



USA Staffing®

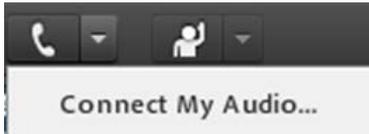
Great Government Starts Here®

October 30, 2019

The Advisory Board meeting will begin shortly.



Please log in to Adobe Connect prior to calling in so your name is tied to your phone number.



Audio Conference Options:

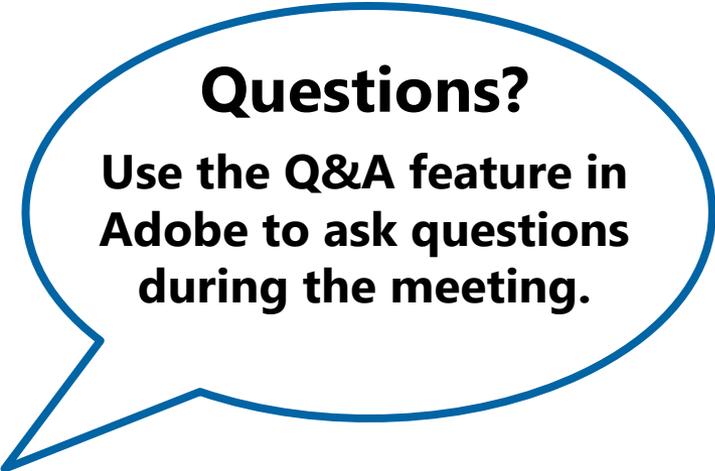
- Dial-out [Receive a call from the meeting] – *This is the preferred method*
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 - 1-800-832-0736
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Agenda

1. USA Staffing Program Updates
 - FY19 Year in Review
 - 2019 Public Sector Innovation Winner
 - PIV enforcement plans
 - .gov email enforcement
2. New and Upcoming Functionality
3. Reporting and Analytics Update
 - AFD Access Changes
4. USAJOBS Updates
 - Veterans API
5. USA Hire Updates
 - Premium assessments
 - CVTI form changes
6. Upcoming Events



Questions?

Use the Q&A feature in Adobe to ask questions during the meeting.



FY19 Year in Review



78

Agencies using USA Staffing

271,375

Jobs Announced



198,066

Agency Hiring Manager users

11,318,924

Applications received



10,083

All HR users

463,810

Certificates Issued



10,282

Onboarding, Reporting, and Applicant Flow Data users

353,248

Selections made



253,338

New Hires Entered on Duty





FY19 Year in Review



9,706

USA Hire JOAs



1,074,165

Onboarding forms and documents electronically sent to eOPF



79%

USAJOBS vacancies represented by USA Staffing



99.88%

System Availability

87

Average Foresee Score Onboarding Manager



82

Average Foresee Score Application Manager



Government Innovation Awards

USA Staffing [wins](#) in the 2019 Public Sector Innovation category.



Highest & Lowest Scoring Items 2019 Customer Satisfaction Survey

	Spring 2019	Fall 2019
Highest Score Overall	100% Would Use USAS Services Again	100% Would Use USAS Services Again
	98% Would Recommend to Other Government Orgs	97.5% Would Recommend to Other Gov. Orgs
	96% USAS Staff is Courteous	96.5% USAS Staff is Courteous
Lowest Score Overall	84% Comparison to Contractors Providing Similar Service	80.9% Satisfied with System Design
	83.7% Handling of Problems & Mistakes	78.9% Comparison to Contractors Providing Similar Service
	81.8% Hiring Manager Interface	77.5% Hiring Manager Interface



Personal Identity Verification (PIV/CAC) Login Enforcement

- USA Staffing is required to enforce two-factor (PIV/CAC) login for HR, Hiring Manager, and Onboarding Users and only permit username/password login by exception.
- PIV Login enforcement is set at the email extension (@opm.gov, @mil.gov, etc.) level
- We are beginning PIV/CAC card login enforcement with three small agencies and will expand to all agencies throughout the new year.
- Agencies that do not use PIV or CAC will receive exceptions.



If your agency is ready now to enforce PIV/CAC login for your users, please contact your Account Manager.



.gov and .mil Email Address Enforcement

The screenshot shows the 'User Administration' page in the OPM system. It features a navigation bar with 'Admin Home' and 'User Admin'. Below the navigation, there's a 'Manage Users' button and a 'Users (64)' header. A search bar is present with filters for 'All Offices', 'All Customers', and 'All User Types'. A 'Show Retired Users' checkbox is also visible. The main content is a table of users with the following columns: Last Name, First Name, Middle Initial, Email Address, Phone Number, User Type, Is Retired, and Inactive. Two users are visible in the table:

Last Name	First Name	Middle Initial	Email Address	Phone Number	User Type	Is Retired	Inactive
Admin	Test		usastestadmin@opm.gov	(202) 606-0000	Human Resources User	<input type="checkbox"/>	<input type="checkbox"/>
Cognos	USAS		usascognosdk@opm.gov	(478) 744-2181	Reports Only	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- USA Staffing is required to only allow HR, Hiring Manager, and Onboarding Users with a **.gov or .mil email address**.
- As a reminder, be sure to only create USA Staffing accounts using agency-issued work email addresses. Contractors must also have .gov or .mil email accounts to access USA Staffing.

If USA Staffing users in your agency do not have a .gov or .mil email, please request an exception through your Account Manager.



New and Upcoming Functionality

Presenter: Jennifer Reaves, USA Staffing Business Analyst



Upcoming Functionality

What We're Working on Now:

- Hiring Manager dashboard (Stage only)
- Hiring Manager access to Position Description (PD) library (Stage only)
- Limit PDs to a single grade
- Reconfigure Position Settings page
- Copy vacancy PDs into New Hire record
- Expire certificates
- Save draft notification templates
- Configure applicant supporting documents (stage only)

What's Coming Next:

- Batch print questionnaire responses from applicant lists
- Stored list/panel review improvements
- Attachments to notification templates
- Activity summary email for onboarding users
- New Hire tiles for HR Welcome page
- Hiring data warehouse



Feature Backlog and Glossary: <https://go.usa.gov/A3C3>



Poll

Does your agency use standing registers (i.e., open continuous announcements)?

- A. Yes
- B. No, and we don't plan to
- C. No, but we're considering it
- D. Unsure



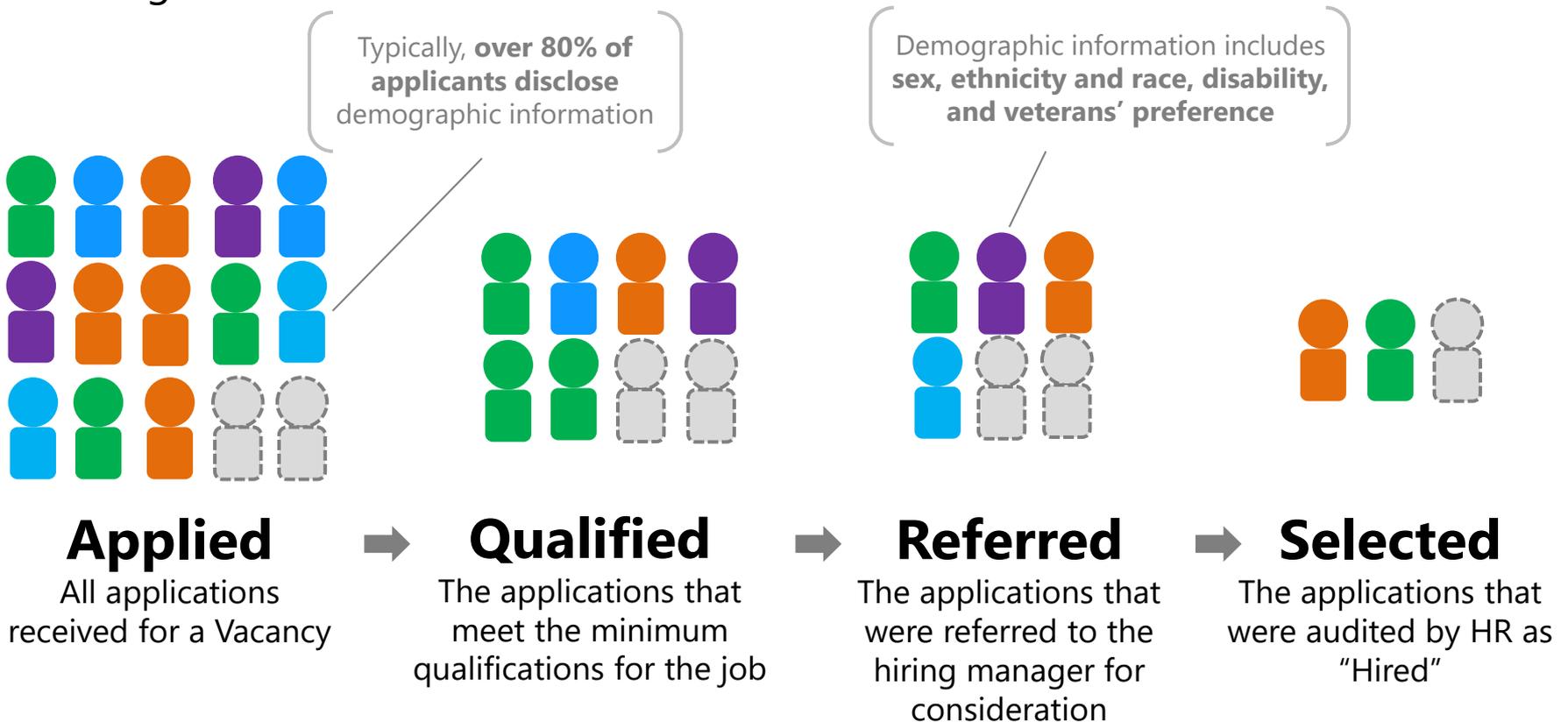
Reporting and Analytics Update

Presenter: Scott Salvati, USA Staffing Business Analyst



What is Applicant Flow Data?

Demographic information is voluntarily collected from job seekers in the USAJOBS profile and combined with **milestones in the hiring process** in USA Staffing





Guidelines for Use of Applicant Flow Data

Users agree to rules of behavior prior to accessing AFD to protect the confidentiality of applicants



Applicant Flow Data may be used for:

- Aggregate human capital reporting
- Determining rates of demographic representation in recruitment efforts
- Determining rates of demographic representation in hiring or merit promotion selections
- Determining rates of qualifications among demographic groups
- Evaluating the effectiveness of recruitment in reaching targeted demographic groups



Applicant Flow Data may not be used for:

- Influencing the decision to close or extend job announcements
- Influencing the decision to cancel recruitment actions
- Influencing the decision to use or not use a referral list of applicants
- Influencing selection decisions
- Identifying the race, ethnicity, or gender of specific named employees



Previous AFD Safeguards

Since AFD was first included in USA Staffing/Cognos, **three primary safeguards have been in place to protect the confidentiality of the data**

1

No PII

Personally-identifiable information is not included in the data provided

2

Availability

Data are only released after hiring actions are complete (certificates audited or cancelled)

3

Access

Users with an active USA Staffing account cannot have access to AFD



Current AFD Safeguards

Given the other safeguards in place and the needs articulated by agencies to expand access, **there is no longer a restriction on granting Applicant Flow Data access to active HR users**

1

No PII

Personally-identifiable information is not included in the data provided

2

Availability

Data are only released after hiring actions are complete (certificates audited or cancelled)

3

Access

~~Users with an active USA Staffing account cannot have access to AFD~~



Granting Access to AFD

Agency office administrators can grant access to AFD for the following groups of users:

HR users or Reports Only users that need access to USA Staffing and AFD

Select the “Applicant Flow Data Access” box in their User Account. These users will be able to access both Staffing and AFD data when they navigate to Cognos.

The screenshot shows a 'Account Details' form with the following fields:

- Date Account Created: 9/12/2014 13:11 EDT
- Date of Last Login: Human Resources User: 2/1/2019 10:46 EST
- Applicant Flow Data Access

A red box highlights the 'Applicant Flow Data Access' checkbox, and a grey arrow points from the text above to this checkbox.

or

EEO analysts/other users that only need access to AFD

Assign the “Applicant Flow Data Only” user type. These users do not need the “Applicant Flow Data Access” box marked on their account.



Answers to Common Questions

- **OPM/USA Staffing does not assign AFD permissions.** It is the responsibility of each agency to make the determination of whether specific users have a need to access both AFD and Staffing data, based on the AFD Rules of Behavior.
- **Staffing and AFD data packages will remain separate.** The data packages are still separate in Cognos, and users are not able to join across packages.
- **AFD access is not available for customer-based user types.** Hiring Manager and Onboarding user types still cannot access Cognos due to the office-based security model in place.
- **Accounts with multiple user types can access AFD, but data will only be available on the HR user type.** Users with multiple user types will be able to access AFD if the "Applicant Flow Data Access" box is checked on their HR user account. Checking the box on anything other than an HR user type does not result in granting AFD access.



USAJOBS

Presenter: Lauren Foreman, USAJOBS Program Analyst



Veterans API: Co-design Session

In July, USAJOBS hosted a co-design session with Talent Acquisition Systems and key HR stakeholders to determine how the Veterans API data might be used to improve the hiring process for veterans and reduce administrative burden on HR Staffing Specialists.

Session Goals:



Use service and disability data to inform veterans about the preference and hiring authority options available to them when applying for a federal position.



Reduce the volume of documents that must be transferred by veterans and reviewed by HR Staffing Specialists as part of the application review process.



Provide authoritative preference adjudications when the collected data allows USAJOBS to make authoritative determinations on preference claims.



Veterans API: Current Activities

1

Synthesized co-design session data to draft a development and implementation strategy.

2

Building the underlying technical and functional capabilities to extract data and send with the Application.

3

Collaborating with OPM policy, operations and oversight to develop communications materials regarding the usage of the API for data collection and veterans preference adjudication.



Veterans API: Near Term Impacts

Veterans

- Educate the Veteran, so that they have a better understanding of what veteran and military service related preferences and hiring authorities are available to them.
- Clearer expectation of eligibility and documentation requirements that should provide for a smoother application process

HR Staffers

- The availability of verified data to support the adjudication of preference and eligibility claims.
- OPM certified adjudications for CP and CPS veterans, limiting the number of veterans requiring Veterans Preference adjudication at the time of application submission.
- Reduction in requests for documentation to verify preference or eligibility claims.



Veterans API: Future Goals

USAJOBS hopes to work with key HR stakeholders to improve the capabilities of the VA API over time. We will continue to explore opportunities to:

1

Make more data available through the API, to include campaign badges and medals. This new data, will provide more information to better educate the veteran on what they are eligible for. Additionally, provide more validated service and disability data to the HR Staffer.

2

Enable OPM certified adjudications of additional Veterans Preferences if/ when the data is available to make data driven determinations.

3

Eliminate some documentation submission requirements including DD-214 and VA Disability Letters when the available data supports the preference or eligibility claim.



Questions?

Email us

recruiter-help@usajobs.gov



USA HireSM
Transforming Government One Hire At A Time

Presenter: Sharon Wilborn, USA Hire Program Analyst



Federal Supervisor Assessment (FSA)

- High quality assessment battery for supervisors
 - **Situational Judgment:** Applicants are presented realistic work problems or scenarios common to supervisory positions in the Government and asked to evaluate effectiveness of responses.
 - **Biodata:** Applicants are presented questions about their personal experiences and work-styles as they relate to supervisor positions in the Government.
- Targets seven critical supervisory competencies: Accountability, Customer Service, Decisiveness, Flexibility, Interpersonal Skills, Problem Solving, and Resilience.
- Available for a wide variety of general schedule job series
- FSA can be combined with a technical questionnaire

Please contact Sharon.Wilborn@opm.gov for more details and pricing for the Federal Supervisory Assessment from USA Hire.



USA Hire Executive Assessment

- Three assessment options available:
 - Situational Judgment Test
 - Work Simulation
 - Work Styles Assessment
- All Executive Core Qualifications (ECQs) are measured across the three assessments and can be used as part of the QRB process.
- Can be used for selection into SES positions as well as Candidate Development Programs (SES CDPs)

Please contact Sharon.Wilborn@opm.gov for more details and pricing for the USA Hire Executive Assessment.



CVTI Form Update

- Required use of the CVTI (Competency Verification and Task Identification) form is being eliminated.
- Data collection over the past 8 years supports the Government-wide job analyses.
- CVTI forms will still be available on the USA Hire Resource Center for reference.
- A new reference tool is being created to quickly look up the competencies assessed for each job series/grade combination.



USA Staffing Upcoming Events

November

- November 5-6:** Mixed Agency USA Staffing Training
- November 6:** Customer Sprint Review
- November 6:** Cognos Stage Release
- November 13:** Cognos Production Release
- November 16:** USA Staffing Production Release
- November 20:** Cognos Stage Release
- November 20:** Small Agency User Group Meeting
- November 25:** USA Staffing Stage Release
- November 26:** Cognos Production Release

December

- December 4:** Cognos Stage Release
- December 5:** Applicant Flow Data Workgroup Meeting
- December 10:** Customer Sprint Review
- December 11:** Cognos Production Release
- December 14:** USA Staffing Production Release
- December 18:** Cognos Stage Release
- December 19:** Reporting & Analytics Workgroup
- December 20:** USA Staffing Stage Release



Questions?

**For additional information, please contact
your Account Manager.**