

Advisory Board Meeting

June 11, 2024



Ground Rules

Questions:

Use the Chat in Zoom to ask questions. The Q&A 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.

Agenda

1. USAJOBS Updates
2. Hiring Experience Group Updates
3. Assessment Updates
4. Classification: Department of Energy
5. USA Staffing Feature Updates
6. Data Updates
7. AI Initiatives
8. Customer Experience Survey Highlights
9. Upcoming Events





USAJOBS Updates

Katika Floyd and Teddi Kulkoski

Welcome Shannon Hazelwood as the new USAJOBS Program Manager



- Shannon began her Federal career in 2008 as an HR Specialist in OPM's Staff Acquisition Group. She also served as a Management Analyst in OPM's HR Solutions Headquarters before moving to USA Staffing in 2012.
- During her time in USA Staffing, she supervised the Account Management team for nine years, oversaw the migration from legacy to upgrade for all USA Staffing customers, and provided oversight for USA Staffing implementations and change management support for agencies governmentwide.
- Shannon is particularly passionate about partnering with Federal agencies to design a positive hiring experience that supports Federal agencies in meeting their hiring missions.

Pathways Programs

- Consists of three programs
 1. Internships
 2. Recent Graduates
 3. Presidential Management Fellowships
- Opportunities with wide range of agencies
- Successful completion may lead to noncompetitive conversion to a term or permanent job in the Federal civil service

Pathways Programs Final Rule

- On April 12, 2024, [OPM issued final regulations](#) to update and modernize the Pathways Programs
- Regulations will be effective June 11, 2024
- Agencies have until December 9, 2024 to be in full compliance with the updated regulation

Significant Changes (1 of 3)

Applicant-facing Flexibilities & Changes

- Expands Pathways Internship and Recent Graduates Programs applicant eligibility requirements to include “qualifying career or technical education programs”
 - Registered Apprenticeship Programs
 - Job Corps
 - Some AmeriCorps Programs
 - Peace Corps
- Initial Recent Graduate appointments may be made up to GS-11 level or equivalent (GS-11 Step 1: \$62,107)

Significant Changes (2 of 3)

Agency-facing Flexibilities & Changes

- Reporting to OPM on a fiscal year basis every 3 years instead of an annual basis
- Agency Pathways Policy replaces Pathways MOU requirement
- Clarifies the role of the Agency PMF Coordinator
- More options for meeting public notice requirements for internship and recent graduate positions
- Now have up to 180 days (instead of 120) to convert Interns into permanent positions

Significant Changes (3 of 3)

Pathways Employee-facing Flexibilities & Changes

- Interns can convert to term or permanent Federal positions after completing a minimum of 480 hours, instead of 640 hours
 - Additional waiver options
- Updated training and development requirements for Interns & PMFs
- PMFs can work a part-time schedule (with agency approval) for a limited period up to 6 months
- Recent Graduates and PMFs can be converted to term or permanent positions in different agencies, under certain circumstances

Agency Responsibilities

- Update agency policies and procedures to incorporate the changes from the final rule
- Communicate changes to Pathways participants, applicants, agency managers, and HR staff
- Review/update recruiting plans and materials to address recruitment of those in qualifying career or technical education programs

Resources

Learn more about the final rule and the Pathways Programs at: [Students & Recent Graduates OPM Policy](#)

Other Resources

- [Pathways Final Rule](#)
- [Agency Talent Portal](#)
- [Pathways Programs FAQs](#)
- [CHCOC Memo and Fact Sheet](#)
- [Comparison Chart](#)

Custom Job Postings

Using Custom Job Posting capability for Pathways Interns

- For these announcements, if an agency chooses to **not** use the USAJOBS standard job announcement:
 - OPM encourages agencies to create a USAJOBS custom job posting in USA Staffing
 - Agencies will receive a unique URL to the job posting that can be shared directly with specific talent groups
- A link to the custom posting must be placed on the agency's website

Custom job postings are stored within USAJOBS,
but do not appear in USAJOBS searches

Steps for Creating a Custom Job Posting

Agencies:

Step 1: Create a custom job posting in USA Staffing. The job posting will then be stored in USAJOBS but *WILL NOT appear in USAJOBS searches.*

Step 2: Promote your custom job posting by sharing the unique URL on your agency's public website and with your targeted talent cohort. Agencies can post the URL on social media platforms, agency career sites, or third-party job boards.

Applicants:

Step 3: Applicants with access to the custom job posting URL can apply in USA Staffing.

Step 4: Applicants can track the status of the job posting and status of their application within USAJOBS.

Benefits to Using Custom Job Postings

STREAMLINED, CUSTOMIZABLE RECRUITING CAPABILITY

Choose the “apply online” or “view only” feature for custom job postings based on your recruiting strategy

Use USA Staffing to review applicants and resumes

Access applicant flow data to gain insights into hiring trends and meet reporting requirements

POSITIVE APPLICANT EXPERIENCE

Share the unique job posting URL with your targeted talent cohort

Applicants can view the status of their application directly in USAJOBS

USAJOBS security, usability and privacy practices create a reliable applicant experience

Pathways Intern Talent Program

- Connects Pathways interns who are unable to convert in their current agency with term or permanent positions at other agencies
- Your agency's Pathways Program Officer can add eligible Pathways interns to the Pathways Intern Talent Program
- Agency Talent Portal users can access candidates who are part of a government program where they have been verified as meeting eligibility and qualification requirements and are available for conversion

An official website of the United States government [Here's how you know](#)

USAJOBS Agency Talent Portal

Help | My Account | Sign Out

Branded search Resume search **Talent search** Campaigns Events Administration

Pathways intern talent program

[My agency view](#) > All available interns

Available interns

This is a list of Pathways interns who are available for agencies to convert.

Keywords **Location**

Search by keyword City, state, zip or country **Search** Sort by Eligibility end date

☒ Current ☐ Desired

James Williams [✉](#) [Contact agency about this intern](#)

Available for 16 days until 6/26/2024

Springfield, Virginia Bachelor's degree / Business Administration ☆

Last updated: 4/26/2022 GS 0399-9

Brad Intern [✉](#) [Contact agency about this intern](#)

Available for 18 days until 6/28/2024

Springfield, Virginia Bachelor's degree / Business Administration ☆

Last updated: 3/19/2024 GS 0399-7

Dana Jones [✉](#) [Contact agency about this intern](#)

Available for 18 days until 6/28/2024

Stafford, Virginia Bachelor's degree / General Studies ☆

Last updated: 3/28/2024 GS 0399-7

Phillip Phillips [✉](#) [Contact agency about this intern](#)

Available for 48 days until 7/28/2024

North Washington, Pennsylvania Bachelor's degree / Business Administration ☆

Last updated: 4/26/2022 GS 0399-7

Filters

Education

☐ Technical or occupational certificate

☐ Associate's degree

☐ Bachelor's degree

☐ Master's degree

☐ Doctorate degree

☐ Professional degree (e.g. MD, JD, DDS)

Series

Enter series or name

Highest grade (GS only)

GS 1	GS 2	GS 3	GS 4	GS 5
GS 6	GS 7	GS 8	GS 9	GS 10
GS 11	GS 12	GS 13	GS 14	GS 15

[Clear all filters](#)

SMS Text Alerts



Objective

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



In Scope

- Ability for applicants to opt-in via their USAJOBS profile to receive SMS text messages
- SMS text messages will be additive – they will not replace existing email notifications
- Minimum viable product (MVP) is to alert applicants of Tentative Job Offers
- Additional notifications research to explore improvement of notifications and possible expansion of text notifications beyond MVP



Timeline





Hiring Experience Group Updates

Roseanna Ciarlante and Jennifer Muljo

USAJOBS ATP Roles

USA Staffing Advisory Board
June 11, 2024

U.S. Office of Personnel Management
Hiring Experience Group (HX)

Talent Pools – Shared Certs Platform

- **Governmentwide platform** on USAJOBS Agency Talent Portal to facilitate sharing talent across government
- A talent pool is a **list of qualified candidates** who are already on an approved competitive service shared hiring certificate and are ready to be hired
- These candidates have **opted-in to share** their application with other agencies who are hiring for similar positions
- Talent Pools **advertise available competitive service shared certificates** of eligibles to anyone with an ATP Agency User account
- Allows HR Specialists with the Shared Certificate Coordinator role to **preview available certificates** to determine if one will meet their agency's hiring needs

How to Access Talent Pools

ATP Agency User

Hiring managers, agency recruiters, and HR Specialists who view available Talent Pools

Use Talent Pools to find high-quality candidates available on ready-made competitive service certificates of eligibles.

Use the Resume Mining feature to search over 1 million resumes to invite applicants to apply.

Shared Certificate Coordinator

HR Specialists who share certificates with hiring managers within their agencies

Shared Certificate Coordinators understand the agency's hiring needs and manage their use of talent pools (certificates of eligibles).

To become a Shared Certificate Coordinator, you must:

- Be Delegated Examining Certified.
- Be a Federal HR Specialist who will manage the agency's use of the shared certificate, including the receiving agency requirements of the Competitive Service Act and/or the OPM-led cross-government hiring certificates.
- Participate in training from the USAJOBS Program Office.

Talent Pool Manager

HR Specialists who create and share certificates externally with other agencies

Talent Pool Managers decide which delegated examining certificates to share under the Competitive Service Act.

To become a Talent Pool Manager, you must:

- Be Delegated Examining Certified.
- Notify OPM's Hiring Experience Group if you plan to announce a position under the Competitive Service Act that you plan to share with other Federal agencies.

*To request an ATP account, please email recruiter-help@usajobs.gov and indicate your role:
Agency User, Shared Certificate Coordinator, or Talent Pool Manager*

How do I see available Talent Pools?

You must have an active **Agency General User** account in the [USAJOBS Agency Talent Portal](#)

- If you have a Shared Certificate Coordinator role already assigned, it's not guaranteed that you're also assigned the Agency User role (see your ATP profile)

Agency General User:

- HR, Recruiters, and Hiring Managers can request this role.
- This role will allow you to see the list of available talent pools in the ATP. You can click on the job announcement to read the minimum qualifications requirements and assessment criteria to see if they are a match to your position.
- Hiring Managers can see the candidates and their resumes once their agency's Shared Certificate Coordinator has shared the talent pool within their agency.
- There may be talent pools that you can't see because they were not shared by your agency's Shared Certificate Coordinator.

*To request an ATP account, please email recruiter-help@usajobs.gov and indicate your role:
Agency User, Shared Certificate Coordinator, or Talent Pool Manager*

How Can Agencies Get Involved?

- ✓ Connect with OPM's Hiring Experience Group at HX@opm.gov for guidance and assistance in getting started with pooled hiring
- ✓ Promote the use of Talent Pools at your agency
- ✓ Have your HR Staffing Specialists and Hiring Managers request the Agency General User role in the USAJOBS ATP
- ✓ Review available cross-government and agency shared pooled hiring talent pools
- ✓ Provide classified PDs and/or qualified SMEs for solicited cross-government actions

Available Cross-Government Certificates of Eligibles

Currently Available:

[CX Strategist, GS-0301-13](#) (Certs expire May 12, 2025)

- Remote = 112 candidates available
- In-person = 74 candidates available

[Data Scientist, GS-1560-14](#) (Cert expires March 25, 2025)

Under direct hire authority

- GS-14 = 181 candidates available

[IT Product Manager, GS-2210-13](#) (Cert expires July 19, 2024)

- GS-13 = 19 candidates available

[IT Specialist, GS-2210-9/11](#) (Certs expire December 6, 2024)

- GS-9 = 27 candidates available
- GS-11 = 31 candidates available

[IT Specialist \(Data Management\), GS-2210-13](#) (Cert expires December 18, 2024)

- GS-13 = 13 candidates available

[Management & Program Analyst, GS-0343-9/11](#) (Certs expire October 16, 2024)

- GS-9 = 23 candidates available
- GS-11 = 19 candidates available

[Permitting Project Manager, GS-0301-12/13](#)

Required National Environmental Policy Act related experience

- GS-12 = 3 candidates available (Cert expires September 11, 2024)
- GS-13 = 3 candidates available (Cert expires September 5, 2024)

[Program Analyst \(Data Analytics\), GS-0343-13](#)

- GS-13 = 8 candidates available (Cert expires August 7, 2024)

In progress:

• [Contract Specialist, GS-1102-7/9](#)

- JOA Opening Period: May 28 - May 31, 2024

• **Budget Analyst**, GS-0560-12/13

Upcoming:

• **HR Specialist (Employee Relations)**, GS-0201-13

• **Personnel Security Specialist**, GS-0080-13

Agency Shared Certs Actions

(Competitive Service Act)

Currently Available for Hire:

Program Manager, GS-340-15 (OPM)

Certs expire December 8, 2024

- Washington, DC = 4 candidates available
- Kansas City, MO = 1 candidate available

Personnel Psychologist, GS-0180-13 (OPM)

Cert expires August 31, 2024

- 2 candidates available for “remote”

Upcoming:

Public Health Analyst, GS-0685-12-13 (HHS)

- JOA Opening Period: 05/13/24 - 05/17/24

Past Actions:

GSA [Contract Specialist](#), GS-1102-9 (32 selections)

GSA [Program Evaluator](#), GS-0101-13 (15 selections)

DHS/CBP [Criminal Investigator](#), GS-1811-11 (7 selections)

DHS/CBP [Criminal Investigator](#), GS-1811-11 (7 selections)

DHS/CISA [Human-Centered Designer](#), GS-2210-14-15 (27 selections)

DHS/CISA [IT Product Manager](#), GS-2210-14-15 (6 selections)

HHS [Data Scientist](#), GS-1560-13 (13 selections)

HHS [IT Program Manager \(Data Management/Science\)](#), GS-2210-13 (13 selections)

HHS [IT Specialist \(Systems Analysis\)](#), GS-2210-13 (12 selections)

OPM [Content Strategist](#), GS-0301-13 (2 selections)

Information on these available certs can be found through the Talent Pools in the [USAJOBS Agency Talent Portal](#) – connect through your agency’s Shared Cert Coordinator or reach out to recruiter-help@usajobs.gov



Time for action

- ☐ Establish procedures for sharing certificates internally and externally across Government
 - ☐ Review your agency's Merit Promotion Plan, recruitment processes, SOPs, and Collective Bargaining Agreements
 - ☐ Your talent acquisition system may also have cert sharing guides
 - ☐ Look at your business processes to pinpoint areas that intersect with sharing
- ☐ Identify DE-certified HR Specialists to serve as Shared Certificate Coordinators and Talent Pool Managers
- ☐ Review your hiring patterns and recruitment strategies to identify opportunities for pooled hiring
- ☐ Update your job announcement templates to include notice of sharing the cert, add opt-in question for applicants and other information that would allow other agencies to select from your certificate(s)
- ☐ View available Talent Pools on USAJOBS to see if any fit your agency's hiring needs

HR Specialist, GS-0201-11/13

Assessment Development

Assessment of 201 Technical Competencies

- Development of Structured Interviews to assess technical competencies
- Covers top 7 HR functional parenthetical areas:
 - Benefits
 - Classification
 - Employee Relations
 - Human Resources Development
 - Information Systems
 - Labor Relations
 - Recruitment & Placement
- Final round of SME panels finishing up
- Structured interview questions, scoring and other materials including, training, Assessor Guide, test security agreements, etc., available for agencies in the Fall



Assessment Updates

Michael Blair



Early Career Talent Assessments

- **Part of a multi-faceted campaign by OPM to improve the attraction, selection, and retention of Early Career Talent (ECT) by Federal agencies**
 - Targeting xx99 segments of ECT given well-established and effective programs in place for other segments (e.g., PMF)
 - Building assessments designed to reach ECT applicants on their mobile devices
 - Assessments emphasize balance of validity with ECT engagement and time to complete
- **Milestones and Timeline**
 - **FY 24:** Complete job analysis and build assessments
 - **FY 25 Q1 – Q2:** Pilot test, refine, and configure assessments for Governmentwide use
 - **FY 25 Q3:** Release Governmentwide solution via USA Hire platform



AI Data Skills-Based Hiring Assessment

- **Part of a multi-faceted campaign by OPM to lead and support Federal agencies in the implementation of skills-based hiring efforts**
 - Targeting 0343 and 2210 series
 - Building assessments designed to measure AI data skills shared by 0343 and 2210 series
 - Skill is a base skill that may be applicable to other grades and series beyond those targeted
- **Milestones and Timeline**
 - **FY 24:** Complete job analysis and build assessment
 - **FY 25 Q1:** Finalize assessment content and scoring
 - **FY 25 Q2:** Upload and configure assessment on USA Hire
 - **FY 25 Q3:** Assessment ready for use by agencies in USA Hire



VCL Hiring Assessment

- **The Veterans Crisis Line (VCL) is a suicide/crisis hotline focused on assisting U.S. Veterans**
 - OPM recently finished completion of VCL's Crisis Responder Situational Assessment which simulates calls similar to the ones VCL Crisis Responders receive
 - Audio files are used to represent "callers" who are either Veterans or third parties (e.g., friends, family) contacting VCL for help
 - It is a branching assessment, which allows the "calls" to progress based on how applicants respond
- **The Crisis Responder Situational Assessment measures:**
 - Conflict Management
 - Customer Service
 - Decision Making
 - Interpersonal Skills



Classification: Department of Energy

Brooks Demming



OFFICE OF THE CHIEF
Human Capital
OFFICER

INTEGRITY – INNOVATION – COLLABORATION – ACCOUNTABILITY – RESPECT – EXCELLENCE

DOE POSITION DESCRIPTION LIBRARY



U.S. DEPARTMENT OF
ENERGY

POSITION DESCRIPTION LIBRARY

- DOE transitioned to USAS in July 2021
 - Utilize the PD Library as a repository
 - Upload completed PD packet for recruit and non-recruit actions in the library
 - Complete position information tab only (currently do not review PDs in the system)
 - 9,496 PDs in the library
- Benefits
 - HMs can find PDs they have access to in USA Staffing
 - Position Description information automatically populates for Staffers
 - Helps with efficiency
 - PD packet automatically uploads to the vacancy
 - After selection, the PD is uploaded to onboarding from the vacancy vs direct upload



QUESTIONS?





USA Staffing Feature Updates

Jennifer Reaves



Feature Content

- Hiring Path Bundles
- SSN Validation
- Multi-select dashboard filters
- Tracking my Workload
- Advanced Search
- Creating and Managing a Recruitment
- Additional Selections
- Research Activities

Hiring Path Bundles

[illegible]

Hiring Path Bundles increase the speed and accuracy with which HR Specialists create job announcements by allowing Office Admins to define collections of Hiring Paths to be used for different types of recruitments.

USA Staffing®

Stage

Home

Staffing

Classification

Recruit

Admin

Reports

Search

Go To

6

Jenn Reeves - OPM

ADMINISTRATION

Admin Home

Hiring Paths Bundle Library

Create Hiring Paths Bundle

Add Hiring Paths Bundle

* = Required

History

Bundle Name *

Internal MP

Description

For use with OPM internal merit promotion

Owning Office *

Kansas City Services Branch

Tags

Kansas City Services Branch

USAJOBS Announcement Type *

Internal Merit Promotion

Hiring Paths * 3

Internal to an agency - appears on USAJOBS

Military spouses

Veterans

Save

Cancel

Deployed to Production May 31, 2024

Onboarding

USA Staffing’s onboarding module collects SSN from New Hires to populate on forms, send to eOPF, and transmit to agency personnel processing systems via NHI. When this number is entered incorrectly, it can cause major downstream delays in onboarding while systems are updated.

Enter Your Social Security Number

Re-enter Your Social Security Number

770000008

SSN does not match, please re-enter

The new item validator requires New Hires to type their SSN twice and flags discrepancies for correction. This will prevent mistakes in eOPF and other systems of record.

Release dates:

- Stage – June 7
- Production – June 28

DASHBOARD

WelcomeTasksRequestsVacanciesNew Hires

New Hires (0)

Create RequestFilters (0)Reset Filters

Name	Customer	Onboarding Process Owner	Status	Start Date	Active Tasks	Logged In	Favorite
------	----------	--------------------------	--------	------------	--------------	-----------	----------

Apply filters for results

New Hires Filters (9)

Keywords

Peach Cutey

New Hire Information

Status

All Statuses

Logged In

All - Yes and No

Invitation/ Offer Response

Response 1Response 2

Position Information

Customer, Office, PCS Eligibility

Process Information

Onboarding Process Owner

All Onboarding Process Owners

Form Status

Status 1Status 2

eOPF Transmission Status

Status 1Status 2Status 5Status 7Status 8Status 12

Date Milestones

★ Favorites only:

Apply

Reset Filters

Cancel Changes

Dashboards are limited in the filters they allow users to select. Allowing users to select more than one entity increases transparency into work ownership and efficiency of prioritization, distributing, and completing work.

The new user interface will be applied to New Hire and Task dashboards initially and applied to Request and Vacancy dashboards in coming months.

Coming soon!

Tracking My Workload

This initiative includes features that aim to:

1. Provide visibility into workloads with enough context to help HR Professionals prioritize their many tasks
2. Display important workload information in a clickable format that serves as a jumping off point for completing assignments

Vision, Benefits, and Progress



To reinforce the tools we provide HR Professionals to manage their work in USA Staffing, and with enough context that they can prioritize and quickly complete.



1. Provide **accurate and reliable** indicators of work ownership.

2. Save frequent searches to **speed up the time** it takes to locate work.

3. Provide contextual data to aid in **quick prioritization**.

4. **Alert** users to potential delays before they're unavoidable.



Current Progress

Current: Refinements to existing dashboards and advanced search to improve performance and user experience

Current: Cleaning up the logic that drives task statuses, so they're better positioned to be used in the future

Current: Understanding current usage of the Vacancy Case File Page to identify areas where the page can be better aligned to meet the needs of modern federal hiring

Current: Observing users current workload management practices to better understand how work is assigned, prioritized, and tracked at an individual and organizational level



Key Problem Statements

Goal	Barrier	Result
Track my hiring and onboarding work inside USA Staffing	USA Staffing auto-assigns task owner based on business rules that do not align to agencies' method of assigning work, so tasks are inaccurate and unreliable.	USA Staffing tasks are ignored and work is tracked outside the system.
Prioritize my work daily	USA Staffing stores relevant data and tasks in multiple places that it makes it difficult to locate and make priority decisions.	This makes it hard for me to clearly identify and prioritize my workload.
Quickly apply filters to find work I search for frequently	USA Staffing requires the reselection and reapplication of search criteria; it does not save or store this information.	This dramatically increases the time and effort to complete daily tasks and overall workload.
Know how many people have applied to a job I'm invested in	This information is not readily available to hiring managers.	Jobs often close too soon and must be re-opened, causing time delays and extra effort by to re-post.

Advanced Search

USA Staffing® Test



Staffing

Classification

Admin

Reports ▾

Search

New AdvancedSearch

Go To



Jennifer Demarais - OPM ▾

NEW ADVANCED SEARCH ▾



Search For:

Announcement ▾

Search criteria:

Open Date ▾

Is Greater Than ▾

05/01/2024



Customer Name ▾

Is ▾

✕ Customer A



Results Options

Clear Form

Show Results

Results: (2)

Announcement Number	USAJOBS Job Title	Open Date	Close Date	Series	Grade	Location	Request Number	Announcement Status	Vacancy Number
PH-CM-10069983-24	HP- Pending Open Date	7/31/2024	2/28/2025	0201	7	Netcong, Morris County, New Jersey	20231115-45803	Pending Open Date	10069983
PH-CM-10069984-24	HP - Pending Release	6/30/2024	2/28/2025	0201	7	Netcong, Morris County, New Jersey	20231115-45803	Pending Release	10069984

Results Options

Column Sort

Announcement Number ▾



USAJOBS Job Title ▾



Open Date ▾



Close Date ▾



Series ▾



Grade ▾



Location ▾



Request Number ▾



Announcement Status ▾



Vacancy Number ▾



Apply

Cancel

Creating & Managing a Recruitment

This initiative includes features that aim to:

1. Optimize the integration between USA Staffing and personnel systems
2. Conduct upgrades that increase efficiency for agencies doing high-volume hiring
3. Close critical gaps in the data we collect and use to organize requests

Vision, Benefits, and Progress



Vision

To reinforce the tools we provide HR Specialists and Hiring Managers to create, manage, and track the progress of their recruitments by improving system integrations and automation through RPI, increasing system flexibility, optimizing for bulk actions, and reducing manual effort.



Initiative Benefits

1. Reduced time and manpower to create, approve, and link additional selections to existing vacancies.

2. Increased flexibility in post-approval requests to better reflect changes in the recruitment, hiring, and onboarding processes.

3. More accurate, timely data throughout the recruitment lifecycle.



Current Progress

Complete: Shared updates on this feature in our high-volume hiring work group

Current: Revamping the creation and approval of bulk additional selection requests generated from a certificate

Current: Researching more significant changes to the request area to address larger pain points

Summer 2024: Reach out to customers for ideas and feedback

Late Summer 2024: Release new process for creating and approving bulk additional selection requests from a certificate



Key Problem Statements

Goal	Barrier	Result
Quickly create additional selection requests from an existing certificate	USA Staffing requires multiple manual, time-consuming steps to create a request (or locate it if generated through RPI), link it to an existing vacancy, approve it, and associate it with a selectee.	This dramatically increases the time and effort for high-volume recruitments.
Move selectees into the onboarding process	USA Staffing requires many steps to create a request (or locate it if generated through RPI), link it to an existing vacancy, approve it, and associate it with a selectee.	This dramatically increases the time and effort for high-volume recruitments and disincentivizes the use of RPI.
Keep my hiring strategy current as my recruitment unfolds	Unable to adapt my request because most request fields, including request type, are locked down upon approval. Therefore, I must cancel the original request and create a new one, or lose the history of what has been accomplished to date in the recruitment.	This usually results in inaccurate time-to-hire metrics because the request does not reflect new hires who “fell out of the process” or other changes to my strategy that were lost in canceling the original
Define and track a recruitment and positions being filled	Unable to define and track progress towards my recruitment goals (i.e., hiring plan) for a large recruitment effort, which may include multiple vacancies/JOAs and many selectees.	Rely on outside tools like excel to cobble the information together based on time-delayed reports, which is time consuming and doesn't provide the full or clear picture of my overall progress

Create 'Additional Selection' Requests

The screenshot shows a web application interface with a top navigation bar containing tabs like 'Vacancy', 'Assessment Package', 'Announcement', 'Applicant Overview', 'Certificates', and 'Reviews'. The main content area displays 'Certificate Information' for a specific certificate. A modal dialog titled 'Additional Selection Requests: (2)' is open, showing a table with two rows of request data. The table has columns for Request Number, Customer, Requester, and Workflow. The first row shows Request Number 20230418-15873-0034, Customer A, Automated Greer, and Issue/Reissue Certificates. The second row shows Request Number 20230418-15873-0035, Customer A, Automated Greer, and Issue/Reissue Certificates. At the bottom of the dialog are buttons for 'Save', 'Approve Requests', and 'Cancel'.

Request Number	Customer	Requester	Workflow
20230418-15873-0034	Customer A	Automated Greer	Issue/Reissue Certificates
20230418-15873-0035	Customer A	Automated Greer	Issue/Reissue Certificates

Limitations

- 10 requests at a time
- Performance is suboptimal (sometimes hours)
- Few fields customizable pre-approval
- HR users must open each request to edit certain fields (hiring need date, PD, customer,...)

Create Additional Selection Requests

Request Numbers

Select how request numbers will be assigned:

- ☒ Automatically generate request numbers
☐ Manually enter a list of requests numbers

I would like to create this many Additional Requests:

Request Number starting at:

20240125-20883

Request Information

Each request will contain the following information:

Requesting Customer

Customer A

Requester

Michelle Mackovjak

Hiring Need Validated Date

02/11/2024

Request Personnel Action Date

02/18/2024

Workflow

Issue/Reissue Certificates

Request Process Owner

Minjoo Kim

Continue

Cancel

Improvements

- 100 requests at a time
- Option to edit additional fields prior to approving the requests
- Copy all Position Descriptions from the Vacancy
- Request creation will run in the background and users will be notified when it's completed
- **Dramatically improved performance**

UX Research Activities – May 2024

Track My Work – Discovery Research

Observing users current workload management practices to better understand how work is assigned, prioritized, and tracked at an individual and organizational level.

7 one-hour individual interviews

6 agencies represented (VA, NIH, SSA, USDA, OPM, DLA)

Planned: competitive analysis of approx. 35 different workload tools

Vacancy Casefile Page – Discovery Research

Understanding current usage of the Vacancy Case File Page to identify areas where the page can be better aligned to meet the needs of modern federal hiring.

14 individual interview sessions

10 agencies represented (VA, DHS, DOI, DOD, BSEE, IRS, SSA, SBA, GAO, IHS)

Survey of High-Volume Hiring Workground (**43 participants**)

UX Research Activities – May 2024

Bulk Actions – Discovery Research

Determining best UI patterns for bulk actions in USA Staffing, based on current usage and projected needs for planned features.

Audit of all use case for bulk action in existing interface.

Broad survey of internal stakeholders for planned use cases.

Planned: functional workshop and prototyping

Personas – Developmental Research

Developing a set of user personas for USA Staffing based on roles, workflows, and usage patterns. Personas should provide a basis for future planning.

4 workshop sessions with 28 agency participants

Ongoing interviews within the program office



USA Staffing Purging

Matt Davis

Purging Overview

In accordance with data retention policies, USA Staffing will soon initiate a data purging process in coordination with each agency.

What is Purging?

Data purging involves the systematic removal or deletion of obsolete, redundant, or unnecessary data from our systems. This process ensures that only relevant and essential information is retained, enhancing system efficiency and security.

Why is Purging necessary?

Data purging is crucial for maintaining data security, ensuring compliance with regulations and optimizing the use of storage resources. By eliminating unnecessary data, organizations reduce the risk of data breaches and unauthorized access, as well as improve the efficiency of data management processes.

Next Steps

- Account Managers will be sending out an email **next week** requesting each agency identify a POC for this initiative.
- Agencies will be presented with a report to generate cases that can be purged.
- USA Staffing will gather permission to purge applicant documents, history tracking, and begin purging fields from the cases.





Data Updates

Joyce Wentz

Power BI Implementation



Status Updates and Next Steps

Completed:

- User License app
- Initial Job Aids (Data Resource Center)
- Process for Power BI Pro Licensing
- Designs for Applicant Overview and New Hire Summary

In Progress:

- Data availability and refresh improvements
- Time to Hire app
- New Hire Summary app
- Data architecture for future reporting (Applicant Flow)
- Cognos change management planning
- Live Training outlining and scripting

Next Steps:

- Launch the Time to Hire app (2024 summer)
- Begin Live Training sessions
- Listen for feedback on Time to Hire
- Develop additional Job Aids and training materials
- Develop Paginated Reports

Focusing on Paginated Reports

- Designed for presenting, printing, sharing
- On-the-fly filtering and slicing
- Allow data manipulation (analyze spreadsheet in Excel)

Superstore Sales Details

Segment	Category	Sub Category	Country	Region	State	City	Customer Name	Ship Mode	Order Date	Sales	Quantity	Discount	Profit
Corporate	Office Supplies	Storage	United States	West	California	Los Angeles	Ruben Ausman	Standard Class	7/17/2016	77.88	2	0	3.89
Consumer	Office Supplies	Art	United States	West	California	Los Angeles	Bradley Nguyen	Standard Class	12/21/2017	12.51	5	0	3.50
Consumer	Office Supplies	Art	United States	West	California	Los Angeles	Jas O'Carroll	Second Class	4/19/2016	78.66	8	0	22.78
Consumer	Office Supplies	Paper	United States	West	California	Los Angeles	Jas O'Carroll	Second Class	4/19/2016	22.72	4	0	10.22
Corporate	Office Supplies	Paper	United States	West	California	Los Angeles	Grace K...	First Class	12/25/2017	45.36	7	0	21.77
Corporate	Office Supplies	Fasteners	United States	West	California	Los Angeles	Greg Guthrie	Standard Class	10/31/2014	11.34	3	0	5.22
Corporate	Office Supplies	Storage	United States	West	California	Los Angeles	Greg Guthrie	Standard Class	10/31/2014	485.94	9	0	33.05
Corporate	Office Supplies	Paper	United States	West	California	Los Angeles	Greg Guthrie	Standard Class	10/31/2014	64.74	13	0	30.43
Corporate	Office Supplies	Art	United States	West	California	Los Angeles	Greg Guthrie	Standard Class	10/31/2014	12.39	3	0	3.72
Consumer	Office Supplies	Appliances	United States	West	California	Los Angeles	Alan Shonely	Standard Class	6/25/2016	60.81	3	0	17.03
Consumer	Office Supplies	Paper	United States	West	California	Los Angeles	Katherine Duioh	Second Class	12/13/2014	90.24	6	0	41.51
Consumer	Office Supplies	Storage	United States	West	California	Los Angeles	Mick Crebagg	Standard Class	11/19/2017	305.01	9	0	76.25
Consumer	Office Supplies	Art	United States	West	California	Los Angeles	John Lee	Standard Class	4/18/2014	23.87	9	0	7.35
Consumer	Office Supplies	Fasteners	United States	West	California	Los Angeles	John Lee	Standard Class	4/18/2014	11.62	2	0	3.60
Consumer	Office Supplies	Paper	United States	West	California	Los Angeles	Guy Thornton	First Class	7/3/2016	12.96	2	0	6.22
Consumer	Office Supplies	Fasteners	United States	West	California	Los Angeles	Guy Thornton	First Class	7/3/2016	3.96	2	0	0.08
Corporate	Office Supplies	Art	United States	West	California	Los Angeles	George Bell	Standard Class	9/18/2015	11.68	2	0	5.49
Corporate	Office Supplies	Supplies	United States	West	California	Los Angeles	George Bell	Standard	9/18/2015	16.9	2	0	5.07

Time to Hire Detail Report

Staffing Organization Name	Staffing Office Name	Request Number	Request Type	Vacancy Number	Vacancy Type	Vacancy Announcement Types	Vacancy Announcement Number	New Hire Number	New Hire Date	New Hire Veterans Status	New Hire Veterans Preference
Office of Personnel Management	OPM HR TRB	20221006-43777	New Vacancy	10148047	Case Exam	DE	DE-23-10148047-CV	Cepeda, Joy	H30HN-Y52N	10/11/2022	NV - No Preference Claimed
Office of Personnel Management	OPM HR TRB	20221012-38445	Additional Selection	10148047	Case Exam	DE	DE-23-10148047-CV	Mystwood, Cerenity	H70VK-RSZJ	10/12/2022	NV - No Preference Claimed
Office of Personnel Management	OPM HR TRB	20221012-49204	Additional Selection	10148047	Case Exam	DE	DE-23-10148047-CV	Abanara, Bradleigh	H614N-CIL4	10/12/2022	NV - No Preference Claimed
Office of Personnel Management	OPM HR TRB	20221014-27741	New Vacancy	10148165	Case Exam	DE	DE-23-10148165-NW-CV	Mystwood, Cerenity	H107T-TC07	10/19/2022	NV - No Preference Claimed

Power BI
Paginated Reports include:

- ✓ Exporting
- ✓ Scheduling
- ✓ Advanced Authoring

[Learn Power BI: Paginated Reports](#)


Criteria for Power BI Product Release




- 1. Data available for all tenants**
- 2. Data refreshed at least 3 times per day**
- 3. Semantic Model and Power BI Report ready**

Near-term Roadmap (Reporting Product Delivery)

Milestone 1

- Data Source and Refresh improvements
- Time to Hire 

Milestone 2

- Applicant Flow (with Vacancy Level, MD-715)
- New Hire Summary 

Milestone 3

- Applicant List
- Applicant Touch Point
- Vacancy Close Out

Milestone 4

- Certificate Overview
- Applicants by Vacancy Overview
- Request Overview
- Vacancy Overview
- Application Overview
- Onboarding Status

Milestone 5

- Task
- Assessment
- Post Certificate and Selection
- Job Opportunity Announcement



Includes interactive report and paginated report(s)

Cognos Decommissioning

Data products within Cognos, and eventually Cognos as a reporting tool for USA Staffing data, will be decommissioned in coordination with the release of alternative reporting sources.

Timeframe

- The target dates for decommissioning is dependent on the availability of alternative reporting sources (e.g., RPI, NHI, Power BI)
- Decommission dates will be shared with as much notice as possible

Preparing for Cognos Decommissioning

Reduce/eliminate use of Cognos Data Self-Service (DSS) by migrating to or expanding use of RPI and NHI.



Request Processing Interconnection for real-time data on specific recruitments.



Real-time New Hire data configured based on your agency's onboarding process.

RPI status updates deployed to Production in early May significantly improve access to real-time data.

<https://developer.usastaffing.gov/Interconnections/GettingStarted>



AI Initiatives

Melissa Duell

Background

What is the AI Initiatives update?



Informational update on activities related to AI, provided at Quarterly Program Reviews and Advisory Board meetings.

Transparency for agencies around OPM's AI approach and initiatives.

Opportunity to keep agencies updated, share lessons learned, and potentially, partner to avoid duplicating efforts.

Level setting expectations: novel technologies including AI take time and effort to develop

The HRS AI Incubator Approach

The incubator will be composed of project teams using Agile methods and common processes/ standards to advance AI in collaboration with USA Staffing and other HR practice areas.

Customer Centric Approach



Incubator products are informed and used by customers, who don't waste resources on ineffective AI approaches

Value-Driven Expertise



The best, most appropriate AI methods are employed to maximize value for customers

Ethical Solutions



Customers trust AI Incubator products and continue to collaborate in the future

Continuous Innovation



Incubator experimental prototypes improve rapidly based on validated learning

Building our AI capacity – Q4 Update

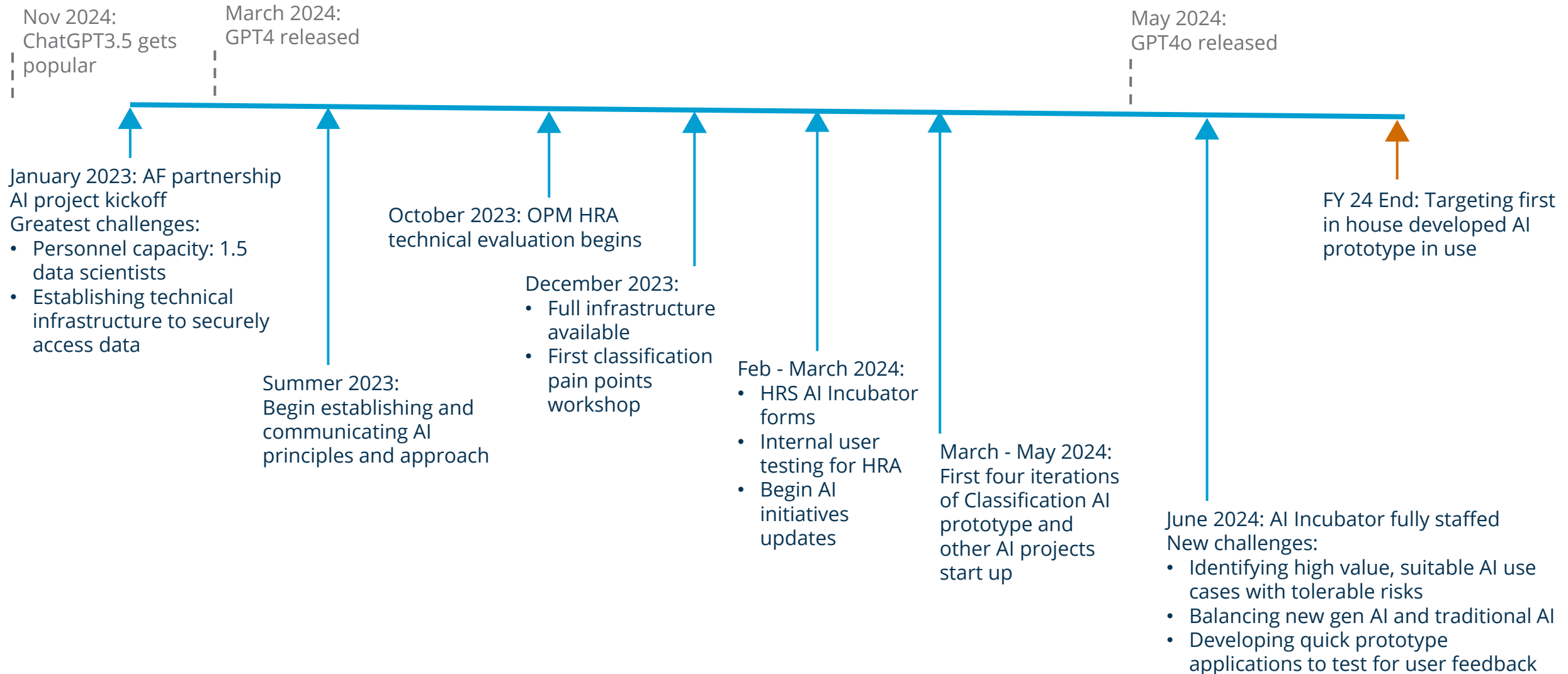
Moving federal HR AI projects from ideation to production requires a wide range of skills and expertise including experienced data scientists, ML engineers, data engineers, DevOps specialists, privacy & security experts, and federal HR experts familiar with relevant processes and policies.

As of the end of June 2024, the AI Incubator is fully staffed:

- Leadership: Technical director and Senior AI/data scientist
- 2 Fed data scientists
- 2 AI engineers (contractors)
- 5 contractor data scientists
- 2 front end developers
- 1 data analyst
- 1 UX designer



AI Lessons Learned and Timeline



HRS AI Incubator Project List



June 2024

1. USA Class – AI Assisted Major Duties Generator Prototype
 - Status: Prototype testing
2. Amplify – internal HR Chatbot pilot
 - Status: App development
3. USAJOBS Search Relevance Testing
 - Status: Metrics development
4. Document Parsing – Use Case
 - Status: Feasibility assessment
5. AI Job Tagging in USAJOBS
 - Status: Pipeline deployment for prototype
6. JOA content exploration
 - Status: data exploration
7. USAJOBS user segmentation model development
 - Status: Data exploration
8. AI Application deployment and monitoring
 - Status: Setting up services
9. HR Apprentice pilot follow up
 - Status: Evaluation complete



Customer Experience Survey

Jennifer Minor

Spring Customer Experience Survey

**95% and Above
Positive Responses**

**Overall
Satisfaction**

**Handling
Problems**

**Account
Management**

Effectiveness

**Innovative
Solutions**

**Value of Products
and Services**

Professionalism

**Human Capital
Goal Achievement**

**Customer
Feedback**

They do a great job showing us how to **maximize the tools to achieve our organizational goals**. They also spend a great amount of time collaborating with our senior leadership to ensure they understand what we are trying to achieve.

Communications from Account Managers are fantastic, **Helpdesk response times** and helpfulness is fantastic. The extra material developed and provided to agencies with new major functionality/features are absolutely fantastic and helpful for agencies to implement when the time is right.

I appreciate the **"let's work together to figure this out" attitude** that many USAS team members at OPM have. That and the **open and direct communication** are the keys to our great working relationship.



Program Updates and Events

Jennifer Minor

Events, Training, and Releases



Events

Date	Event
June 12	Customer Sprint Review
June 20	Reporting Consumer Forum



Training

Date	Training
June 17	USAJOBS Agency Talent Portal Demo and Training
June 25	Virtual Mixed Agency Onboarding Training



Releases

Date	Releases
June 19	Reporting Production Release
June 21	USAJOBS Production Release
June 26	Reporting Stage Release
June 28	USA Staffing Production/Training Release
July 3, 17, 31	Reporting Production Release
July 5, 19	USAJOBS Production Release
July 9	USA Staffing Stage Release
July 10, 24	Reporting Stage Release
July 26	USA Staffing Production Release

Complete Release Schedule and Release Notes can be found on the [USA Staffing Resource Center](#).

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





Hiring Experience Updates

Additional Resources

How Can Agencies Get Involved?

- ✓ Connect with OPM's Hiring Experience Group at HX@opm.gov for guidance and assistance in getting started with pooled hiring
- ✓ Promote the use of Talent Pools at your agency
- ✓ Have your HR Staffing Specialists and Hiring Managers request the Agency General User role in the USAJOBS ATP
- ✓ Review available cross-government and agency shared pooled hiring talent pools
- ✓ Provide classified PDs and/or qualified SMEs for solicited cross-government actions

201 Assessment Development Project - Supervisory HR SMEs Needed

Supervisory SME Requirements:

We are requesting supervisory SMEs at the GS-14 level or above for the supervisory HR Professional SME panel sessions. Supervisory SMEs should be intimately supervising and overseeing the job duties of the grade levels covered by the interview development process (GS-11/13) and would ideally have experience conducting structured interviews for the GS-201 position.

Purpose:

The purpose of this panel is to review and revise draft structured interview questions and benchmarks to be used in the interviews. The draft materials have been developed based on input from incumbents and supervisors in previous SME panels. This part of the process is critical because SMEs will finalize the interview content, therefore, SMEs must be available for the entire scheduled panel time. If you are not available to attend the panel we appreciate if you might suggest other supervisory SMEs in your agency who may have interest and availability to participate in the panel. We are requesting that SMEs either have broad knowledge across the 201 series or have significant expertise in one or more of the remaining functional areas:

- Panel 4: Human Resources Development
- Panel 5: Employee Relations and Labor Relations
- Panel 6: Human Resource Information Systems
- Panel 7: Benefits

Reach out to Danielle.Novick@opm.gov for dates, paperwork, and more details

Cross-Government Hiring - SMEs and PDs Needed HR Specialist (Employee Relations), GS-201-13

SME Participation

SMEs will be asked to participate in the job analysis and assessment development workshop, as well as, potential subsequent assessment panels such as, the SME Structured Resume Review and the SME Structured Interview.

For the **HR Specialist (Employee Relations), GS-201-13**, we need:

- Subject Matter Experts – see more information below on requirements
- Official position descriptions, (Signed OF8 form)
- Agency POC contact information for interest in this recruitment

Commitment

- Available to participate fully in a 3-day virtual panels tentatively scheduled July 15th - July 19th from 9:00am - 5:00pm EST and a tentative second session planned for between July 22nd - July 24th 9:00am - 11:00am EST for the job analysis and assessment development workshop;
- Available to participate in a 5-hour (virtual) training session on reviewing resumes, including a calibration process with sample resumes and an overview of the rating system (tentatively scheduled between August 12th – 16th);
- Available to carry out the resume review rating process with support from OPM's HR professionals. This will be contingent on the number of resumes we receive but it could be around 30 - 40 resumes to review over the period between August 16th - September 13th. SMEs must be:
 - Willing to coordinate with other SMEs to review and rate technical tasks and competencies, as well as contribute to the development and review of assessments to be used to evaluate applicants;
 - Comfortable in articulating key behaviors and experience that differentiate a minimally qualified applicant from an unqualified applicant, as well as key behaviors and experience that distinguish a high-performer in the position from an average or low performer; and,
 - Able to fully participate in the 3 - 2.5 days of virtual panels.

NOTE: Agencies who have SMEs participating in an SME phase will be given early access to the certificate.

Next Steps

Please provide your classified PDs and/or SME contact information (name and email address) and the necessary SME forms directly to CrossGovHiring@opm.gov.

Cross-Government Hiring - SMEs and PDs Needed

Personnel Security Specialist, GS-0080-13

SME Participation

SMEs will be asked to participate in the job analysis and assessment development workshop, as well as, potential subsequent assessment panels such as, the SME Structured Resume Review and the SME Structured Interview.

For the **Personnel Security Specialist, GS-0080-13**, we need:

- Subject Matter Experts – see more information below on requirements
- Official position descriptions, (Signed OF8 form)
- Agency POC contact information for interest in this recruitment

Time Commitment

SMEs will be asked to participate in the job analysis and assessment development workshop, as well as, potential subsequent assessment panels such as, the SME Structured Resume Review and the SME Structured Interview.

In planning ahead, we are anticipating the job analysis and assessment development workshop to take place **tentatively** in August and are asking for SMEs to participate in 3 full days of virtual panels (dates TBD).

SMEs must be:

- Willing to coordinate with other SMEs to review and rate technical tasks and competencies, as well as contribute to the development and review of assessments to be used to evaluate applicants;
- Comfortable in articulating key behaviors and experience that differentiate a minimally qualified applicant from an unqualified applicant, as well as key behaviors and experience that distinguish a high-performer in the position from an average or low performer; and,
- Able to fully participate in the 3 - 2.5 days of virtual panels.

NOTE: Agencies who have SMEs participating in an SME phase will be given early access to the certificate.

Next Steps

Please provide your classified PDs and/or SME contact information (name and email address) and the necessary SME forms directly to CrossGovHiring@opm.gov.

Pooled & Shared Hiring – Competitive Service Act vs. Cross-Government

General Requirements

Both the CSA and the Cross-Gov actions involve sharing competitive certificates issued under delegated examining procedures with more than one agency for a position that is in the same occupational series, grade level (or equivalent), and duty location; verified, through job analysis, the qualification and evaluation criteria is appropriate for the position being filled; and agency has a classified position description. Veterans' Preference applies.

Competitive Service Act Shared Certs

- Also called a shared cert action, shared hiring action, or CSA action
- An agency posts an announcement using the CSA authority and shares competitive certificate(s) issued under DE procedures with one or more hiring agencies (5 CFR 332.408)
 - Example of what it is: HHS sharing a cert with Treasury
 - Example of what it is not: Treasury sharing a cert with IRS
- There are original agency **and** receiving agency requirements, such as (but not limited to):
 - Original agency must include language in the announcement about sharing applicants with external agencies and must allow applicants to opt-in to having their applications shared
 - Original agency closes and audits the cert before it can be issued externally
 - Receiving agency must post an internal announcement to allow considerations for its own employees and others (including RPL and CTAP) first
- Includes use of rigorous assessments but not limited to the SME-QA process
- Each agency maintains case file documentation to reconstruct its own use of the certificate
- Selections may be made up to 240 calendar days from the original certificate issue date
- For more information on shared hiring using the Competitive Service Act, refer to the CHCOC memos on [*Implementing Policy Guidance for the Competitive Service Act \(Shared Certificates\)*](#) or reach out to your agency's Talent Team or to HX@opm.gov.

Cross-Government Hiring Action

- Also called a pooled hiring action, shared hiring action, or cross-agency action
- OPM posts an announcement using its competitive examining authority and shares competitive certificate(s) issued under DE procedures with other agencies
- There are OPM and receiving agency requirements, such as (but not limited to):
 - OPM must include language in the announcement about sharing applicants with external agencies and must allow applicants to opt-in to having their applications shared
 - Participating agencies (agencies that submitted SMEs to be a part of the assessment panels) have first access to the certificate before it is shared with non-participating agencies (agencies that did not submit SMEs)
 - Receiving agency does not have to post an internal announcement, but may need to clear CTAP/ICTAP after a period of time
 - Receiving agency must review and complete the *Action Overview Form* before cert can be issued
- Includes use of rigorous assessments but not limited to the SME-QA process
- Each agency maintains case file documentation to reconstruct its own use of the certificate
- Certificates are open for approximately 12 months from the original certificate issue date

Shared Certificate Coordinators (as of 06/10/2024)

91 individuals have been assigned the Shared Cert role in the USAJOBS ATP

Note: This role is responsible for **both** the pooled hiring actions under the OPM-led cross-government actions **and** the agency-led shared hiring actions under the Competitive Service Act

42 agencies:

- Animal and Plant Health Inspection Service
- Bonneville Power Administration
- Bureau of Fiscal Service
- Citizenship and Immigration Services
- Consumer Financial Protection Bureau
- Customs and Border Protection
- Cybersecurity and Infrastructure Security Agency
- Defense Logistics Agency
- Department of Agriculture
- Department of Commerce
- Department of Education
- Department of Health and Human Services
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Justice
- Department of Labor
- Department of State
- Department of the Treasury
- Development Finance Corporation
- Environmental Protection Agency
- Equal Employment Opportunity Commission
- Executive Office of the President
- Federal Communications Commission

- Federal Emergency Management Agency
- Federal Law Enforcement Training Centers
- Federal Mediation and Conciliation Service
- Federal Retirement Thrift Investment Board
- General Services Administration
- Immigration and Customs Enforcement
- Internal Revenue Service
- National Aeronautics and Space Administration
- National Archives and Records Administration
- National Cemetery Administration
- National Science Foundation
- Office of Personnel Management
- Rural Development
- Small Business Administration
- Social Security Administration
- U.S. Census Bureau
- U.S. Patent and Trademark Office
- U.S. Secret Service
- Veterans Health Administration

If your agency is not listed or if there are additional HR Specialists to be assigned the Shared Cert Coordinator role or to add as a General Agency User for your agency, please reach out to recruiter-help@usajobs.gov to connect with the USAJOBS Program Office.

To be a Shared Cert Coordinator, you must:

1. Be a federal employee in a HR Specialist role at a federal agency who does staffing work
2. The HR Specialist must work in a capacity where they have awareness of all hiring actions at one of the following levels in their agency:
 - Department level
 - Parent agency
 - Subcomponent of an agency
 - Bureau or office level
3. Receive shared cert training from the USAJOBS Program Office
4. Must be DE Certified