



USA Staffing®

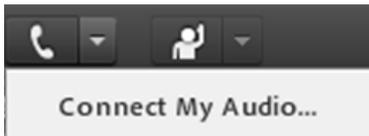
Great Government Starts Here®

November 15, 2018

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:

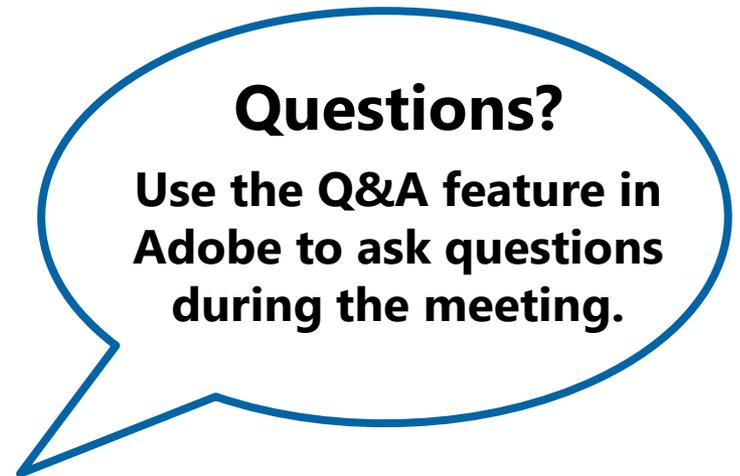
- Dial-out [Receive a call from the meeting] – *This is the preferred method*
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 - 1-800-832-0736
 - Conference Room Number: 7563371
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Agenda

- **Welcome**
- **USA Staffing Updates**
 - FY18 Year in Review
 - Customer Satisfaction Survey Results
 - FY19 Roadmap
 - February 15-19 Downtime
 - Cognos Performance
 - Upcoming Functionality
 - Help Desk Trends, Top Tickets, & New Resources
- **USA Hire Updates**
 - FY18 Accomplishments
 - FY19 Plans
 - Cut-scores
- **Upcoming Events**



Questions?

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



FY18 Year in Review

Presenter: Bridget Dongarra, USA Staffing Program Manager



74

Agencies using USA Staffing

235,399

Jobs Announced



143,303

Agency Hiring Manager users

11,040,380

Applications received



10,318

All HR users

400,287

Certificates Issued



4,244

Onboarding, Reporting, and Applicant Flow Data users

347,505

Selections made



349,637

Selectees sent to Onboarding





FY18 Year in Review



4,091

USA Hire JOAs



604,394

Onboarding forms and documents electronically sent to eOPF



79%

USAJOBS vacancies represented by USA Staffing



99.75%

System Availability

86

Foresee Score Onboarding Manager



80

Foresee Score Application Manager



97%

Satisfied with USA Staffing



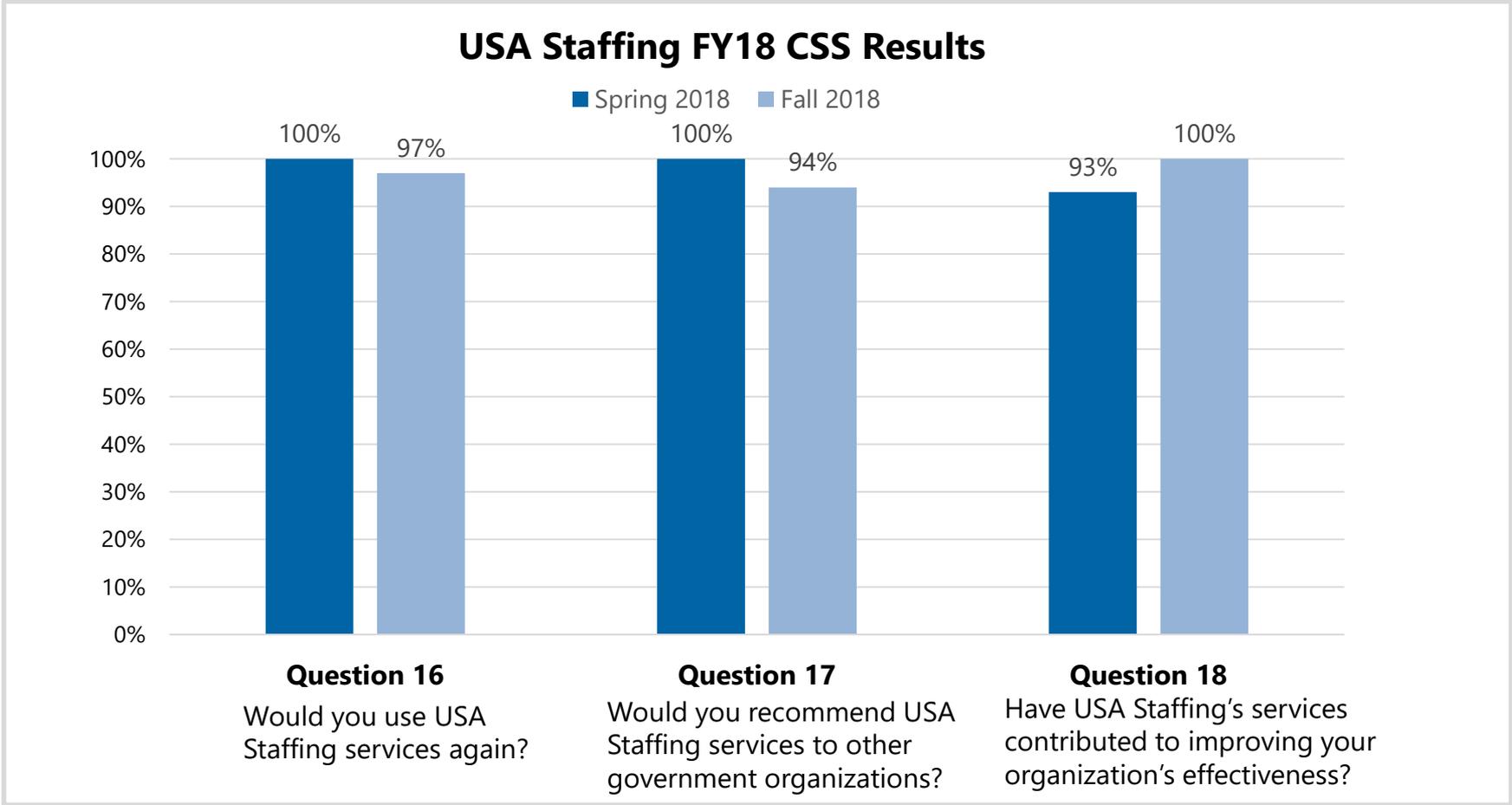
97%

Customer suggestions are used to improve USA Staffing





USA Staffing Customer Satisfaction scores remained high as we transitioned 100% of vacancies to the Upgrade in FY18.





USA Staffing Strengths and Opportunities



Strengths

- Help desk is responsive and timely.
- Exceptional support from Account Managers; listen to customer feedback.
- Customer communication and updates are beneficial.



Opportunities

- Continue implementing agency-specific enhancement requests. Ensure small agencies have a voice (vs. large agency priorities). Continue in-person site visits.
- Improve Cognos reporting performance.
- Evolve dashboard functionality.
- Improve communication/notifications when system has performance issues, including reason for outage.

- ★ "This office is engaging, organized, and very accommodating to customers."
- ★ "The reports team is very responsive and always tries to assist quickly. USA Staffing and USAJOBS seem to communicate better as far as keeping up with requirements."
- ★ "Our account manager goes above and beyond in every way that she can."
- ★ "USAS is a powerful tool that has great future potential. The help desk is quick and responsive even if the response is sometimes not as complete as I'd like. Kudos!"
- ★ "I appreciate that the USA Staffing Program Office as a whole is always willing to listen and partner with [us] on addressing our concerns and try to arrive at a happy medium for all."



U.S. AGENCY FOR GLOBAL MEDIA

UNITED STATES BROADCASTING BOARD OF GOVERNORS



Thank you for your feedback!



National Endowment for the Arts
arts.gov





USA Staffing Program Roadmap FY2019

Design	Feature Development	Customer Engagement
<ul style="list-style-type: none">• Notifications• Document Processing• Welcome Tile Enhancements• Classification for HR and Managers• Job Analysis• Civil Service Changes• Applicant Flow Data Dashboard	<ul style="list-style-type: none">• Shared Certificates• Permanent Change of Station (DoD)• Classification for HR• Hurdles• Improvements to Reviews• Civil Service Changes• Item Branching• USA Hire Cut Scores	<ul style="list-style-type: none">• USDA Implementation• Joint Application Design Sessions• New User Training• Interconnections• Workgroup Meetings• Cognos Training• Enhance User Resources



USA Staffing Interagency Agreements

We appreciate your timely payment!

- The 7600A and Statement of Service are due at the start date of the period of performance. These documents establish you as our customer and allow continuous access to the system.
- The 7600B, the obligation document, is due within 45 days of the start date of the period of performance.
- The USA Staffing Program Office reserves the right to suspend system usage until full payment is received and charge a processing fee to re-enable system use.
- We cannot process the USA Hire Addendum until the USA Staffing agreement is fully executed.



Save the Date: February 15-19 Downtime

- ▶▶▶ OPM is implementing a series of major electrical power system improvements at its primary data center in Macon, GA.
- ▶▶▶ USA Staffing and USAJOBS will be unavailable during these maintenance activities starting at midnight, Friday, February 15th, 2019 and continuing through midnight Tuesday, February 19, 2019. We will confirm these dates and times as we get closer to February.
- ▶▶▶ We recommend that no announcements be scheduled to close during these planned downtimes.
- ▶▶▶ ***How can we support you during this downtime?***
Please use the Q&A to provide suggestions on how we can support you during this downtime.

Note: During the October 5-8 maintenance downtime, USA Staffing partnered with the OPM CHCO office to offer several HR University courses at no charge on the USA Staffing training site. We also offered a number of recorded trainings and a live webinar on USA Staffing Help Desk Trends.



Cognos Performance Update

Presenter: Joyce Wentz, USA Staffing Business Analyst

USA Staffing continues improving report performance and is actively working on solutions to ensure you have access to the data you need.

Context:

The core problem with Cognos report/query performance is our reliance on Views from our transactional database. The volume and complexity of USA Staffing data exceeds the capacity of this kind of reporting.

To correct this, we have two primary strategies:

1. Split and optimize views.

»» **Timeline:** *We are tackling this with work items in every sprint (Cognos uses two week sprints) and are prioritizing views that are most frequently used (e.g. applications, vacancies).*

2. Build a data warehouse with data loaded nightly.

»» **Timeline:** *New Hire data will be deployed to production and available to customers with the Nov 17th production release. We will release new functionality every two weeks.*



Building Capacity

In addition to addressing the report/query performance issues related to transactional views, we are strengthening our Cognos monitoring and administration by adding new tools and talent.

Team changes and additional staff. We have increased focus on Cognos administration and monitoring and are hiring additional staff.

»» **Timeline:** *We have already re-assigned team members to focus on Cognos admin and are in the process of moving new hires through the security process.*

Improved monitoring tools: We are procuring monitoring tools specifically designed for Cognos (Report Card) to help us better identify problem reports/queries and optimize Cognos settings.

»» **Timeline:** *We are actively pursuing the procurement process and are targeting FY 2019 Q2 to implement these tools.*

Cognos health check/assessment: We are working with vendors to conduct a health check of our Cognos system to identify areas for improvement.

»» **Timeline:** *We are actively pursuing the procurement process and are targeting FY 2019 Q2 to implement the health check.*



FY 2019 Reporting and Analytics Goals

By the end of FY 2019, we expect to...

1. Solve the performance problems with transactional reporting

- 95% success rate for reports
- <1 minute report runtime
- ↑** User satisfaction (Cognos survey)
- Applications, Assessment, New Hire (*in Production Nov 17th*)
subject areas are stable

2. Provide basic aggregate reporting functionality

- Production Statistics (*in Production Nov 17th*)
- Time to Hire

3. Refine the reporting and analytics training program

- HR user training
- Refine training materials (job aids, videos)



Upcoming Functionality

Presenter: Jennifer (Demarais) Reaves, USA Staffing Business Analyst

What We're Working on Now:

- Return individual selections
- FWS Supervisory PDs
- Application data improvements
- Auto-complete new hire records
- Update resume builder formatting
- Add applicant email to certificate PDFs
- Updates to age screening
- Copy reviews
- Embedded video links in JOA

What's Coming Next:

- Hiring Manager usability improvements
- Copy announcement content from previous announcements
- Expand text boxes in announcement
- Customized USA Hire notifications
- Improve filters on task & new hire dashboards
- Generate PDFs of position descriptions



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



Poll: Certification of Accuracy

I certify that, to the best of my knowledge and belief, all of the information included in this questionnaire is true, correct, and provided in good faith. I understand that if I make an intentional false statement, or commit deception or fraud in this application and its supporting materials, or in any document or interview associated with the examination process, I may be fined or imprisoned (18 U.S.C. 1001); my eligibilities may be cancelled, I may be denied an appointment, or I may be removed and debarred from Federal service (5 C.F.R. part 731). I understand that any information I give may be investigated. I understand that responding "No" to this item will result in my not being considered for this position.

- A. Yes, I certify that the information provided in this questionnaire is true, correct and provided in good faith, and I understand the information provided above.
- B. No, I do not certify/understand the information provided above.

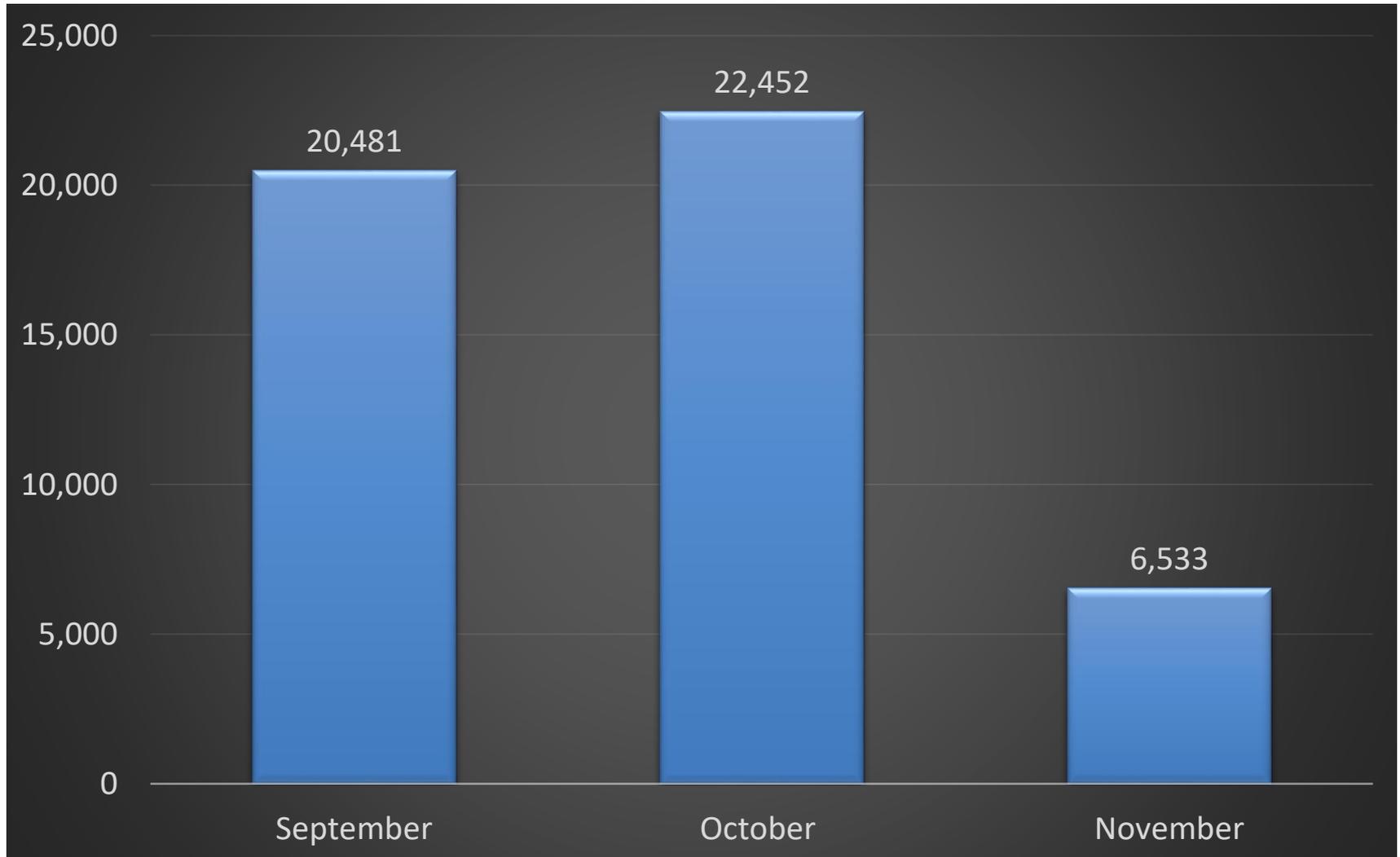


Help Desk Trends, Top Tickets, and New Resources

Presenter: David Long, USA Staffing User Support Team

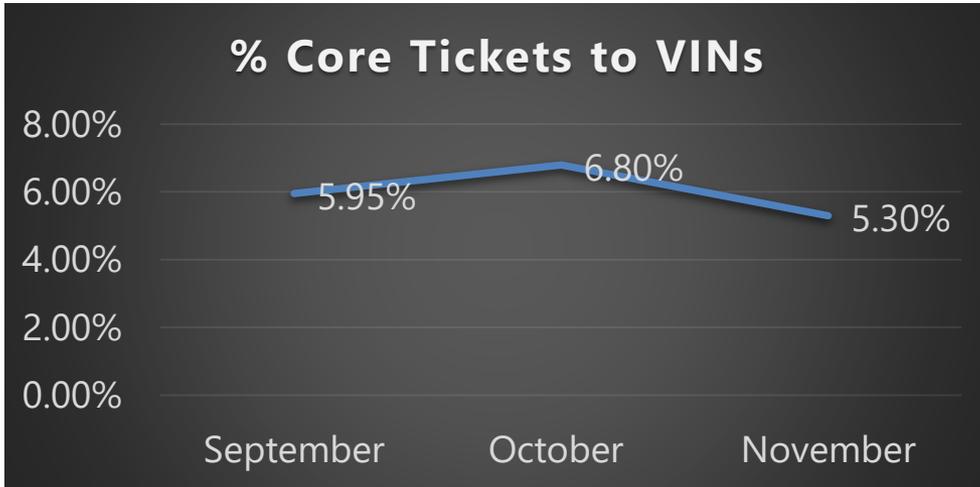


Vacancies Opened



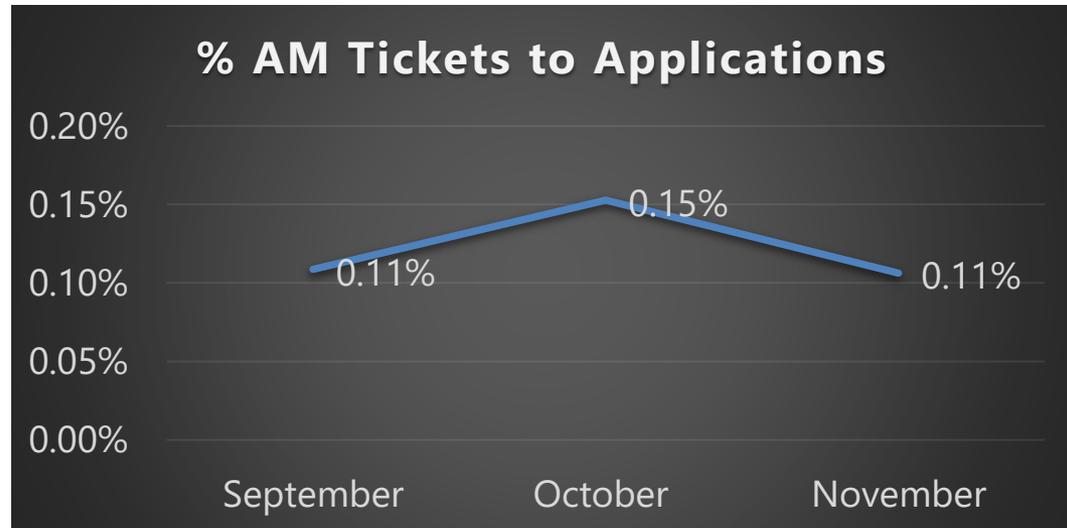


Core Tickets to VINs and AM Tickets to Applications



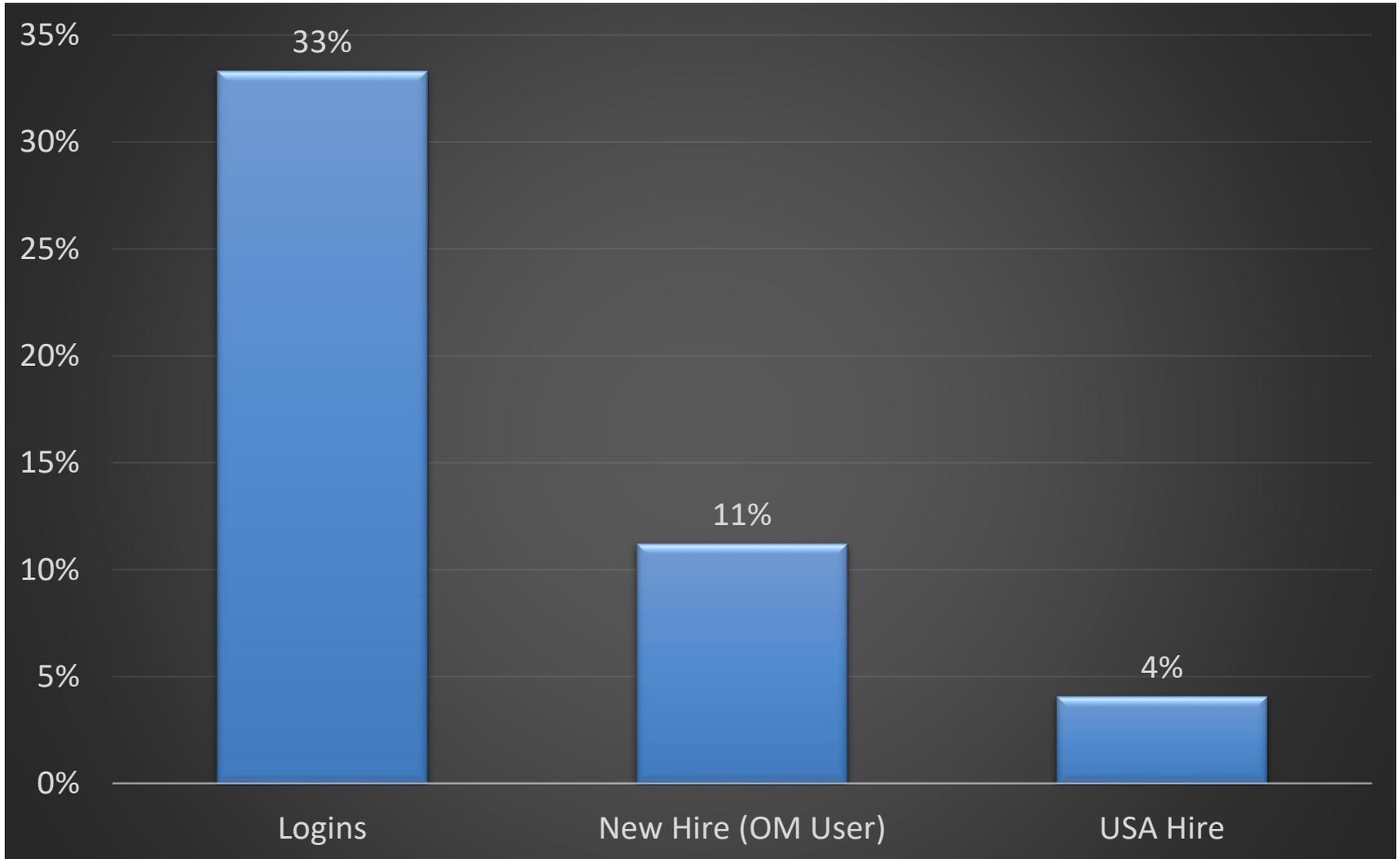
←
6% average

→
.12% average



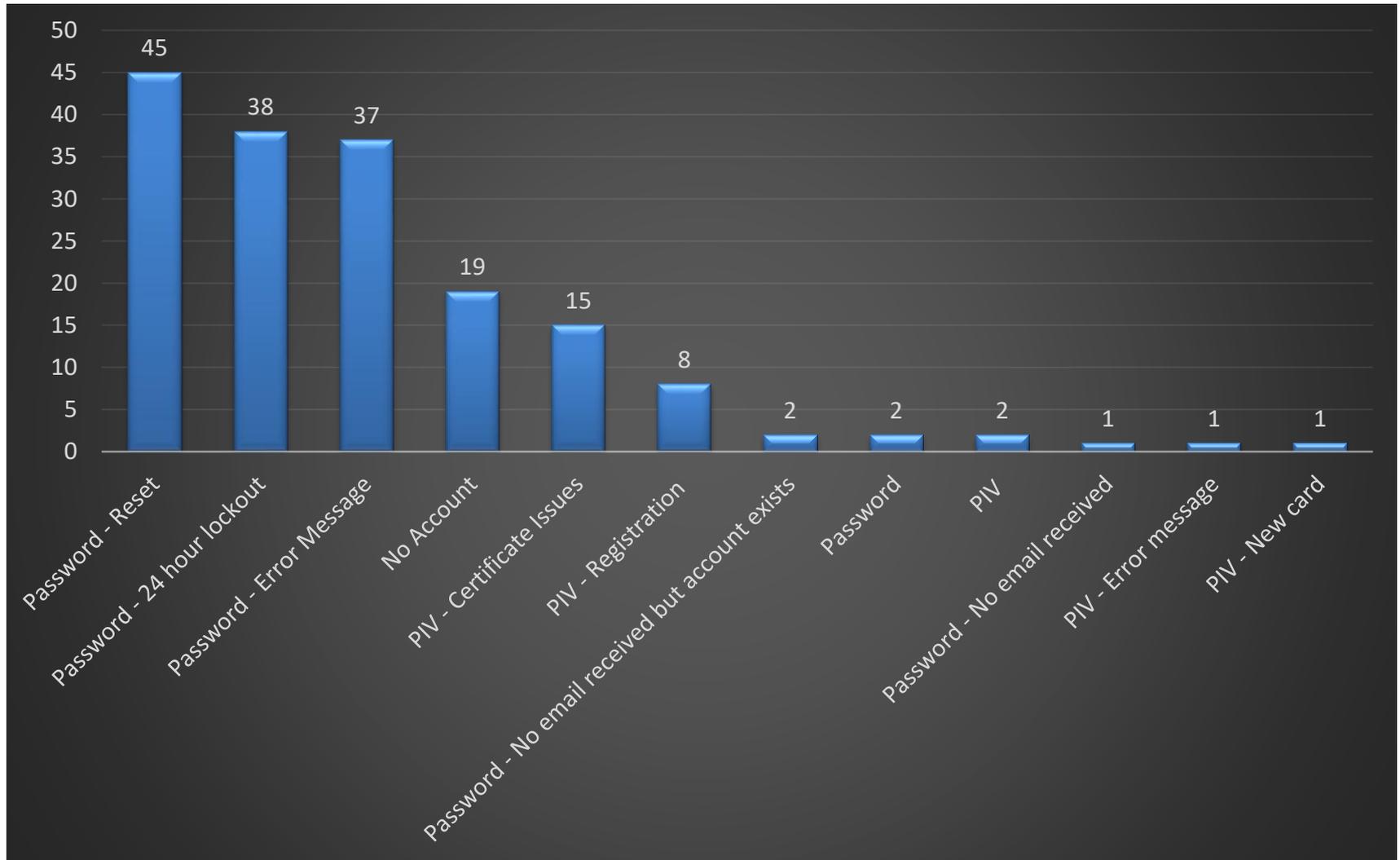


Top Core Issues



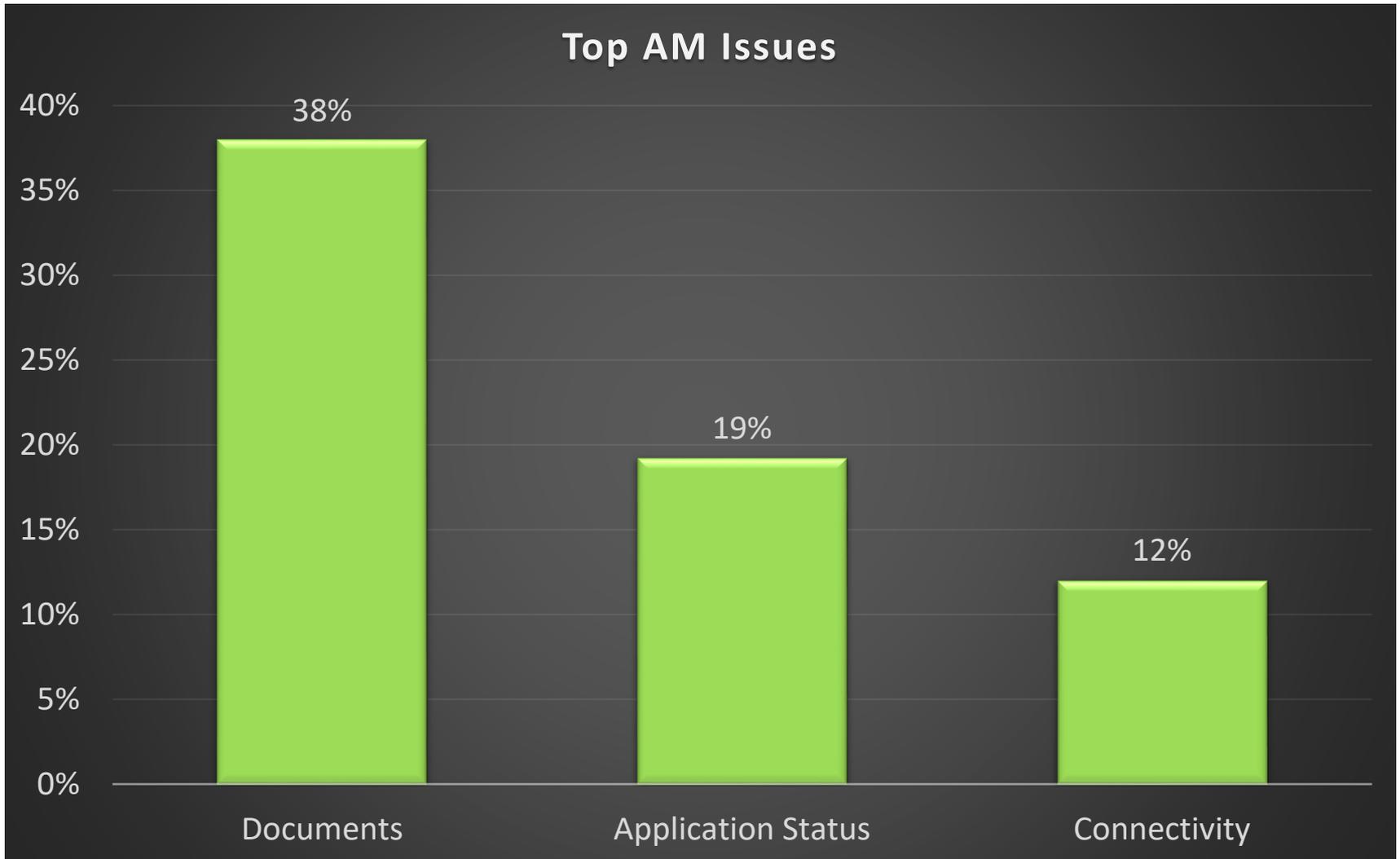


Core Login Issue Subcategories



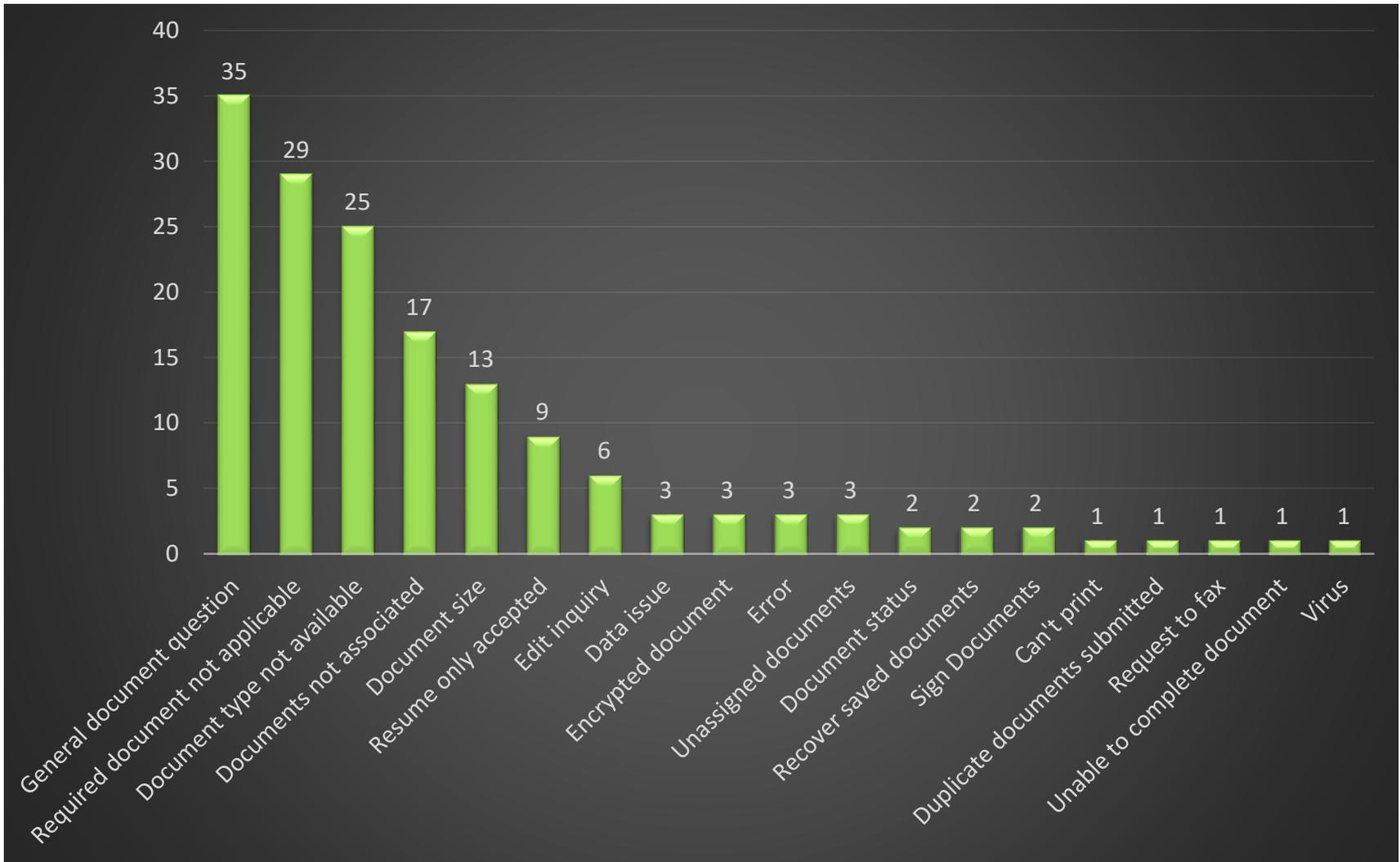


Top Application Manager Issues





Application Manager Document Issue Subcategories





New and Updated Resources

User Resources

- Helpdesk Trends
- NOR Message Codes
- Available Onboarding Forms

Admin Resources

- USA Staffing Permissions
- USA Staffing Vacancy and Admin Items Lock Down Triggers
- Quick Reference Guide to System Generated Emails
- Task Statuses and Triggers



USA Staffing Resource Center: <https://go.usa.gov/A3C3>



USA Hire Update





USA Hire FY18 Accomplishments

Presenter: Sharon Wilborn, USA Hire Program Office



Completed Pilot in the Upgrade
November 2017



Began cut score development
February 2018

Began Federal Supervisor Assessment development
March 2018

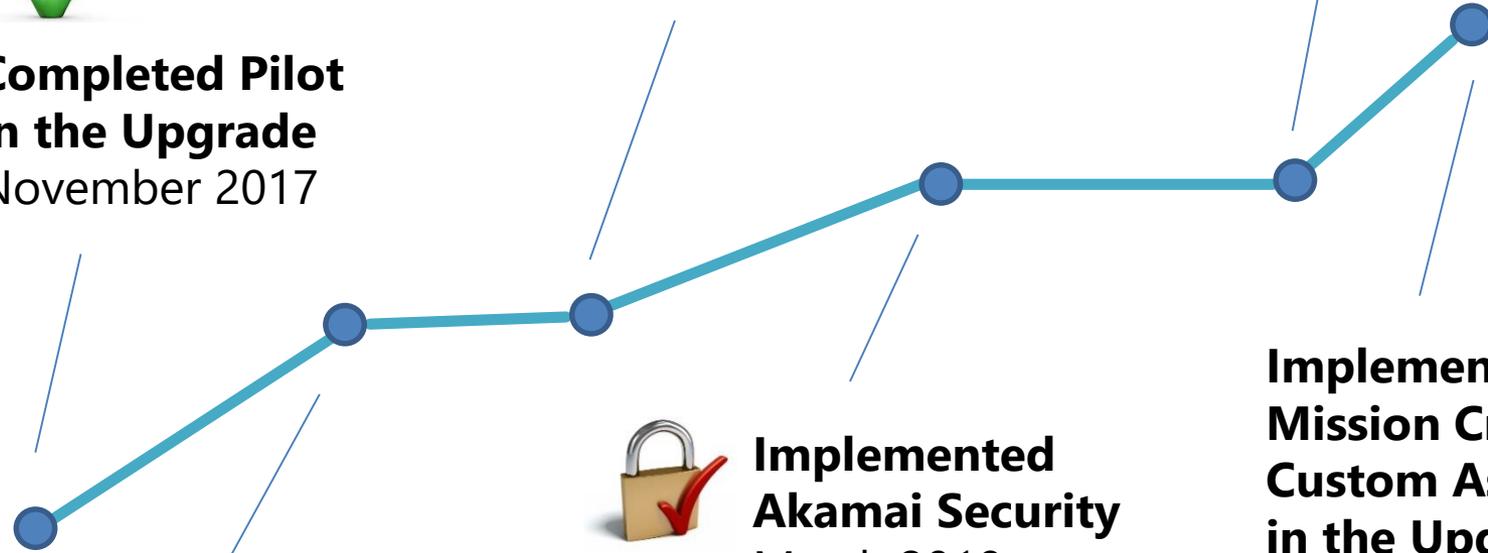


Released Video Vignettes
December 2017



Implemented Akamai Security
March 2018

Implemented Mission Critical Custom Assessments in the Upgrade
August 2018

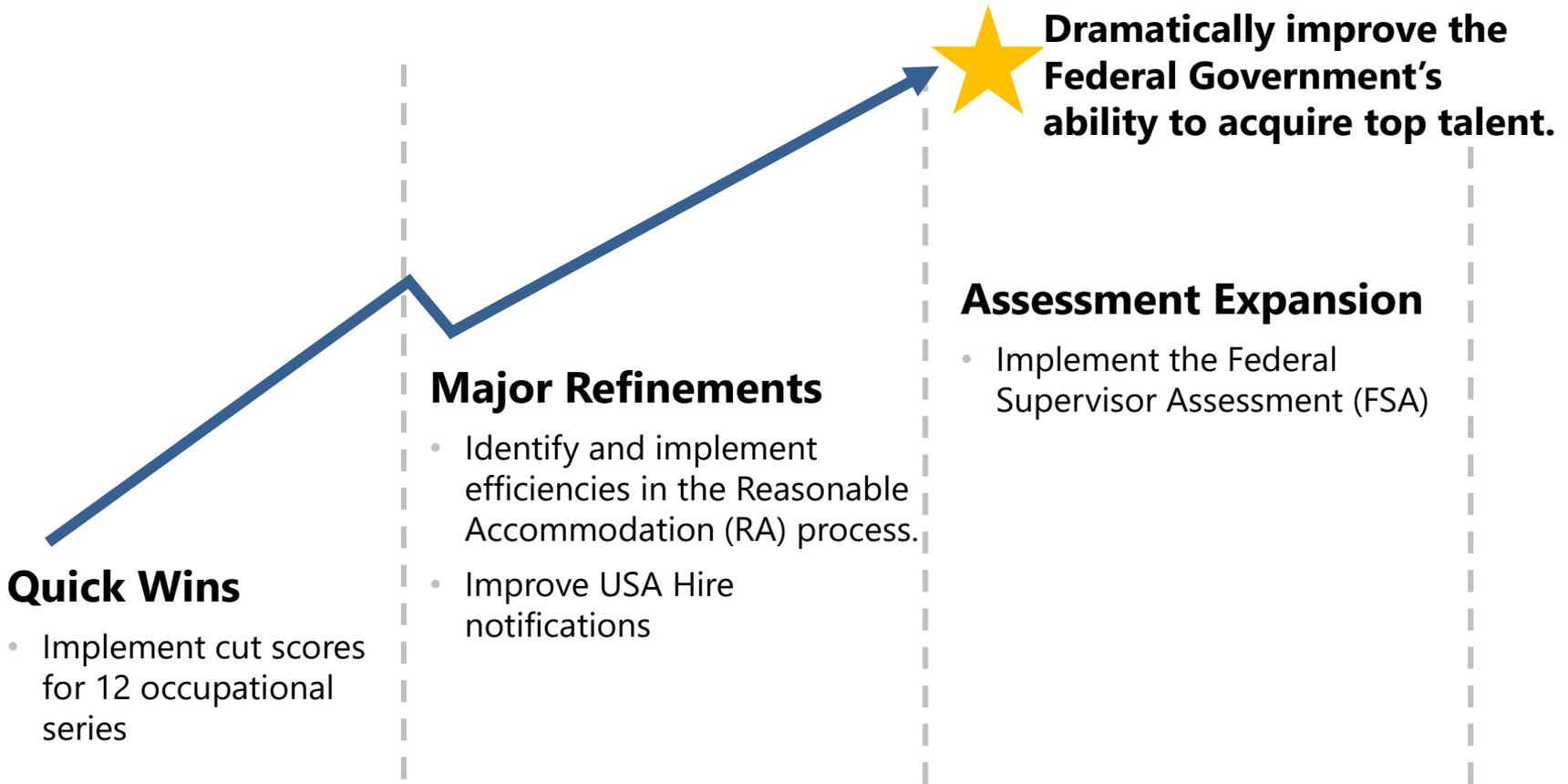




USA Hire FY19 Plans

Initiative Return

Enabling Mechanisms





Cut Scores Coming Soon

Presenter: Michael Blair, Lead Personnel Research Psychologist

- Implementing cut scores for the 12 core series covered in USA Hire Standard Assessments
 - 0080, 0201, 0203, 0303, 0318, 0343, 0501, 0510, 0560, 0962, 1102, 2210
- Instituting mandatory use of cut scores for all Hiring Authorities (Delegated Examining, Merit Promotion, Direct Hire, etc.)
 - Cut scores cannot be disabled / turned off for the 12 core series
- Applying cut scores uniformly across all applicants
 - All applicants must meet the cut score to be eligible
- We are targeting the February 15-19 maintenance downtime window to implement cut scores. We will contact impacted agencies on how to prepare.



Example Scenario

Scenario Features

- Assessment questionnaire for minimum qualifications and rating and ranking
- USA Hire test battery with minimum required proficiency cut score
- Final rating and ranking via equally-weighted AQ and USA Hire combined score
- Assessment administration sequence is AQ → USA Hire → Category Placement

Apply Minimum Qualifications and Compute AQ Scores

- Identify eligible applicants to take the USA Hire test battery

Apply USA Hire Overall Test Battery Cut Score

- Identify those applicants meeting/exceeding cut score and those scoring below the cut
- Rate all applicants scoring below the cut score as ineligible

Compute Final Rating: Combine AQ and USA Hire Scores

- Compute standardized scores for AQ and USA Hire battery
- Transmute USA Hire battery score so that minimum (passing) score equates to transmuted score of 7
- Weight and sum transmuted AQ and USA Hire scores to create composite score

Assign Applicants to Categories

- Place eligible applicants into pre-determined quality categories using transmuted scores
- Apply veterans' preference based on category placement in accordance with policy



USA Staffing Upcoming Events

November 2018						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December 2018						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November 17: Production 9.9 Release

November 26: Stage 10.0 Release

November 27: Report Author Workgroup

December 13: USA Hire Workgroup

December 18-19: Mixed Agency New User Training

December 15: Production 10.0 Release

December 21: Stage 10.1 Release



USA Staffing Release Schedule: <https://go.usa.gov/A3C3>



Questions?

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