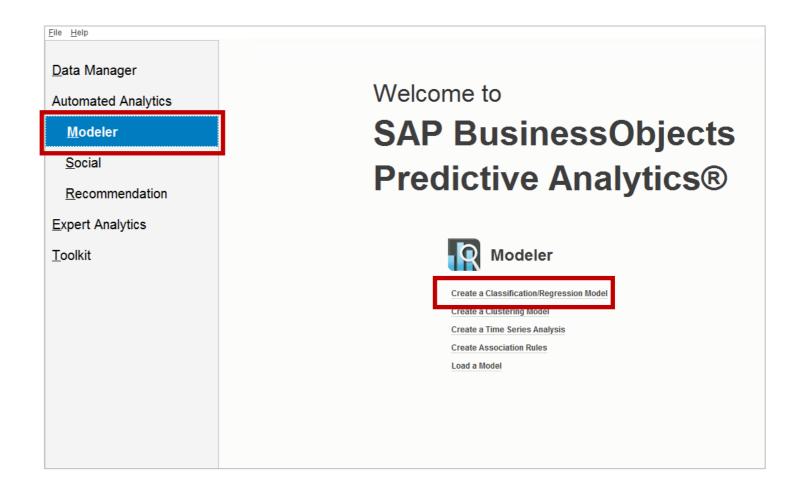
Step-by-step guide to building a classification model





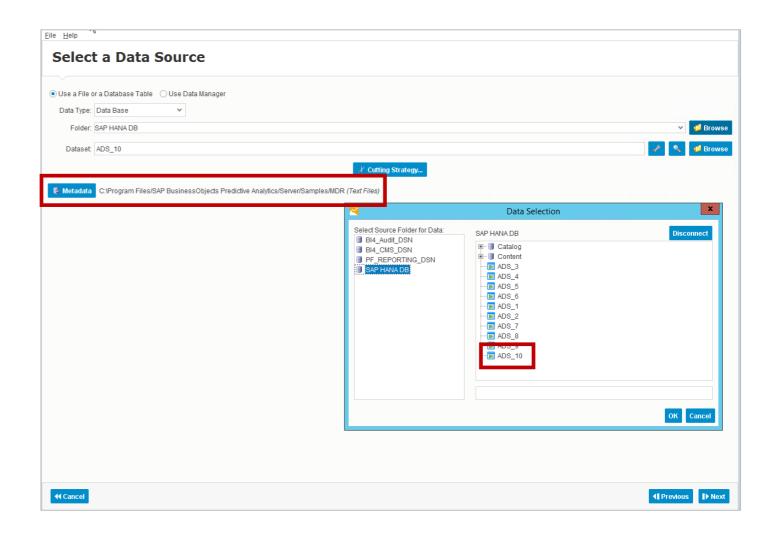
Demo - Step-by-step guide 1

- Open SAP Predictive Analytics desktop
- Select Modeler / Create a Classification/Regression Model
- Please refer to the user guide if you would like to deep-dive into any of the product functionality. See pa32_classclust_user_en.pdf.



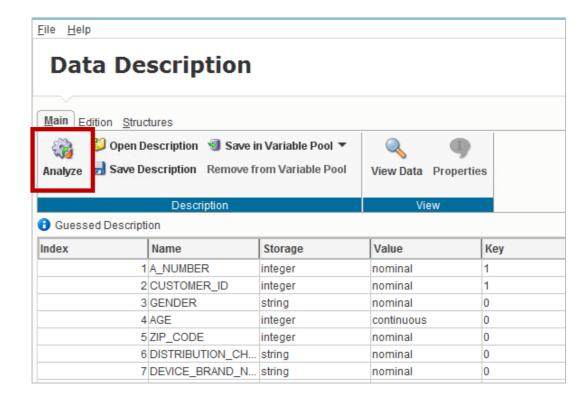
Demo – Step-by-step guide 2

- Data Type = Data Base
- Make sure you are connected to the metadata repository where you saved the data manipulation.
- Use the Browse button to connect to the SAP HANA database using the credential you will be given.
- Select your data manipulation ADS_10. Choose OK.
- Choose Next to go to the next step.



Demo – Step-by-step guide 3

- Choose Analyze to read in the data description you created when you built the data manipulation.
- This should be correct, but there is a check list on the following slide.
- Choose Next.



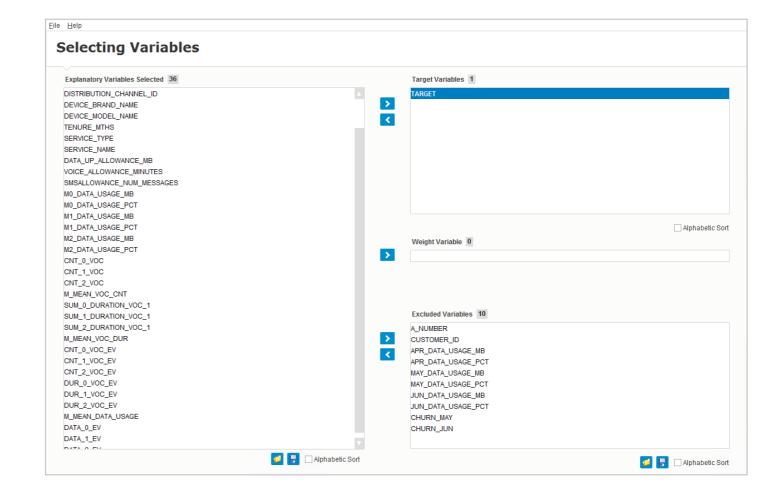
Demo – Data description check

RANK	NAME	STORAGE	VALUETYPE	KEYLEVEL
0	A_NUMBER	integer	nominal	1
1	CUSTOMER_ID	integer	nominal	1
2	GENDER	string	nominal	0
3	AGE	integer	continuous	0
4	ZIP_CODE	integer	nominal	0
5	DISTRIBUTION_CHANNEL_ID	string	nominal	0
6	DEVICE_BRAND_NAME	string	nominal	0
7	DEVICE_MODEL_NAME	string	nominal	0
8	TENURE_MTHS	integer	continuous	0
9	SERVICE_TYPE	string	nominal	0
10	SERVICE_NAME	string	nominal	0
11	DATA_UP_ALLOWANCE_MB	integer	nominal	0
12	VOICE_ALLOWANCE_MINUTES	integer	nominal	0
13	SMSALLOWANCE_NUM_MESSAGES	string	nominal	0
14	M0_DATA_USAGE_MB	integer	continuous	0
15	M0_DATA_USAGE_PCT	number	continuous	0
16	M1_DATA_USAGE_MB	integer	continuous	0
17	M1_DATA_USAGE_PCT	number	continuous	0
18	M2_DATA_USAGE_MB	integer	continuous	0
19	M2_DATA_USAGE_PCT	number	continuous	0
20	APR_DATA_USAGE_MB	integer	continuous	0
21	APR_DATA_USAGE_PCT	number	continuous	0
22	MAY_DATA_USAGE_MB	integer	continuous	0
23	MAY_DATA_USAGE_PCT	number	continuous	0

24	JUN_DATA_USAGE_MB	integer	continuous	0
25	JUN_DATA_USAGE_PCT	number	continuous	0
26	CHURN_MAY	integer	nominal	0
27	CHURN_JUN	integer	nominal	0
28	CNT_0_VOC	integer	continuous	0
29	CNT_1_VOC	integer	continuous	0
30	CNT_2_VOC	integer	continuous	0
31	M_MEAN_VOC_CNT	number	continuous	0
32	SUM_0_DURATION_VOC_1	integer	continuous	0
33	SUM_1_DURATION_VOC_1	integer	continuous	0
34	SUM_2_DURATION_VOC_1	integer	continuous	0
35	M_MEAN_VOC_DUR	number	continuous	0
36	CNT_0_VOC_EV	number	continuous	0
37	CNT_1_VOC_EV	number	continuous	0
38	CNT_2_VOC_EV	number	continuous	0
39	DUR_0_VOC_EV	number	continuous	0
40	DUR_1_VOC_EV	number	continuous	0
41	DUR_2_VOC_EV	number	continuous	0
42	M_MEAN_DATA_USAGE	number	continuous	0
43	DATA_0_EV	number	continuous	0
44	DATA_1_EV	number	continuous	0
45	DATA_2_EV	number	continuous	0
46	TARGET	integer	nominal	0

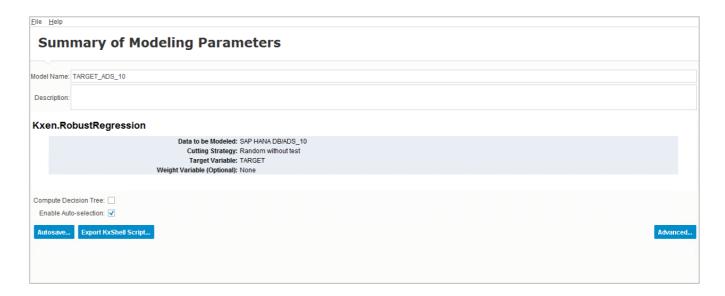
Demo – Step-by-step guide 4

- Target Variable = TARGET
- The Excluded Variables are selected because they are either IDs, or they are characteristics that occur after the reference date (end of March). If these variables were included, the model would be perfectly accurate! These are "leakers".
- Choose Next.



Demo – Step-by-step guide 5

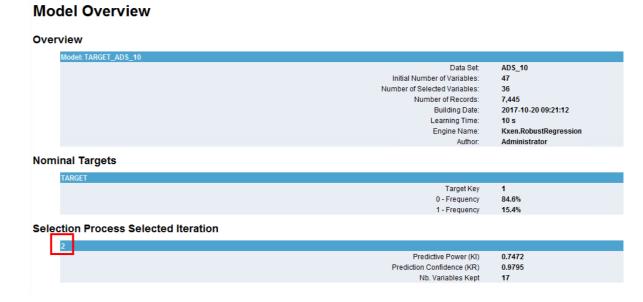
- Enable Auto-selection is enabled by default.
- Auto-selection allows you to automatically reduce the number of variables in the model in relation to certain quality criteria. This selection is done by successive iterations, starting with all of the variables, then removing the worst performing variables.
- Choose Generate to build the model.



For more information about auto-selection, or to deep-dive into other functionality, please refer to the user guide pa32_class-clust_user_en.pdf

Demo – Step-by-step guide 6

- The model overview shows that there are 7445 records in ADS_10.
- The TARGET has 15.4% churners and 84.6% non-churners.
- The auto-selection iteration 2 gave the best model, with a Predictive Power (KI) of 0.7472 and Prediction Confidence (KR) of 0.9795. This model contains 17 variables.
- This model is robust (KR > 0.95) with high predictive power.
- Choose Next.



Please note that your results might be slightly different, because the random cutting strategy will have selected different records for the estimation and validation data sets.

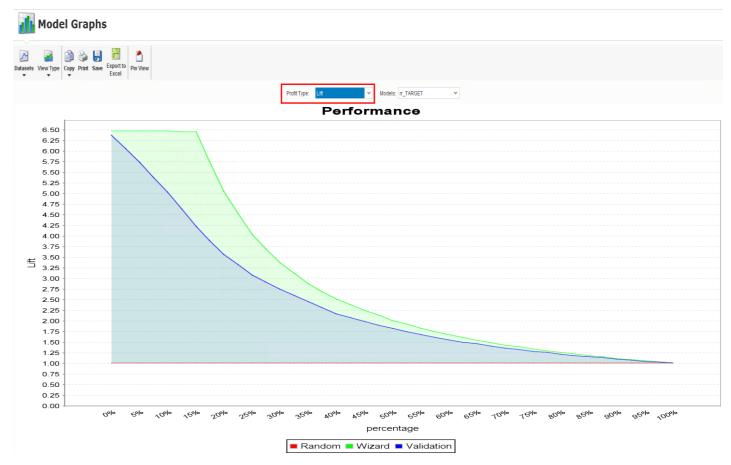
Demo – Step-by-step guide 7

- Select Model Graphs.
- The Detected graph shows the performance of the model (blue curve) relative to the random line (red) and perfect model wizard (green).
- The validation represents how well the model performs on the validation sub-set of data.
- The random represents the worst-case scenario, when only a random selection is taken.
- The wizard represents the best-case scenario, when the model perfectly predicts all of the churners.



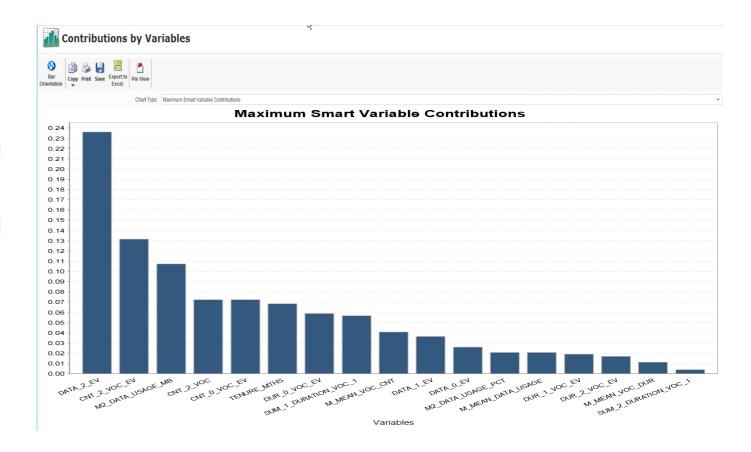
Demo - Step-by-step guide 8

- Select Profit Type = Lift
- This shows the model performance relative to a constant random line, where Lift = 1.
- The "lift" of a model is the ratio of model accuracy divided by the accuracy of a baseline measure, usually the expected performance of a random guess (the red line shown here, where Lift = 1).
- To see how well the model is performing, you can click the model validation performance curve (blue line).
- Choose Previous.



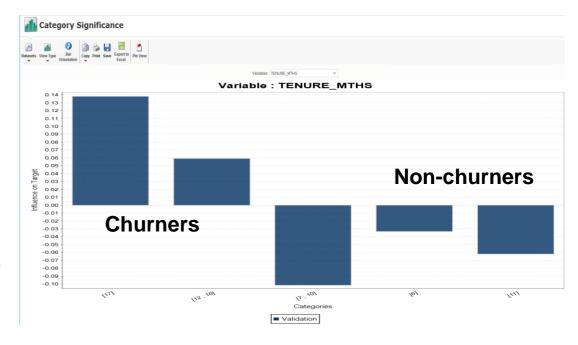
Demo - Step-by-step guide 9

- Examine the contributions of the variables.
- Select Contributions by Variables.
- This shows the relative importance of each variable in the model.
- In my model, the data usage and voice call count in the month prior to the reference date (DATA_2_EV and CNT_2_VOC_EV) are important contributors in the model.
- You can drill into each variable by doubleclicking the bar.
- Double-click TENURE_MTHS.



Demo – Step-by-step guide 10

- This shows the relative significance of the different categories of a given variable with respect to the target variable.
- The importance of a category depends on both its difference to the target category mean and the number of represented cases.
- High importance can result from:
 - a high discrepancy between the category and the mean of the target category of the target variable
 - or a minor discrepancy combined with a large number of records in the category
 - or a combination of both.
- Choose Previous.



The height of the bar shows the "profit" from that category. The positive bars correspond to categories which have more than the mean number from the target category (i.e. churners) and the negative bars correspond to categories which have less than the mean number from the target category (i.e. non-churners).

Categories sharing the same effect on the target variable are grouped. They appear as follows [Category_a;Category_b;Category_c].

Demo – Step-by-step guide 10

- Double-click DATA_2_EV.
- If you remember, DATA_2_EV = (
 M2_DATA_USAGE_MB M_MEAN_DATA_USAGE) /
 M_MEAN_DATA_USAGE
- This shows that customers who are most likely to churn (on the left side of the graph) have a large reduction in data usage in the month prior to the reference date (M2), compared to the mean over the 3-month period.
- These are clearly customers who are cutting back on using data on this service.



Intervals are represented by brackets []. Closed square brackets [] mean an *inclusive* interval - that is, the numbers inside the brackets are included. Reverse or open square brackets] [mean an *exclusive* interval, that is, the numbers inside the brackets are excluded from the interval. For example:

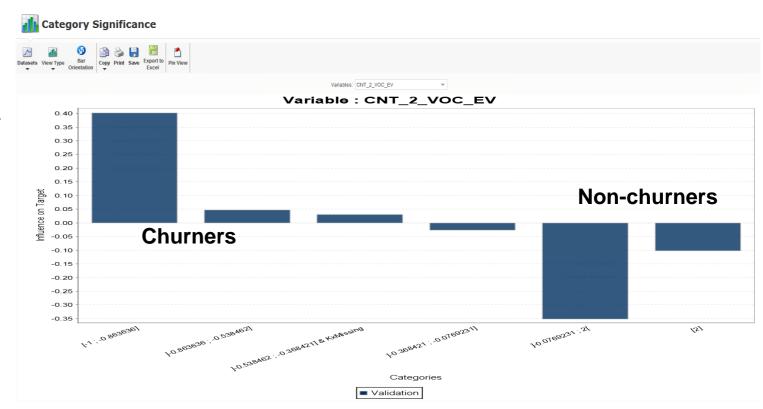
 $[4, 9] = 4 \le x \le 9$ or all numbers from 4 to 9.

]4, 9[=4 < x < 9 or all numbers between 4 and 9.

 $[4, 9] = 4 \le x < 9$ or all numbers between 4 and 9 including 4.

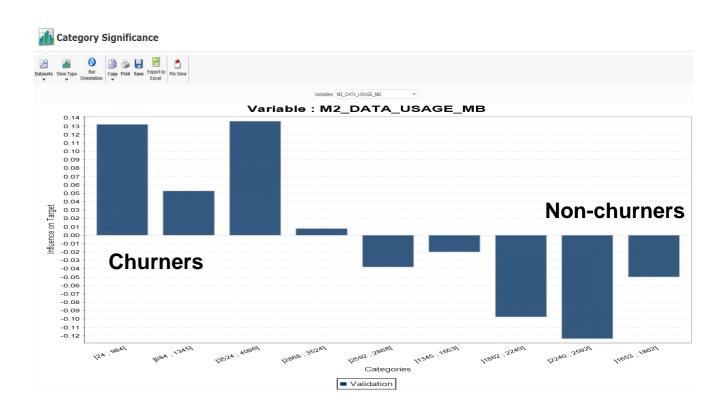
Demo – Step-by-step guide 10

- Double click CNT_2_VOC_EV.
- If you remember, CNT_2_VOC_EV = (CNT_2_VOC-M_MEAN_VOC_CNT)/M_MEAN_VOC_CNT
- This shows that customers who are most likely to churn (on the left side of the graph) have a large reduction in voice call usage in the month prior to the reference date (M2), compared to the mean over the 3-month period.
- These are clearly customers who are cutting back on voice calls on this service.



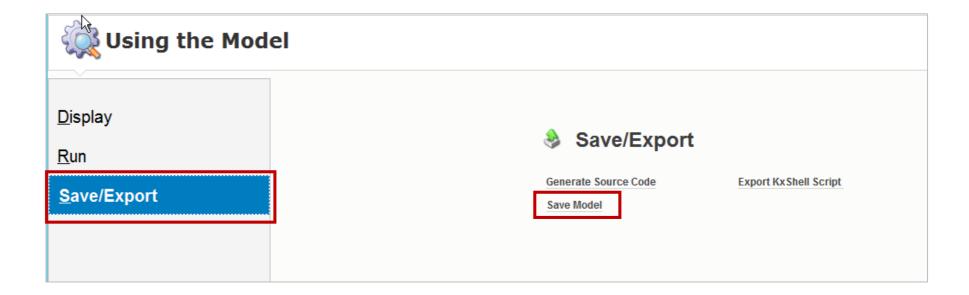
Demo – Step-by-step guide 10

- Double-click M2_DATA_USAGE_MB.
- This variable reflects the data usage in the month previous to the reference date.
- This shows that customers who are most likely to churn (on the left side of the graph) have a low data usage, in the range 24-984Mb.
- This supports what we saw in the previous graph for DATA_2_EV.
- Examine the other graphs so you can start to build up a picture of churning behavior.
- Choose Previous.
- Choose Previous again.



Demo - Step-by-step guide 11

- Save the model.
- Select Save/Export and Save Model.

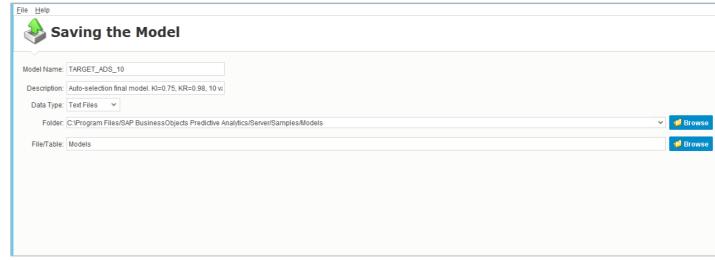


Demo – Step-by-step guide 11

- Enter a description so that you will recognize the model in future. This could include the KI, KR, and number
 of variables in the model.
- Save the model as a text file into the folder C:\Program Files/SAP BusinessObjects Predictive Analytics/Server/Samples/Models
- If necessary, create a "Models" folder in the Samples folder.
- The File/Table = Models
- There is a version control, so all of the models can be written here, with the same file name, and they will be

automatically saved as a new version.

Choose Save.



Developing an Initial Churn Model

Summary

- The modeling phase, which is Phase 4 of the CRISP-DM process, includes a model assessment task. In this unit, you have learnt how to assess the gains and lift charts that are created when you build a classification model.
- You have also seen a demonstration showing you how to use the SAP Predictive Analytics software to automatically build a classification model and assess the model.
- There are step-by-step instructions in the appendix in this deck, so you can refer to it when you build the model.



Thank you.

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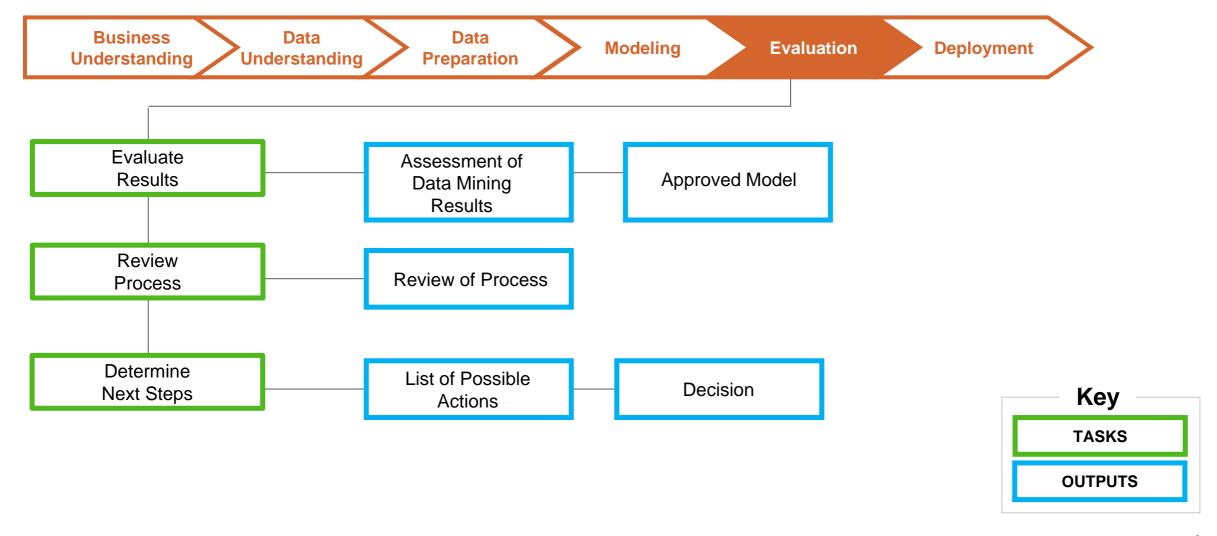
Week 3: Develop, Evaluate, and Deploy Models

Unit 3: Evaluating the Initial Churn Model





CRISP-DM – Phase 5: Evaluation



Evaluate results

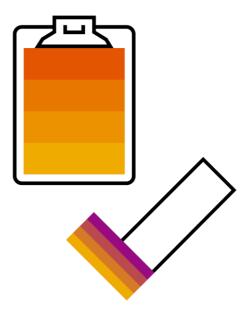
- Task
 - Assess the degree to which the model meets the business objectives.
 - Test the model(s) in the business environment if time and budget constraints permit.
- Output Assessment of the model with respect to business success criteria

For more information on control groups, see:

http://www.latentview.com/blog/measure-campaign-effectiveness/

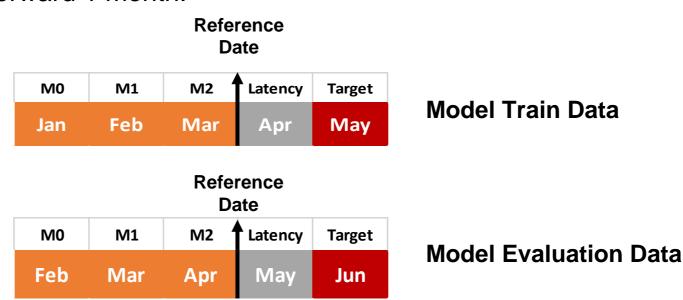
http://20bits.com/article/statistical-analysis-and-ab-testing

https://blog.kissmetrics.com/how-ab-testing-works/



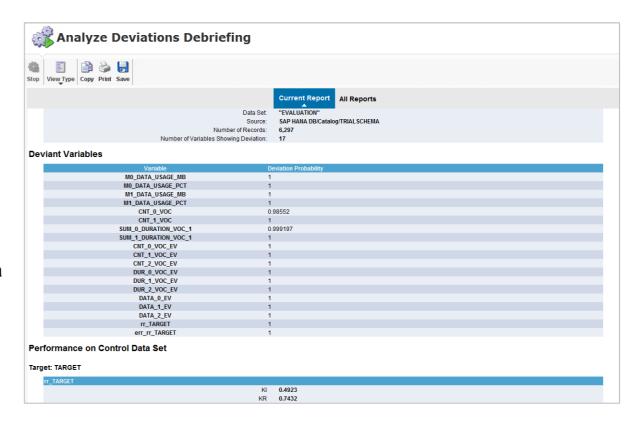
Evaluate results using June churn data

- The telco provided data for churn in May and June. Therefore, one way you could try to evaluate the model is to apply it onto the usage data in Feb to April, and compare the predicted output to the actual June data. You can also compare the distributions of the usage data in the training and evaluation periods.
- First, the Analytical Data Set needs to be updated. Essentially, the data set we used to train the model needs to be moved forward 1 month:



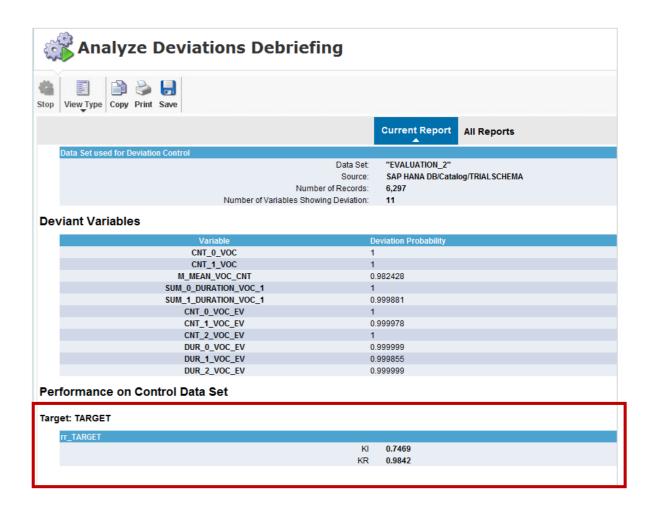
Deviation analysis

- The software compares the distribution of the variables in the evaluation data to the distribution of the variables in the data used to train the model.
- In our example, the deviation test finds a lot of deviations in the data frequencies and in the model output. Any deviation probability > 0.95 is significant.
- This might be due to:
 - the quality of the data. The customer must check that the data has been supplied correctly
 - a change in the general usage characteristics. Maybe there is a "seasonal" type variation in Jan to Mar that does not match Feb to Apr.
- This analysis will help to pinpoint the changes in usage.
- The customer needs to be consulted and the data checked.



Deviation analysis update

- When the customer checked the data, they found that there were data supply problems that were affecting some of the frequency counts in April, and the June target distribution.
- The data was refreshed and the Evaluation data set was updated.
- There are now fewer data deviations and no model deviations, and the model performance (KI and KR) metrics are acceptable with KR > 0.95.



6

Review process

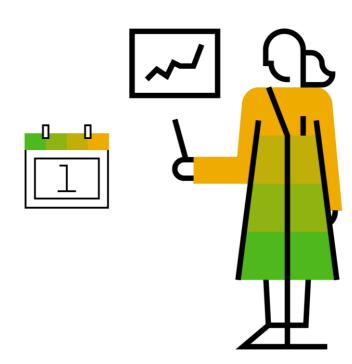
Task

- Conduct a more thorough review of the data mining engagement.
- Identify any quality assurance issues.



Determine next steps

- Task
 - Assess how to proceed with the project.
- Output List of Possible Actions
 - List the potential further actions.
- Output Decision
 - Describe the decision on how to proceed.



Determine next steps

- The next steps:
 - The model meets the business success criteria, but needs to be monitored closely.
 - The company will start to use this initial churn model immediately, and its performance will be monitored and assessed further when it is deployed.
 - A social link analysis and segmentation are to be developed.



Demo





Appendix

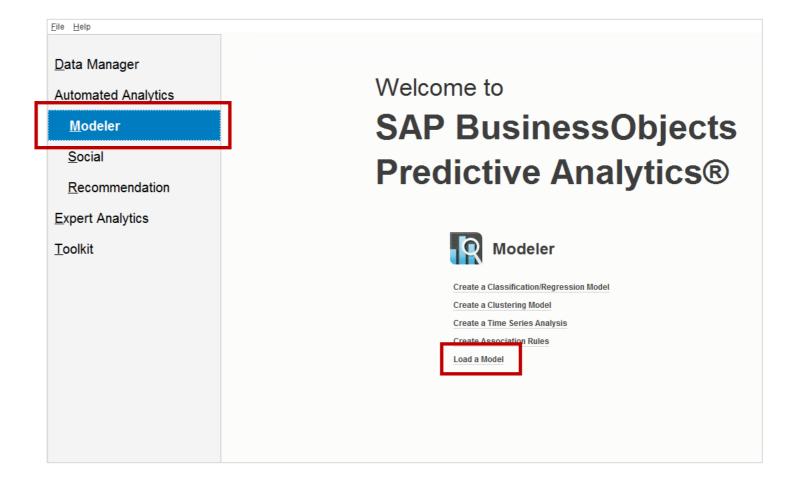
Step-by-step guide to testing data for deviations





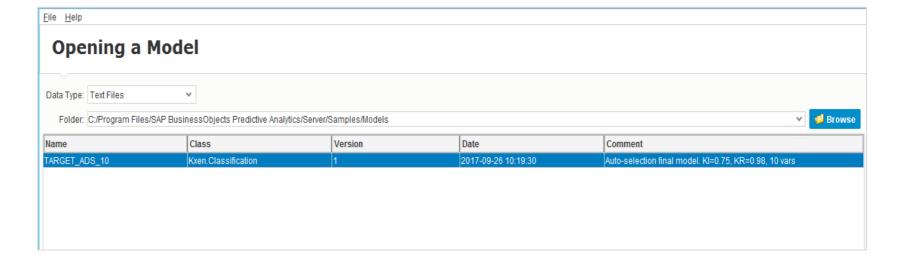
Demonstration - Step-by-step guide 1

- Select Modeler / Load a Model
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 See pa32_classclust_user_en.pdf.



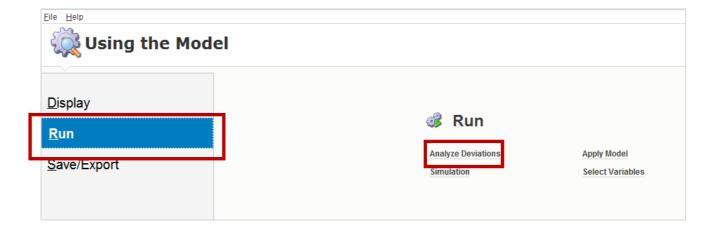
Demonstration – Step-by-step guide 2

- Locate the model you saved in C:/Program Files/SAP BusinessObjects Predictive Analytics/Server/Samples/Models
- Choose Open.
- This will open the model at the Using the Model interface.



Demonstration – Step-by-step guide 3

Select Run / Analyze Deviations



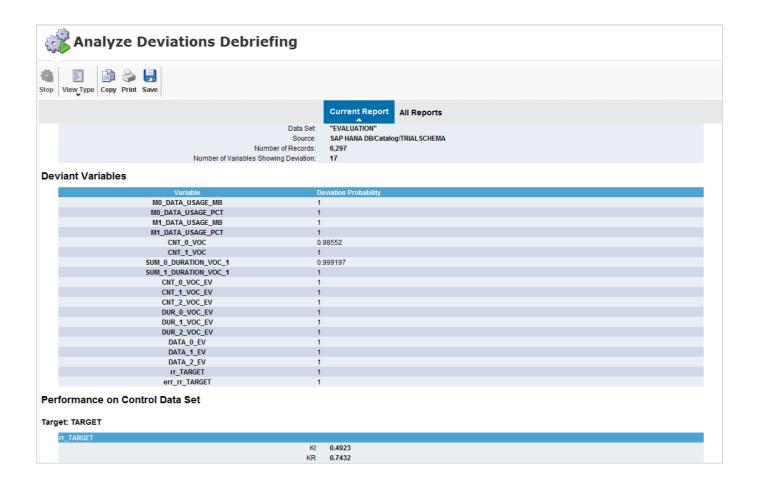
Demonstration – Step-by-step guide 4

- Data Type = Data Base
- Choose Browse to find the database and data. You may need to enter your credentials again.
- Folder = SAP HANA DB
- Go to Catalog / TRIAL SCHEMA
- The evaluation data, with the reference date set at end of April 2016, is called EVALUATION



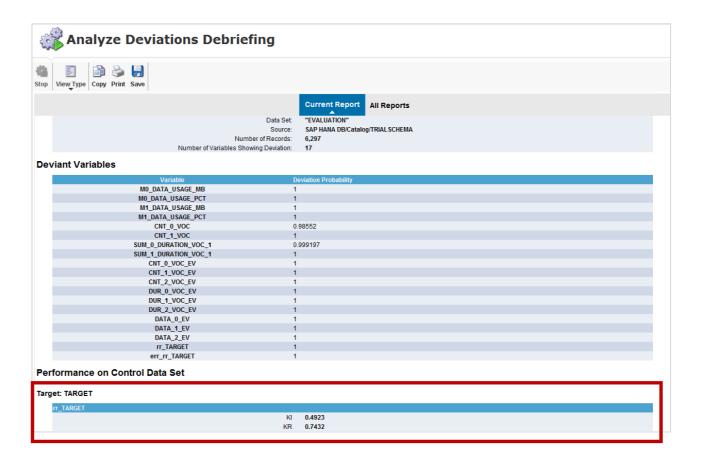
Demonstration – Step-by-step guide 5

- The software compares the distribution of the variables in the evaluation data to the distribution of the variables in the data used to train the model.
- It finds there are 6297 records in the new data set, and that there are 17 variables that have a strong probability of deviation.
- Also, the model target rr_TARGET is deviating.



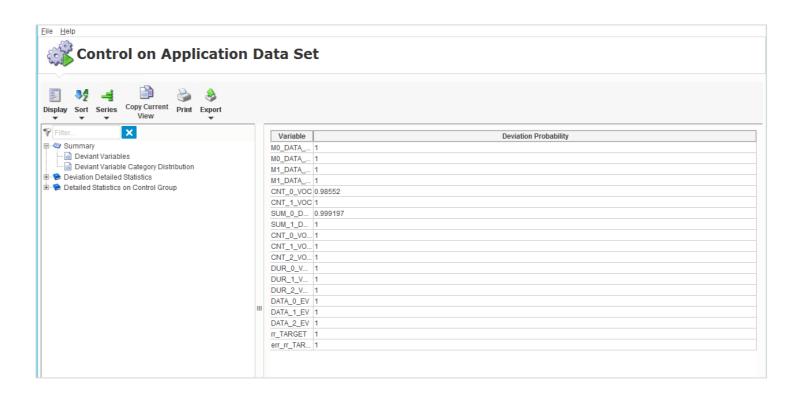
Demonstration - Step-by-step guide 6

- The output also gives the KI and KR indicators obtained by the model on the control data set.
- If the KI and/or KR of the model on the control data set are significantly lower than for the original model, it means that the relation between the variables and the target variable has changed. As a consequence, the model should be rebuilt on the new data.
- If the KI and KR are not much different, it means that the relation between the input variables and the target behavior has not changed. However, differences in the distributions are still possible.



Demonstration – Step-by-step guide 7

- The Control on Application Data Set presents you with the following options:
 - Summary
 - Deviation Detailed Statistics
 - Detailed Statistics on Control Group
- Examine these reports

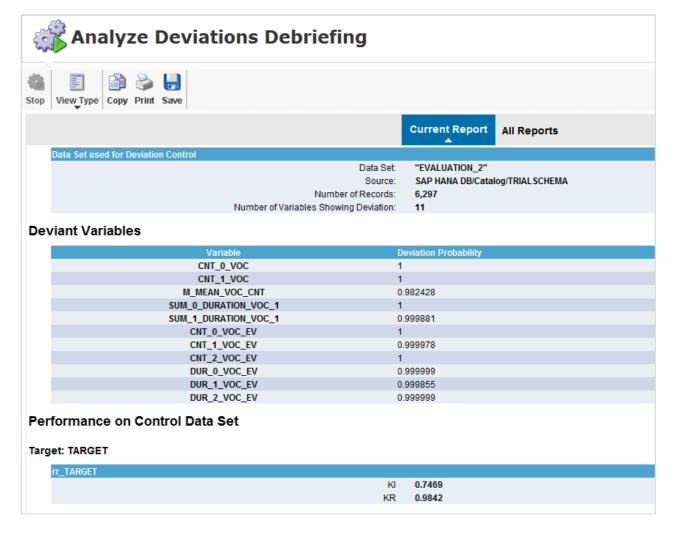


These tables provide the probabilities of deviation of each variable distribution, be it by variable, variable category or group of categories.

A probability over 0.95 indicates that the variable or category global distribution is significantly different in the application dataset than in the original dataset.

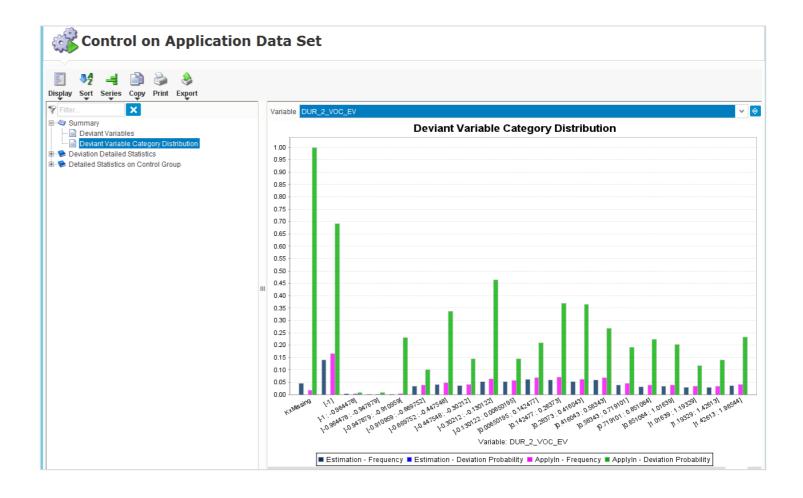
Demonstration – Step-by-step guide 8

 Test the model on the refreshed data EVALUATION_2



Demonstration – Step-by-step guide 9

- The detailed evaluation points to the frequency counts that have deviations in the lower and missing values.
- For example, for DUR_2_VOC_EV, the high probability deviations are in the missing values.
- Examine the other reports.
- Importantly, the TARGET and score (rr_TARGET) do not have high probability of deviation.



Summary

- Phase 5 of the CRISP-DM process is the evaluation of the model.
- In this unit, you have seen how to evaluate a predictive model using a deviation analysis.
- Deviations can occur for a number of reasons, including changes in the quality of the data, changes in the general usage characteristics, or maybe due to a "seasonal" type variation in the data.
- You have seen how to use the Deviation Analysis in SAP Predictive Analytics.



Thank you.

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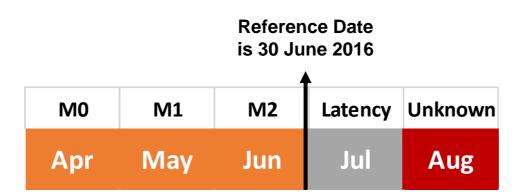
Week 3: Develop, Evaluate, and Deploy Models

Unit 4: Deploying the Initial Model Using SAP Predictive Analytics





- When you apply a model onto a new data set, the data you use will usually represent more up-todate data than the data you trained the model on.
- The Apply Data Set must contain all of the same explanatory variables that are in the churn model, but updated so that M0 refers to April, M1 refers to May, and M2 refers to June data.
- The model will then predict the probability of an account churning in August.







Appendix

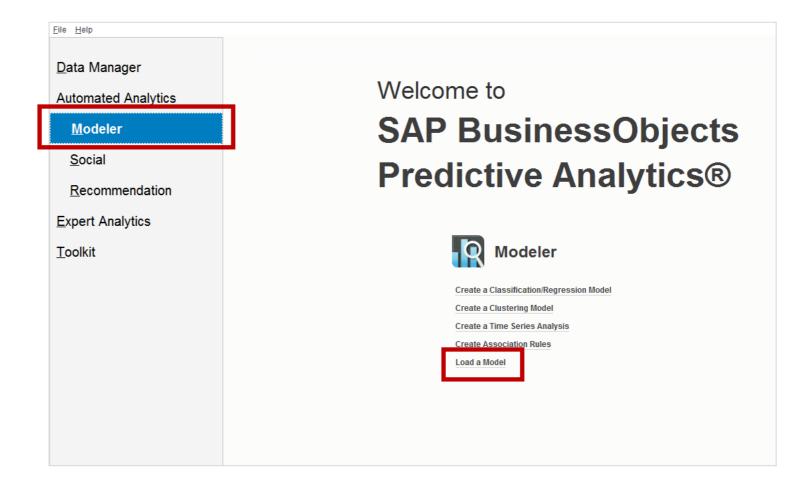
Step-by-step guide to applying the model





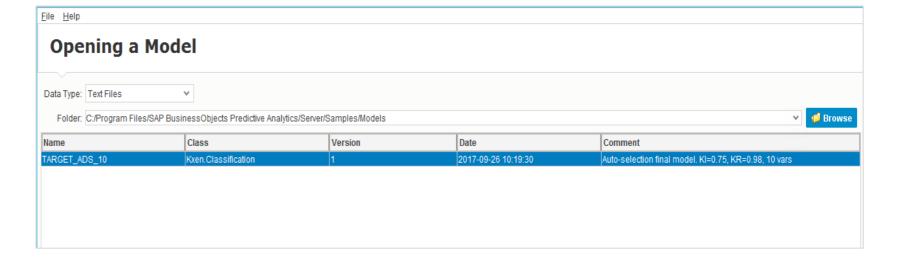
Demonstration - Step-by-step guide 1

Select Modeler / Load a Model



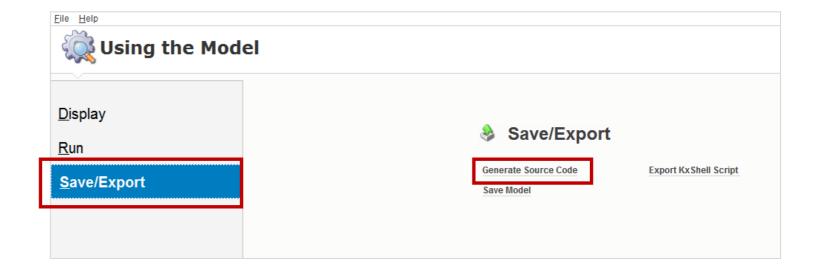
Demonstration – Step-by-step guide 2

- Locate the model you saved in C:/Program Files/SAP BusinessObjects Predictive Analytics/Server/Samples/Models
- Choose Open.
- This will open the model at the Using the Model interface.



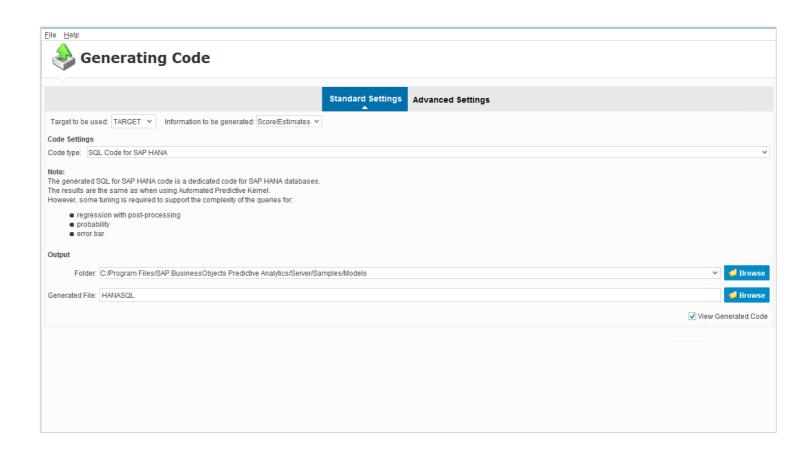
Demonstration – Step-by-step guide 3

- You can view the SAP HANA SQL Code that will be deployed in the database to produce the model scores.
- Select: Save/Export/Generate Source Code.



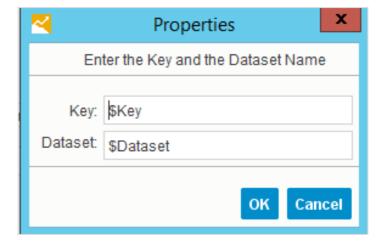
Demonstration - Step-by-step guide 4

- Code Type SQL Code for SAP HANA
- Folder = C:/Program Files/SAP
 BusinessObjects Predictive
 Analytics/Server/Samples/Models
- Generated File = HANASQL
- Select View Generated Code
- Choose Generate



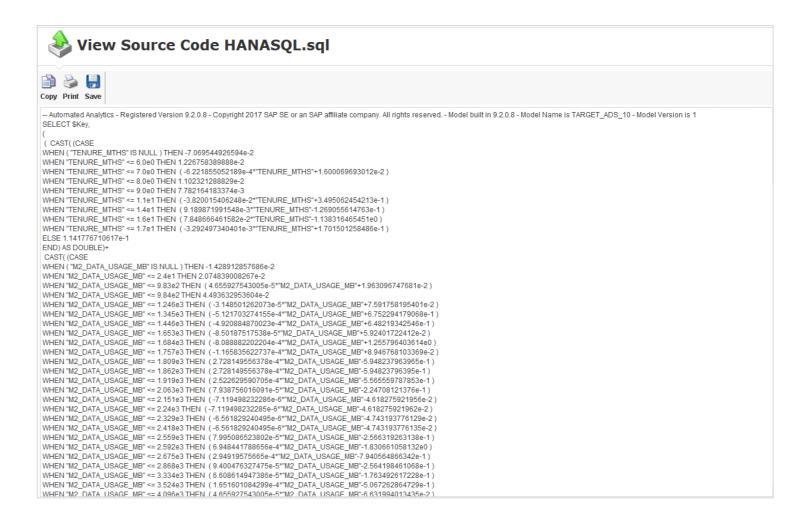
Demonstration – Step-by-step guide 5

- Use the default values for the Key and Dataset names when you are just going to view the code.
- Choose OK.



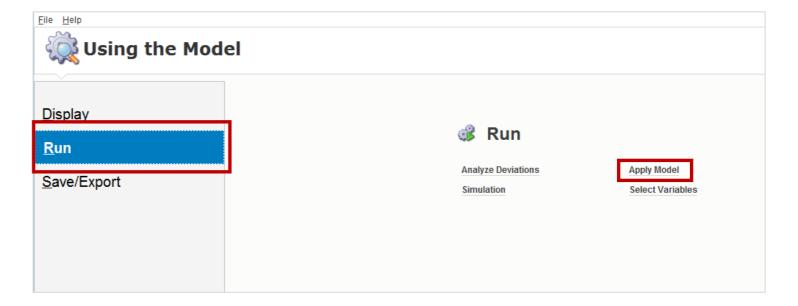
Demonstration – Step-by-step guide 6

- This is the SAP HANA SQL that has been generated, and that will be deployed in the database to calculate the model scores.
- Choose Next.



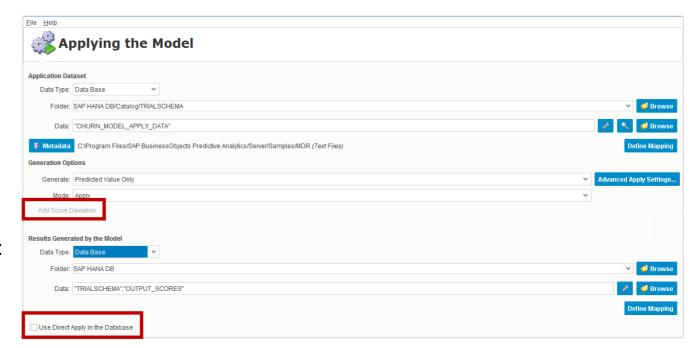
Demonstration – Step-by-step guide 7

Select Run / Apply Model



Demonstration – Step-by-step guide 8

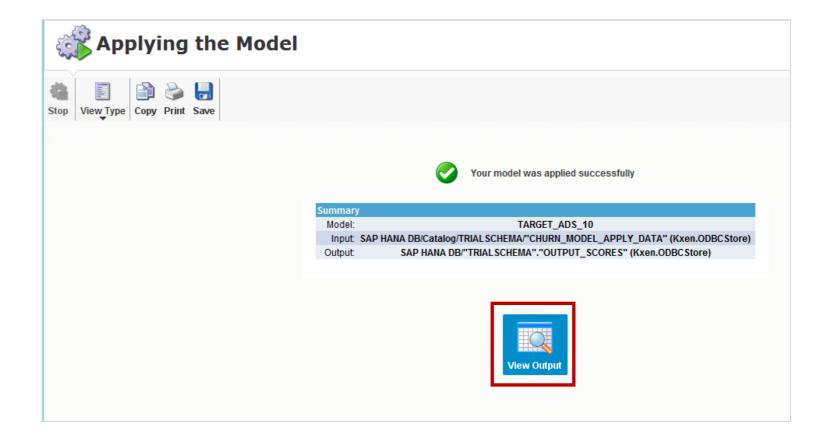
- Application Dataset
 - Data Type = Data Base
 - Folder = SAP HANA DB/Catalog/TRIALSCHEMA
 - Data = "CHURN MODEL APPLY DATA"
- Generation Options
 - Generate = Predicted Value Only (these are scores)
 - Mode = Apply
- Results Generated by the Model will be written to:
 - Data Type = Data Base
 - Folder = SAP HANA DB
 - Data = "TRIALSCHEMA"."OUTPUT_SCORES"
- Deselect Add Score Deviation
- Deselect Use Direct Apply in the Database
- Choose Apply



Please note that the privileges to enable the Direct Apply in Database have not been granted in this training system. The Score Deviation, which is created when you apply the model, is only available when you use the direct apply in the database. Therefore, these options are deselected.

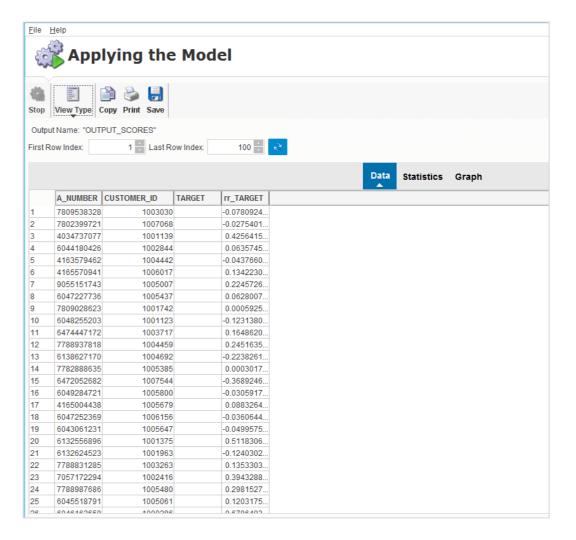
Demonstration - Step-by-step guide 9

Choose View Output



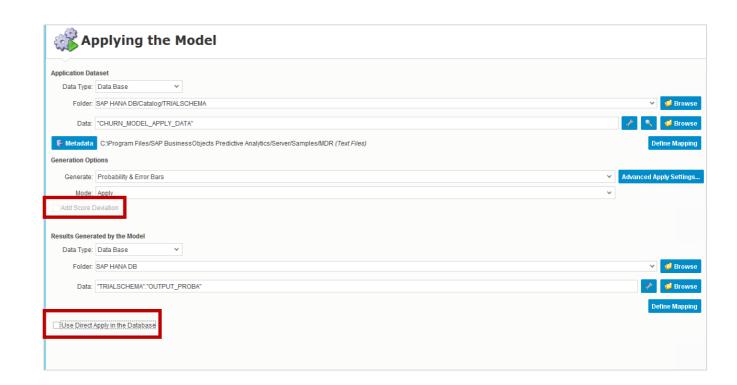
Demonstration – Step-by-step guide 10

- You are viewing the top 100 rows only. This can be increased by using the Last Row Index and refreshing the data.
- Each row represents a separate A_NUMBER.
- TARGET is blank, because there are no actual values for TARGET in August. The model is predicting these values.
- rr_TARGET is the score that the model has calculated. It
 has negative and positive values. The higher the score, the
 more likely the customer is a churner. The lower the score,
 the less likely the customer is to be a churner.
- You can click the header in the table for rr_TARGET, and this will order the score. You can then select the A_NUMBERs with the highest scores, as these will most likely be the churners.



Demonstration – Step-by-step guide 11

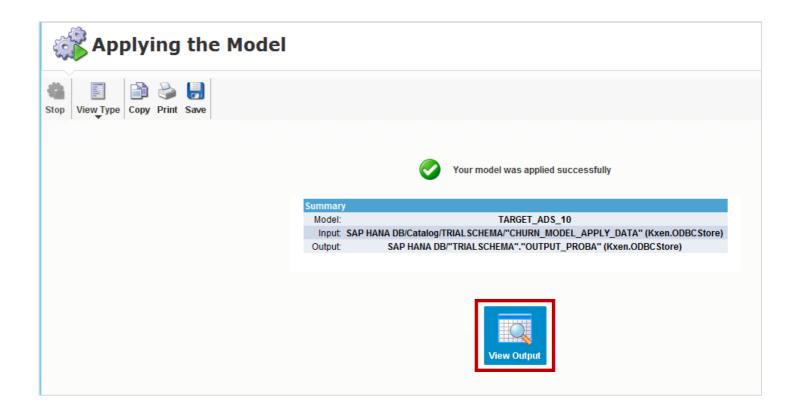
- Application Dataset
 - Data Type = Data Base
 - Folder = SAP HANA DB/Catalog/TRIALSCHEMA
 - Data = "CHURN MODEL APPLY DATA"
- Generation Options
 - Generate = Probability & Error Bars (these are probabilities)
 - Mode = Apply
- Results Generated by the Model will be written to:
 - Data Type = Data Base
 - Folder = SAP HANA DB
 - Data = "TRIALSCHEMA"."OUTPUT_PROBA"
- Deselect Add Score Deviation
- Deselect Use Direct Apply in the Database
- Choose Apply



Please note that the privileges to enable the Direct Apply in Database have not been granted in this training system. The Score Deviation, which is created when you apply the model, is only available when you use the direct apply in the database. Therefore, these options are deselected.

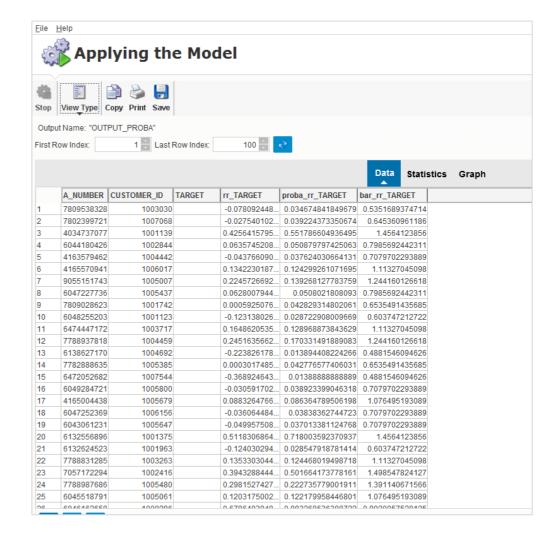
Demonstration – Step-by-step guide 12

Choose View Output



Demonstration – Step-by-step guide 13

- You will see two extra columns.
 - proba_rr_TARGET This is the prediction probability that the observation belongs to the target category of the target variable, from 0 to 1. There are no negative values.
 - bar_rr_TARGET the prediction range, or maximum error.
- The higher the probability, the more likely the customer is a churner. The lower the probability, the less likely the customer is to be a churner.
- You can click the header in the table for proba_rr_TARGET, and this will order the score. You can then select only the A_NUMBERs with the highest probability to churn.



- You have now learnt how to apply a predictive model.
- You also now know the difference between the model scores and probabilities that are produced in SAP Predictive Analytics.
 - The score has negative and positive values. The higher the score, the more likely the customer is to be a churner. The lower the score, the less likely the customer is to be a churner.
 - The probability varies from 0 to 1. There are no negative values. It is the probability that the observation belongs to the target category of the target variable.



Thank you.

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