OPM | USA Staffing

Advisory Board Meeting

March 19, 2025

Ground Rules

Questions:

Use the Chat feature in Microsoft Teams to ask questions. The Chat will be sent after today's meeting.

Recording:

Today's meeting is recorded. A link to the recording and slides will be posted on the Resource Center.

Captions:

A copy of today's meeting transcript can be requested from your Account Manager after the meeting.

OPM | USA Staffing
Agenda

1. Welcome
2. Online Help Updates
3. Product Roadmap Highlights
4. USAJOBS Updates
5. Power BI Actions
6. Working Groups
7. Upcoming Events

Welcome

Bridget Dongarra

USA Staffing Program Manager

Online Help Updates

David Long

USA Staffing User Support Branch Manager

ZenDesk Guide Migration

- We have successfully migrated three of five areas to Zendesk Guide: **Hiring Manager**, **New Hire**, and **Application Manager**.

- ZenDesk Guide provides:

  - Contextual help

  - General help

  - Tracking help article views and user ratings

Was this article helpful?

Yes   No

Users can vote Yes or No on whether they found an article helpful, which will help us improve the effectiveness and relevance of our support materials.

Hiring Manager Online Help

Hiring Manager has had over **10K** views since the launch on **January 9**.
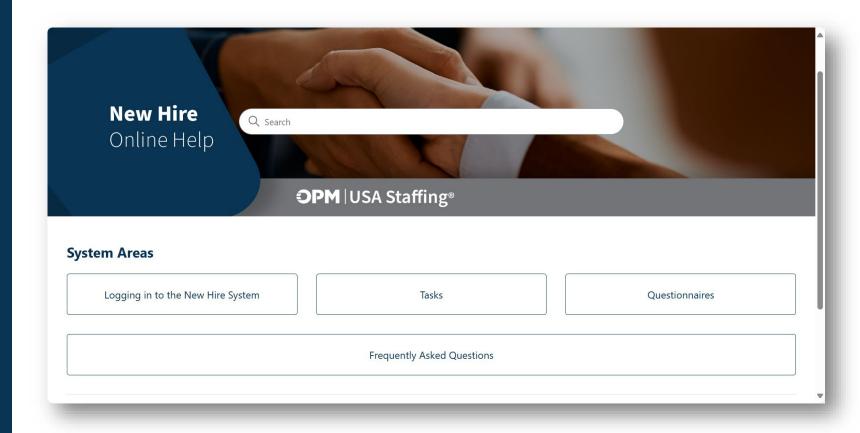
https://hmsupport.usastaffing.gov/hc/en-us

New Hire Online Help

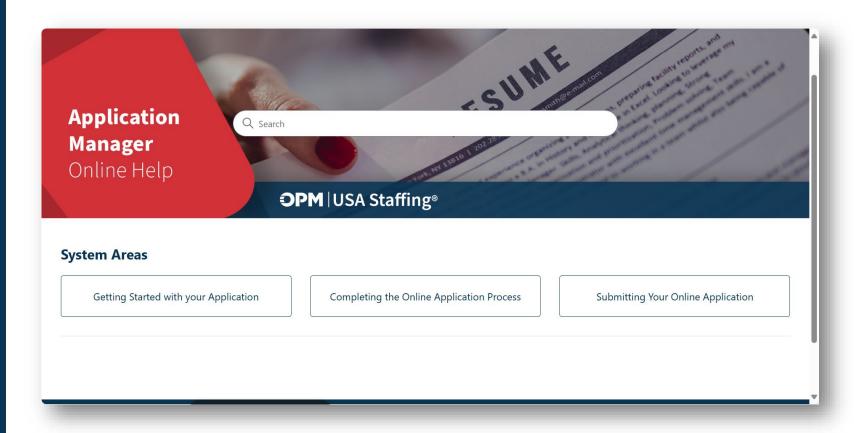**New Hire** has had over **10K** views since the launch on **February 6**.

https://nhsupport.usastaffing.gov/hc/en-us

Application Manager Online Help

Application Manager has had over **6K** views since the launch on **February 6**.

https://appsupport.usastaffing.gov/hc/en-us

Online Help

Coming Soon!

- Two remaining areas to be migrated include the **Resource Center** and **USA Staffing Core**.

- The **Resource Center** section is scheduled to go live by the **end of March**.
  - Redirecting links will be set up for users with bookmarks.
  - We are currently reviewing all resources for necessary updates.

- The migration of **USA Staffing Core** information is scheduled to go live by **Q4 of FY25.**

Resource Center   **USA Staffing Core**

Timeline   *End of March*   *Q4 of FY 2025*
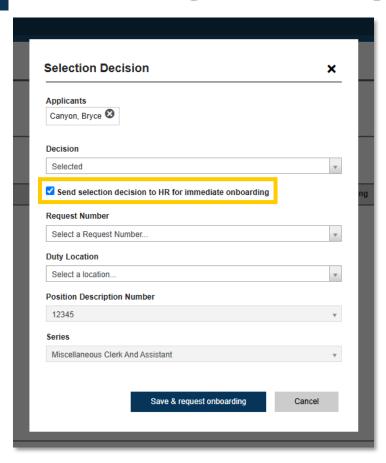
Product Roadmap Highlights

Jenn Reaves

USA Staffing Product Manager

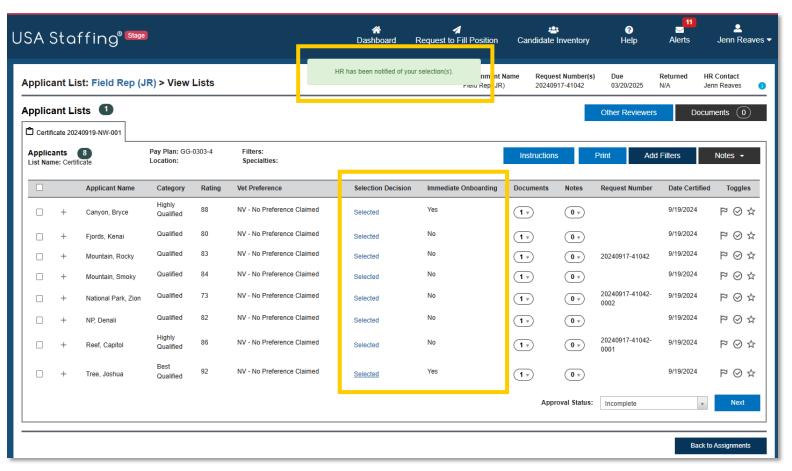USA Staffing is currently prioritizing work according to these four "Tiers."

We expect to resume our quarterly planning soon.

- **Tier 1** – OPM initiatives supporting the hiring freeze, executive orders, and OMB/OPM memos.
- **Tier 2** – Operations & maintenance (508, bug fixes, routine security upgrades, etc.)
- **Tier 3** – Work already in development
- **Tier 4** – Incremental improvements aligned with priority initiatives
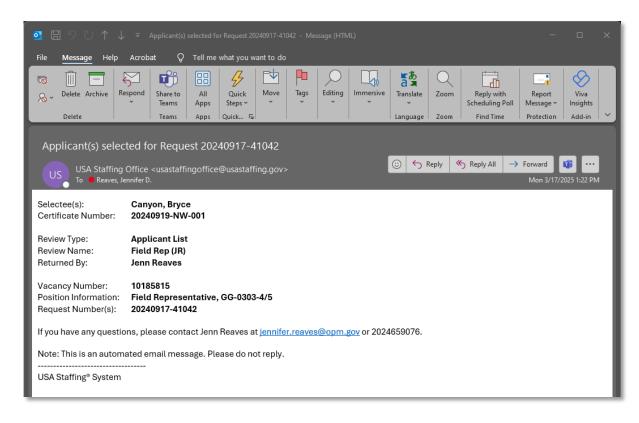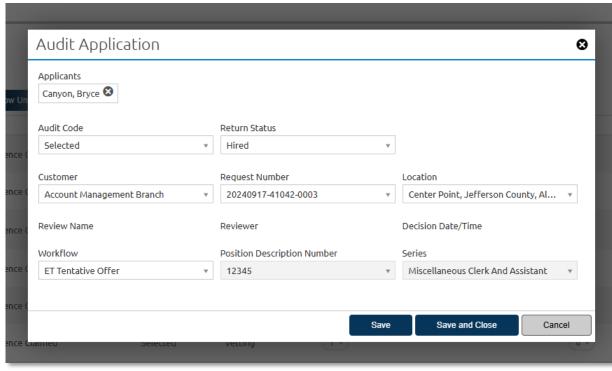
Hiring Manager: Individual Selections

When the *Make Selection Decisions* and *Return Individual Selections* options are enabled on an Applicant List Review, Hiring Managers will see an option to *Send Selection Decision to HR for immediate onboarding* within the selection modal.

- If *Send Selection Decision to HR* is selected, all Hiring Managers on the review will see the new *Immediate Onboarding* column updated to Yes.

- If the Hiring Manager opts not to *Send Selection Decision to HR* or does not select the applicant, the new *Immediate Onboarding* column will display No.

HR's View of Individual Selections

When a selection is saved and *Send Selection Decision to HR* is selected, the review owner will receive an email alerting them to the individual selection.

The HR Specialist has the option to immediately audit the selection as Hired and begin the onboarding process
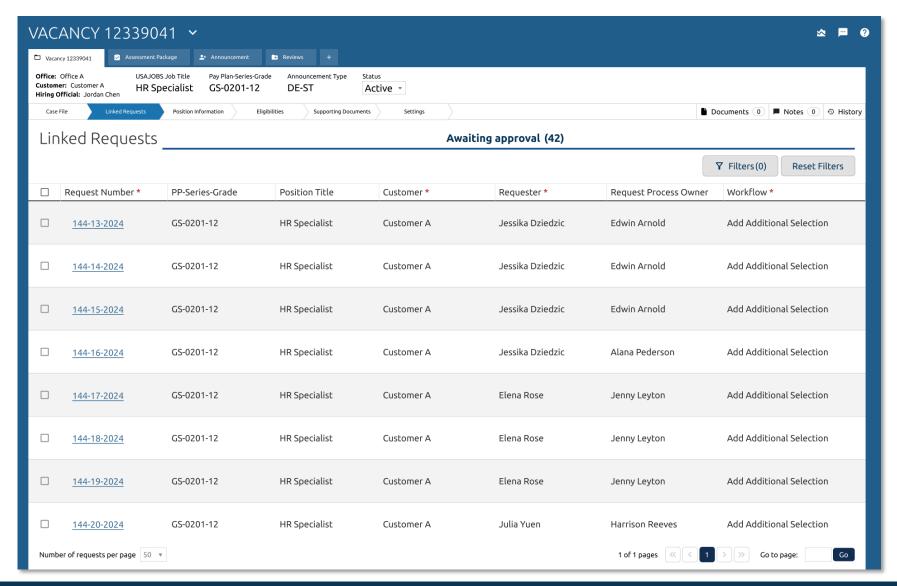
2025 State Tax Form Updates

Complete

Arizona, California, Connecticut, Georgia, Idaho, Iowa, Kansas, Kentucky, Maryland, Minnesota, Montana, New York, North Carolina, Ohio, Oregon, Rhode Island, South Carolina

In Progress

Arkansas, Louisiana, Maine, Mississippi, Missouri

Mass Approval of Requests

- View Linked Requests on a new dedicated Vacancy page
- Only requests that are ready to be approved (i.e., have all required info) will be displayed here
- Approve up to 100 request at a time
- Request approval will run in the background and users will be notified when it's completed
- Significant time & effort savings over current process of individual request approvals
- Future improvements include sorting/filtering, viewing incomplete requests, and mass editing

Anticipated Delivery: Spring 2025

Improve Form Display on Mobile Devices

- New Hires will be able to correctly view all pages of a form on any device

- There will be new options to "View in Full Screen" or "Download PDF"
  - Larger view will allow for easier zooming and scrolling on cell phones and tablets

- Enhanced navigation will soon let users quickly return to the Questionnaire or Task Details with ease

Anticipated Delivery: Spring 2025

SMS Text Alerts for New Hires

Objective

Enable SMS text messages to Applicants and New Hires to increase response rate and decrease response time for Tentative Job Offers.

In Scope

- Job Seekers opt-in via their USAJOBS profile to receive SMS text messages

- SMS text messages will add to, and not replace, email notifications

- Baseline feature set will alert applicants of Tentative Job Offers

- Agencies will be able to opt-in/out at Customer and New Hire levels

- Additional notifications research to explore improvement of notifications and possible expansion of text notifications beyond TJOs

Timeline

Discovery	Development	Deployment
Complete	*In Progress*	*FY 2025*

Research Opportunity: Account & Customer Provisioning
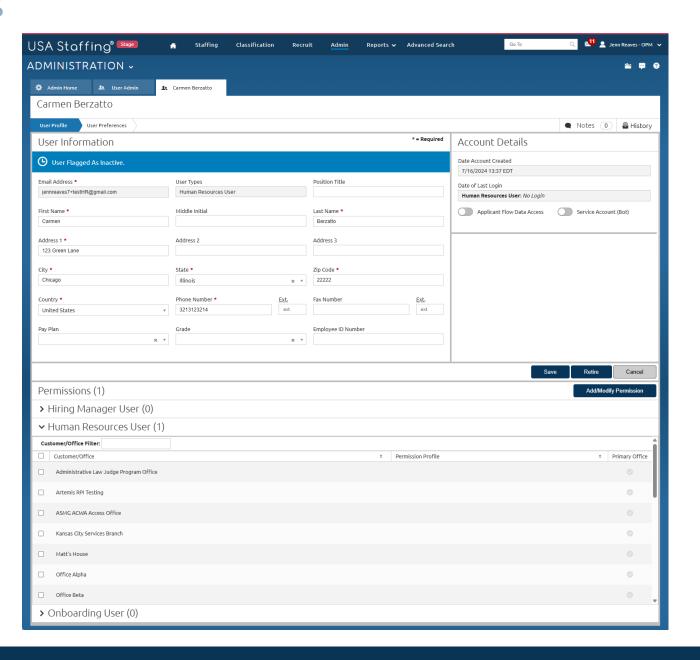
We would like to understand pain points Office Administrators experience when creating and updating user accounts, permission profiles, and customer records in USA Staffing.

Please email **USASResearch@opm.gov** if you would like to be interviewed about your experience doing this work on behalf of your agency.

USAJOBS Updates

Megan Arens, USAJOBS Customer Experience Manager

Use ATP to mine resumes from displaced federal employees

- ATP has a new resume mining search filter to find federal employees eligible for Career Transition Assistance Program (CTAP) and Interagency Career Transition Assistance Program (ICTAP)

- Job seekers can select CTAP/ICTAP eligibility in their USAJOBS profile and make their resume searchable

- CTAP and ICTAP eligible employees are seeking federal employment and if qualified, have selection priority

Posting details on USAJOBS

- When creating the vacancy, select:

  - **Appointment type**: Detail

  - **Hiring paths**: Internal to an agency (internal details) or Federal employees (if open across government)

- Other best practices:

  - Use **Conditions of employment** to clarify requirements (supervisor approval, length of detail, etc.)

  - Use ATP to create a branded search page that displays your agency's open details: Creating branded search pages

- All details get posted on details.usajobs.gov

Power BI Next Steps

Joyce Wentz, Data Product Development Branch Manager

Power BI Implementation Roadmap – MVP1

1 Milestone
- Data availability and incremental refreshes ✅

2 Milestone
- Time to Hire App ✅
- New Hire App ✅

3 Milestone
- Certificate App ✅
- Request App ✅
- Application App ✅
- Time to Hire Tasks

4 Milestone
- Vacancy Announcement Status App
- Onboarding Status App
- Pipeline Management App

5 Milestone
- Assessment App
- User License App enhancements
- Tasks App

6 Milestone
- Notes App
- Reviews App

YOU ARE HERE

Plan as of March 5, 2025

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Power BI Apps

Power BI Release and Cognos Retirement Timeline

	Week 0	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10
Power BI Stage Release	Day 0										
Power BI Production Release		Day 6									
Power BI Feedback Solicitation		Day 6									
Power BI Report Feedback Collection		Day 6 through 20									
Cognos Retirement Notice			Day 13								
Power BI Feedback Integration					Days 27 through 40						
Updated Power BI Stage Release							Day 42				
Updated Power BI Production Release								Day 48			
User Migration from Cognos to Power BI		Days 6 through 70 (if no changes required)							Days 48 through 70 (if changes required)		
Cognos Retirement Reminder									Day 55		
Cognos Report Retirement											Day 70

● Stage Release Notes ● Production Release ● Communication ● User Migration ● Feedback Period ● Development ● Report Retirement
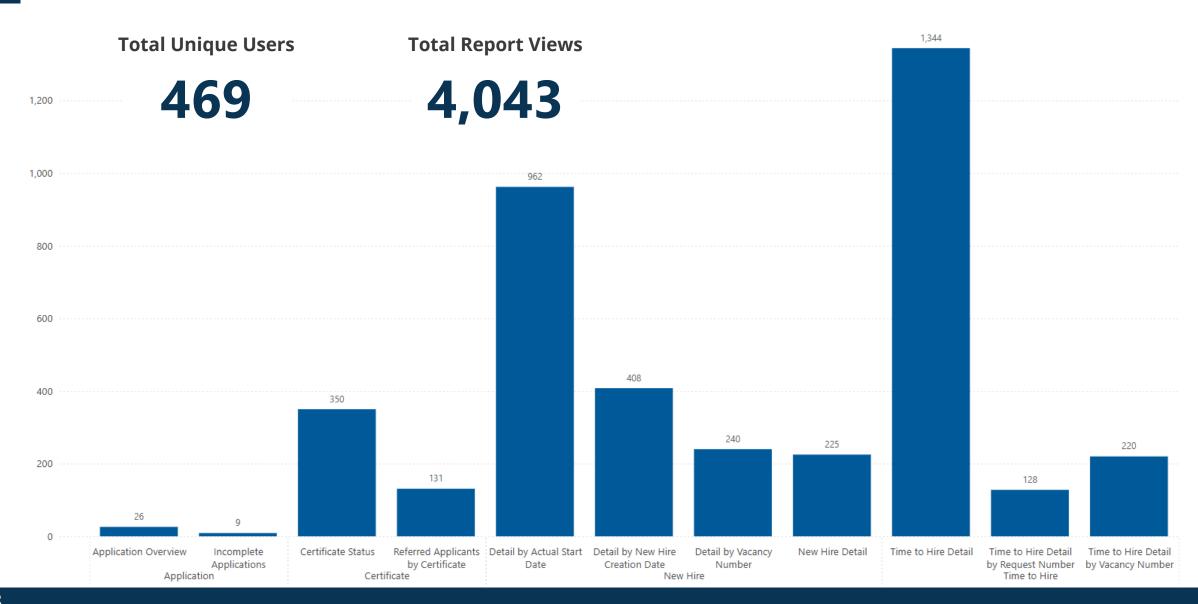
Trainings and Forums

Consumer Support

- **Power BI Consumer Training**

  - Instructor-led training

  - 2-hour sessions hosted twice a month

- **Reporting Consumer Forum**

  - Open forum to ask questions and request demonstrations
  - 1-hour session once a month

Author Support

- **Power BI Author Training: Self-Paced**

  - Online modules covering core concepts, navigation, and customizing reports

  - ~1 hour to complete

- **Power BI Author Training: Instructor-Led**

  - Live sessions covering how to author reports in the online Service, Report Builder, and Power BI Desktop

  - 3-hour sessions hosted twice a month

- **Report Author Forum**

  - Open forum to ask questions and request demonstrations

  - 1-hour session once a month

Power BI Usage and Training

Total Unique Users

469

Total Report Views

4,043

Working Groups

Jennifer Minor, USA Staffing Account Management Supervisor

USA Staffing Working Groups

Connect, learn and shape the future of technology alongside others in the USA Staffing community.

Play a key role by joining a working group

Working groups allow for open communication between the USA Staffing Program Office and agency customers regarding system functionality, performance, enhancements, development priorities, and related services.

When you join a working group, you can:

- View demonstrations on proposed new features and provide feedback through surveys and questions

- Develop a greater understanding of the "Why" behind new functionality to help your agency decide if a new feature is right for you

- Understand how other agencies use USA Staffing to accomplish their missions

For more information, visit the Resource Center.

USA Staffing Working Groups

Advisory Board

Learn about program office announcements, product initiatives and roadmap, updates from related programs such as USA Hire™ and USAJOBS®, and relevant OPM information. Receive emails communicating program and system announcements including system release information, upcoming events, and system downtime.

Intended Audience: USA Staffing Program Managers or other Agency-level users that are part of the implementation, decision and guidance processes

Meeting Frequency: Quarterly

Assessment Working Group

Learn more about assessment best practices, discuss upcoming system changes relating to assessments, and provide feedback regarding upcoming assessment enhancements. Members of this working group are responsible for disseminating guidance on assessment creation to appropriate agency contacts.

Intended Audience: Agency assessment developers, super-users, and/or office administrators

Meeting Frequency: Ad hoc

Classification Working Group

Join fellow users of the Classification functionality in USA Staffing together to learn about current development activities and upcoming features. Engage in focused discussions on specific Classification topics and receive answers to your USA Staffing Classification-related questions. In addition, each meeting will include a demonstration of recently-released Classification/Position Description functionality and time to gather input on upcoming changes/improvements to this area of the system.

Intended Audience: Classifiers or HR Specialists who work with position descriptions, those who have influence on agency business process decisions particularly as they relate to the Classification/Position Description Library area, have the responsibility for implementing classification, or those that need to track the impact on Staffing (e.g. Program Manager)

Meeting Frequency: Ad hoc

USA Staffing Working Groups

Customer Sprint Review

Learn more about new features included in the recent Stage Release Notes. Each review includes a time for Q & A, and time permitting, a review of common help desk issues.

Intended Audience: Advanced users (super-users and office administrators) of USA Staffing, and those who have an influence on agency business process and change management decisions

Meeting Frequency: Monthly following the scheduled stage release

Direct Hire Working Group

Join fellow USA Staffing customer agencies to share best practices and to discuss and prioritize potential enhancements related to direct and expedited hiring procedures.

Intended Audience: HR professionals supporting high volume and/or direct hire recruitments

Meeting Frequency: Ad hoc

Interconnections Working Group

Join fellow USA Staffing customer agencies to learn about current and upcoming interconnection development and activities.

Intended Audience: Office administrators and technical POCs for interconnections (RPI, NHI, Data APIs, and Task Update APIs)

Meeting Frequency: Ad hoc

USA Staffing Working Groups

Onboarding Working Group

Join fellow users of the Onboarding functionality in USA Staffing together to learn about current development activities and upcoming features. Participate in focused discussions on specific Onboarding topics, and receive answers to your USA Staffing Onboarding-related questions.

Intended Audience: Agency-level decision makers and/or individuals responsible for overseeing agency onboarding (e.g. responsible for establishing business processes, creating & maintaining workflows, creating & maintaining NH tasks, etc.)

Meeting Frequency: Quarterly

Purging Working Group

Agency points of contact for the purging process share agency specific needs and requirements to help tailor the purging process accordingly. Discuss how to track the progress of the purge within your agency and ensure all necessary information is accurately reported, and hear about ways to help your agency adhere to relevant regulations and guidelines.

Intended Audience: Agency representatives who are familiar with internal agency policy on records retention and can speak to data that should be retained or purged in USA Staffing

Meeting Frequency: Ad hoc

Data-Specific Working Groups

Reporting Consumer Forum

Leverage the opportunity to ask outstanding questions or request demonstrations in Cognos or Power BI to access and use existing reports. Meeting information, including the link to log in to the forum, is sent 1-2 weeks in advance of each forum. Questions or requests for demonstrations may be sent to USAStaffingData@opm.gov.

Intended Audience: Participants must meet at least one of the following criteria:

- Completed the virtual Cognos Consumer Training
- Completed Power BI Consumer Training (virtual or instructor-led)
- Received the forwarded forum invitation from a USA Staffing Advisory Board member

Meeting Frequency: Third Thursday of each month at 11:00 AM ET

Reporting Author Forum

Leverage the opportunity to ask questions about report-building techniques in Cognos and Power BI. Information, including the link to log in to the forum, is sent 1-2 weeks in advance of each forum. Questions may be sent to USAStaffingData@opm.gov in advance of the forum.

Intended Audience: Participants must meet at least one of the following criteria:

- Hold author permissions in the production environment of USA Staffing Cognos
- Hold a Pro license in the production environment of USA Staffing Power BI
- Completed Power BI Report Author Training (virtual or instructor-led)

Meeting Frequency: First Thursday of each month at 11:00 AM ET

Reporting and Analytics Working Group

Review newly-developed or updated reports, as well as changes to data models and USA Staffing Data APIs. During the meeting, the USA Staffing Reporting team will provide training on specific reporting features and answer any USA Staffing data-related questions. Meeting information is sent to all members of the working group.

Intended Audience: Individuals involved or interested in USA Staffing reporting and analytics, including authors and consumers

Meeting Frequency: Every 6 weeks on Tuesday afternoons starting at 1:00 PM ET

Related Working Groups

USA Hire Working Group

Discuss topics related to USA Hire assessments, updates related to USA Hire, best practices, and information about upcoming enhancements or new assessments.

Intended Audience: Primary agency USA Hire POCs and USA Hire users who can disseminate USA Hire information in their agency

Meeting Frequency: Quarterly

USAJOBS Communications (Comms) Forum

Engage in a collaborative space where the federal HR community can receive information on USAJOBS and Agency Talent Portal (ATP) changes and future enhancements and share feedback on their current experience in using USAJOBS and ATP.

Encourage your agency representative to subscribe to the USAJOBS Comms Forum. They can email USAJOBSEngagement@opm.gov. Your agency representative can also inform other colleagues from their agency to subscribe to the Comms forum.

Intended Audience: Federal HR community and talent acquisition system representatives

Meeting Frequency: Bi-monthly

Upcoming Events

Jennifer Minor, USA Staffing Account Management Supervisor

Events & Training

Events

March 20	Reporting Consumer Forum
March 26	Interconnections Workgroup Meeting
April 3	Reporting Author Forum
April 15	Customer Sprint Review
April 17	Reporting Consumer Forum
April 22	Reporting and Analytics Workgroup Meeting

Training

March 26	Power BI Consumer Training
April 2	Power BI Report Author Training
April 7 – 11	Virtual Mixed Agency USA Staffing Training w/Onboarding
April 9	Power BI Consumer Training
April 16	Power BI Report Author Training
April 23	Power BI Consumer Training

Thank you for your active participation in USA Staffing Advisory Board meetings.