

Product Roadmap

Updated 12/16/2024

The USA Staffing Product Roadmap provides an overview of research and development work currently underway or planned for the upcoming quarter.

How work is prioritized by the USA Staffing program

We collaborate with federal agencies to design a positive experience by:

- Gathering needs from both agency partners and end users and identifying solutions that address them at a government-wide level.
- Communicating development plans and timeframe expectations as they are identified.
- Highlighting how your agency needs align with development priorities and deployed solutions.

We focus on the most impactful system enhancements that address key challenges and opportunities, which are informed by the government-wide perspective across our agency partners and years of federal staffing and onboarding expertise within our program. This process includes four phases:

Gather Needs

User needs and pain points are collected through:

- User Research
- Agency Workshops
- Workgroup Meetings
- Advisory Board Meetings
- Policy & Regulatory Changes

Analyze, Triage & Prioritize

After a need is fully understood, via research, they are captured as problem statements and grouped under initiatives. Initiatives are prioritized by the program office based on impact to end users and value delivered across agencies.

Research & Planning

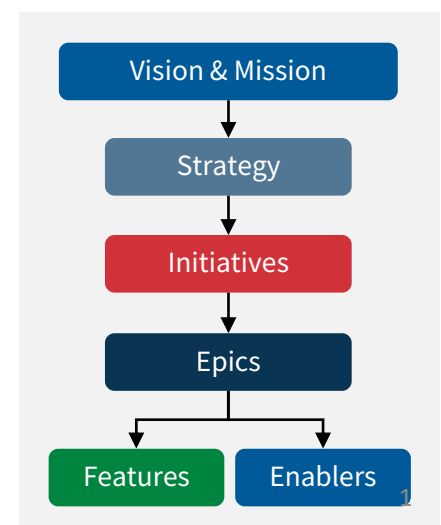
Prioritized initiatives and their associated problem statements are added to the product backlog and are broken down into features for further research and development.

Development & Delivery

Features and related technical, design and user research are broken down by development teams and allocated to future sprints. Tentative delivery targets are published as work nears completion.

How to use this document

Work is grouped under **Initiatives**, which are high-level program goals that may be underway for several months or even years. Initiatives likely include multiple **Epics** with work spanning both the **Research & Design** phase, as well as the **In Development** phase. **Epics** represent a problem statement that has been highly prioritized as impactful to USA Staffing users and may encompass multiple research efforts (**Enablers**) and Features. **Features** may be new functionality or refinements to existing system functionality and are often delivered over a period of several months, beginning with the **Baseline Feature Set**, which is the most basic version of the feature that will be available for use.



USA Staffing® is OPM's end-to-end talent acquisition solution designed by and for Federal agencies. Our vision, mission and product strategy have evolved over many years supporting transformational results for our customers.

USA Staffing Vision

Advance agency missions by delivering an optimized federal hiring experience that connects talent with opportunity.

USA Staffing Mission

As a trusted partner, we collaborate with federal agencies to design a positive experience for hiring managers, applicants, and the HR community.

As the leader in federal hiring technology, we deliver innovative hiring solutions guided by expertise and best practices.

USA Staffing Product Strategy

We focus on the highest value system enhancements that address key challenges and opportunities, which are informed by collaborative user experience research representing the government-wide perspective of our agency partners and years of federal staffing and onboarding expertise within our program. We keep USA Staffing current by maximizing modern technology practices and solutions.

USA Staffing Initiatives

Improving the Onboarding Experience

Deliver an accessible and user-friendly onboarding experience that supports agency time to hire goals and provides transparency into a historically murky phase of federal hiring.

Tracking my Workload

Equip HR Professionals with tools to manage their work in USA Staffing, and with enough context that they can prioritize and quickly complete important actions.

Creating & Managing a Recruitment

Provide infrastructure for HR Specialists and Hiring Managers to create, manage, and track the progress of their recruitments by improving system integrations and automation, increasing system flexibility, optimizing for bulk actions, and reducing manual effort.

USA Hire Interview Integration

Automate the handoff of applicant information so that scheduling emails and status updates flow seamlessly between USA Staffing and USA Hire Interview.

Improving system performance, availability & recoverability

As a government-wide system, we must constantly invest in underlying technology, system architecture, and data storage to keep USA Staffing running smoothly and ensure users have reliable access to the application and its data.

Improving the Onboarding Experience

This initiative aims to deliver an accessible and user-friendly onboarding experience that supports agency time to hire goals and provides transparency into a historically murky phase of federal hiring.

Problem Statement: As a new hire trying to navigate the onboarding process on a mobile device, next steps are not always transparent, and forms do not always display. This is frustrating for me as I'm trying to meet deadlines for my new job and could cause delays for my new agency.

Desired Outcome: Allow new hires to successfully and confidently complete the onboarding process from any mobile device or operating system.

Problem Statement: The reliance on email to communicate important status updates feels archaic and messy, and it increases the likelihood that critical steps are missed or delayed during the onboarding process. Modern job seekers expect modern forms of communication from employers.

Desired Outcome: Proactively reach New Hires by providing convenient, clear status updates via text/SMS when a job offer is extended.

Problem Statement: As a hiring manager, new hire or onboarding partner I want to easily understand the overall status of an onboarding record. The lack of flexible status updates that reflect my agency's onboarding process force me to consolidate data from multiple systems in Excel to meet reporting requirements.

Desired Outcome: Flexible hiring and onboarding milestones that give insight into bottlenecks in the process and allow stakeholders to better predict entry on duty.

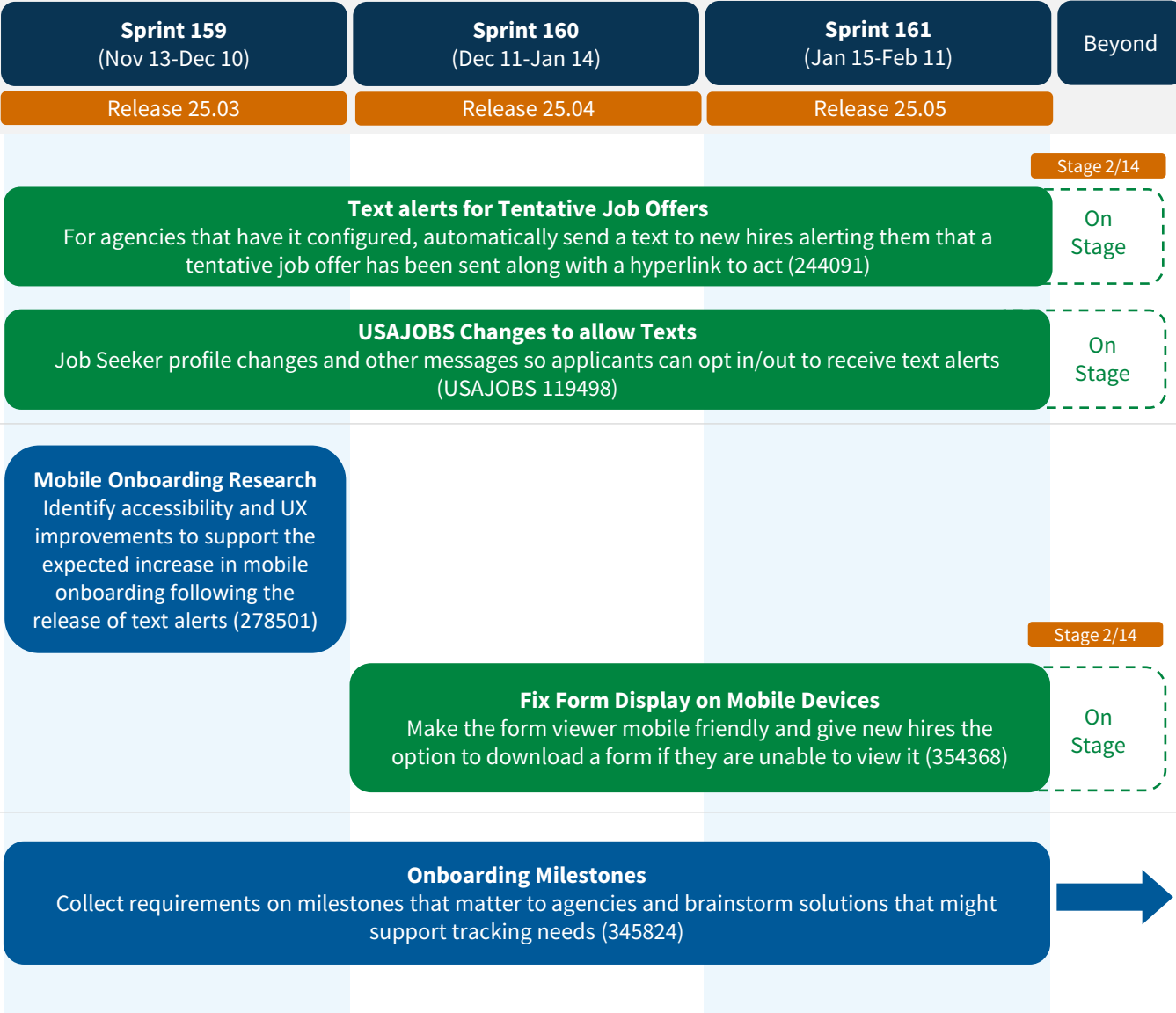
Initiative Timeline

Research/Design
In Development

Epic 252984:
Implement
SMS/Texting
alerts

Epic 150152:
Improve mobile
onboarding
experience for
New Hires

Epic 345828:
Visibility into status
of New Hires (i.e.,
Onboarding
Milestones)



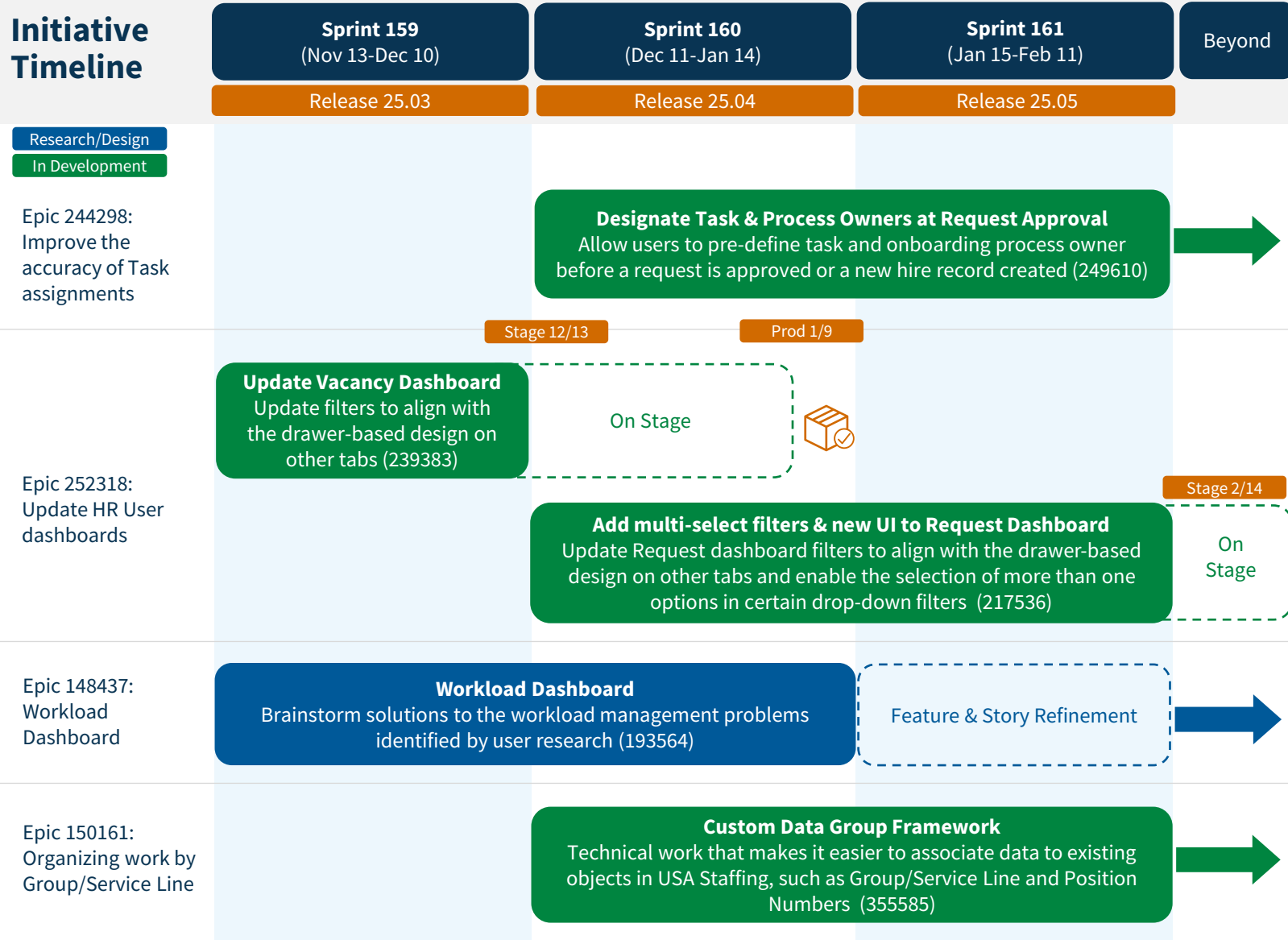
Up Next

- **Text Alerts:** Collect user feedback on text alerts to inform future priorities
- **Onboarding Milestones:** Break down onboarding milestone research into actionable features for future development

Tracking my Workload

This initiative aims to equip HR Professionals with tools to manage their work in USA Staffing, and with enough context that they can prioritize and quickly complete important actions.

<p>Problem Statement: 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</p> <p>Desired Outcome: Encourage HR to rely on tasks for day-to-day workload tracking by making them easier to assign and more reliably accurate</p>	<p>Problem Statement: Work may be assigned in different ways in USA Staffing – by request, vacancy, new hire, and task – making it difficult to identify the most critical work or understand what actions are assigned to a team.</p> <p>Desired Outcome: Help HR prioritize work daily by providing contextual data to aid in quick prioritization.</p>	<p>Problem Statement: USA Staffing only allows grouping of work by Office, Customer or employee. The lack of functional or organizational configurations makes it difficult to manage my (or my team's) work in progress without using outside systems.</p> <p>Desired Outcome: A structured identifier that can be associated with recruitments will ease the reporting burden agencies currently face, reduce the over-reliance on Tags, and allow for cleaner tracking and assignment of work within a team</p>
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- Up Next
- Pre-select Task Owner:** Improve the accuracy of tasks by giving users proactive control over how they're assigned (249610, 245496)
 - Group/Service Line:** Add a Group/Service Line entity populated by agency data and associated with requests and new hires (Feature 146496)

Creating & Managing a Recruitment

This initiative aims to provide infrastructure for HR Specialists and Hiring Managers to create, manage, and track the progress of their recruitments by improving system integrations and automation, increasing system flexibility, optimizing for bulk actions, and reducing manual effort.

Problem Statement: 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 new hire.

Desired Outcome: Reduce time and manpower to create, approve, and link additional selections to existing vacancies

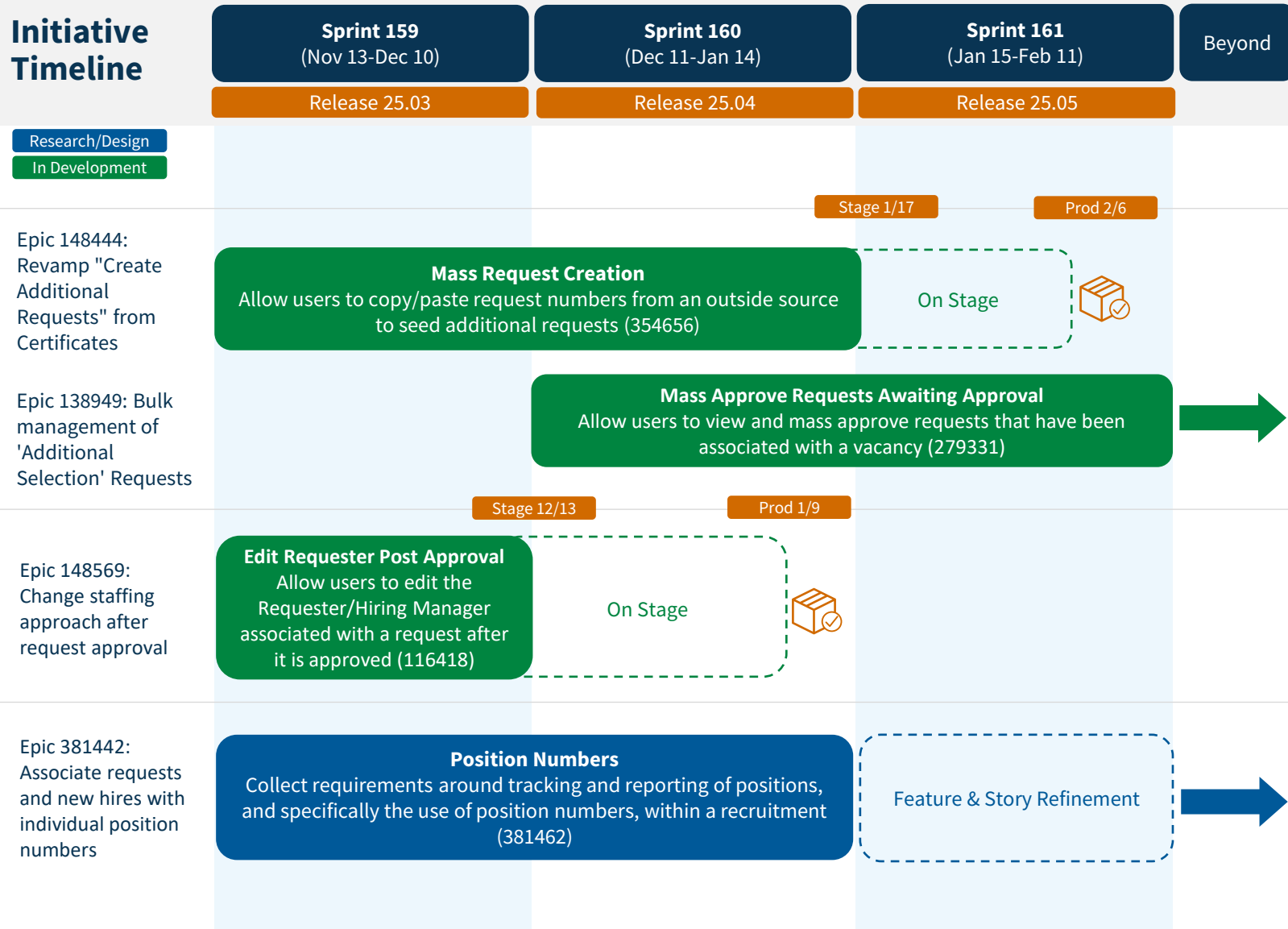
Problem Statement: I am unable to adapt my hiring action because most request fields are locked down upon approval. If something changes, I must cancel the original request and create a new one or lose the history of the recruitment.

Desired Outcome: Increase flexibility in post-approval requests to better reflect changes in the recruitment, hiring, and onboarding processes

Problem Statement: I cannot 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.

Desired Outcome: More accurate, timely data throughout the recruitment lifecycle

Initiative Timeline



Up Next

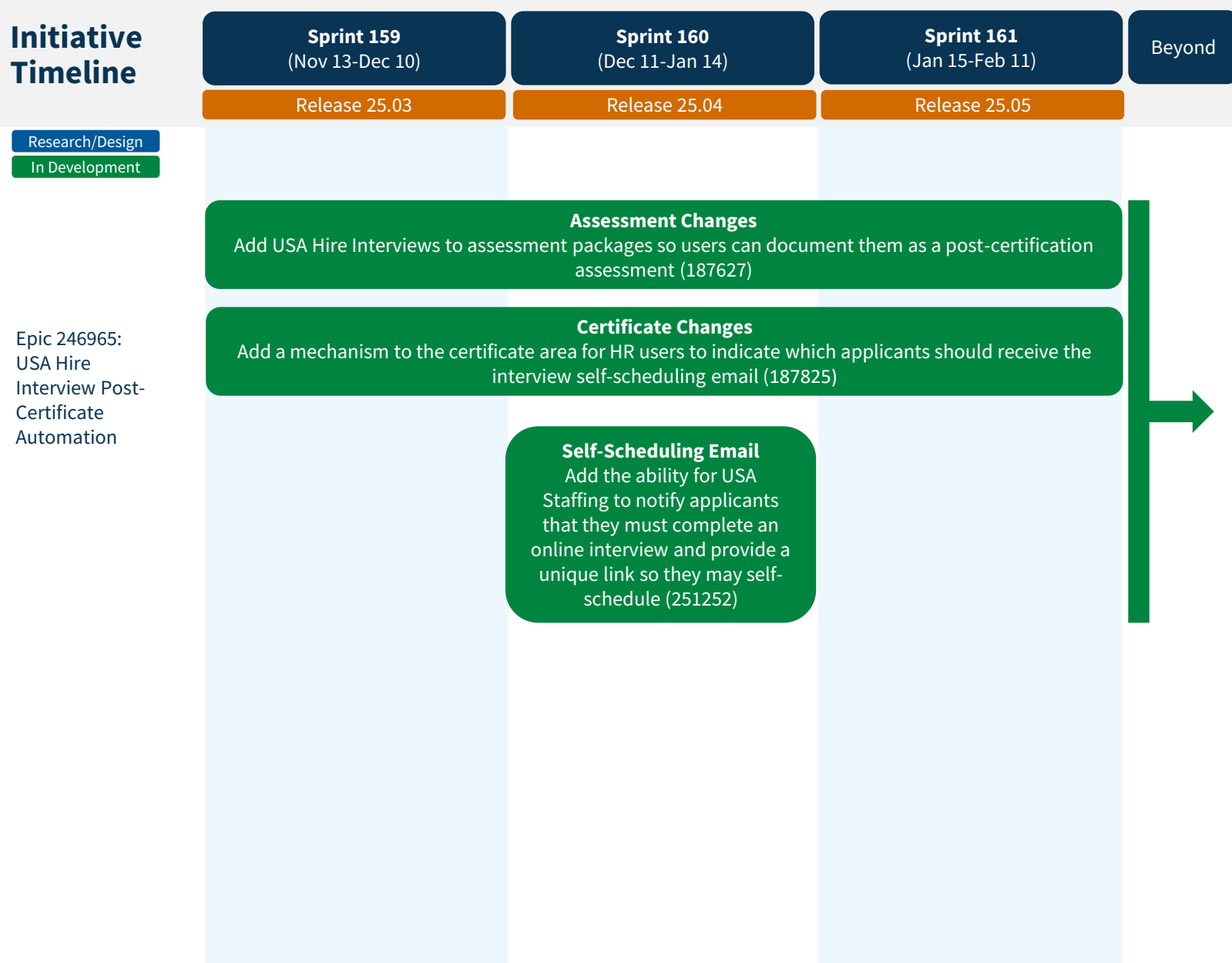
- Mass Request Approval:** Expand and refine the mass request approval feature to add filters, allow for mass edits, and provide other views that facilitate bulk actions (279331, 358283, 370667)
- Position Numbers:** Allow agencies to better track progress towards filling specific positions by capturing position numbers alongside requests and new hires (381442)

USA Hire Interview Integration

This initiative aims to automate the handoff of applicant information so that scheduling emails and status updates flow seamlessly between USA Staffing and USA Hire Interview.

Problem Statement: USA Hire Interview is a new platform that allows applicants to self-schedule online interviews and streamlines the post-certification structured interview process by providing video capability, collecting competency scores from interviewers, and facilitating the consensus process between panel members. The platform does not currently integrate with USA Staffing, so users must export applicant information for scheduling and there is no flow of data between systems. This impedes agency adoption and increases the manual intervention required to implement this new capability.

Desired Outcome: Provide a baseline set of features that encourage agencies to pilot USA Hire interview, including automating the scheduling process for applicants of interest and giving HR users visibility into applicants' interview status.



- Up Next
- Release of the baseline feature set which will allow HR users to invite applicants to self-schedule an interview from a certificate (187825, 251252) and receive status updates from USA Hire Interview when scheduling and interviews are completed

Improving System Performance, Availability & Recoverability

USA Staffing is a government-wide system being used by dozens of agencies in hundreds of unique ways. This initiative represents the constant investment we make in underlying technology, system architecture, and data storage to keep USA Staffing running smoothly and ensure users have reliable access to the application and its data.

Problem Statement: USA Staffing is hosted on premise, which limits our ability to quickly scale resources as needs change

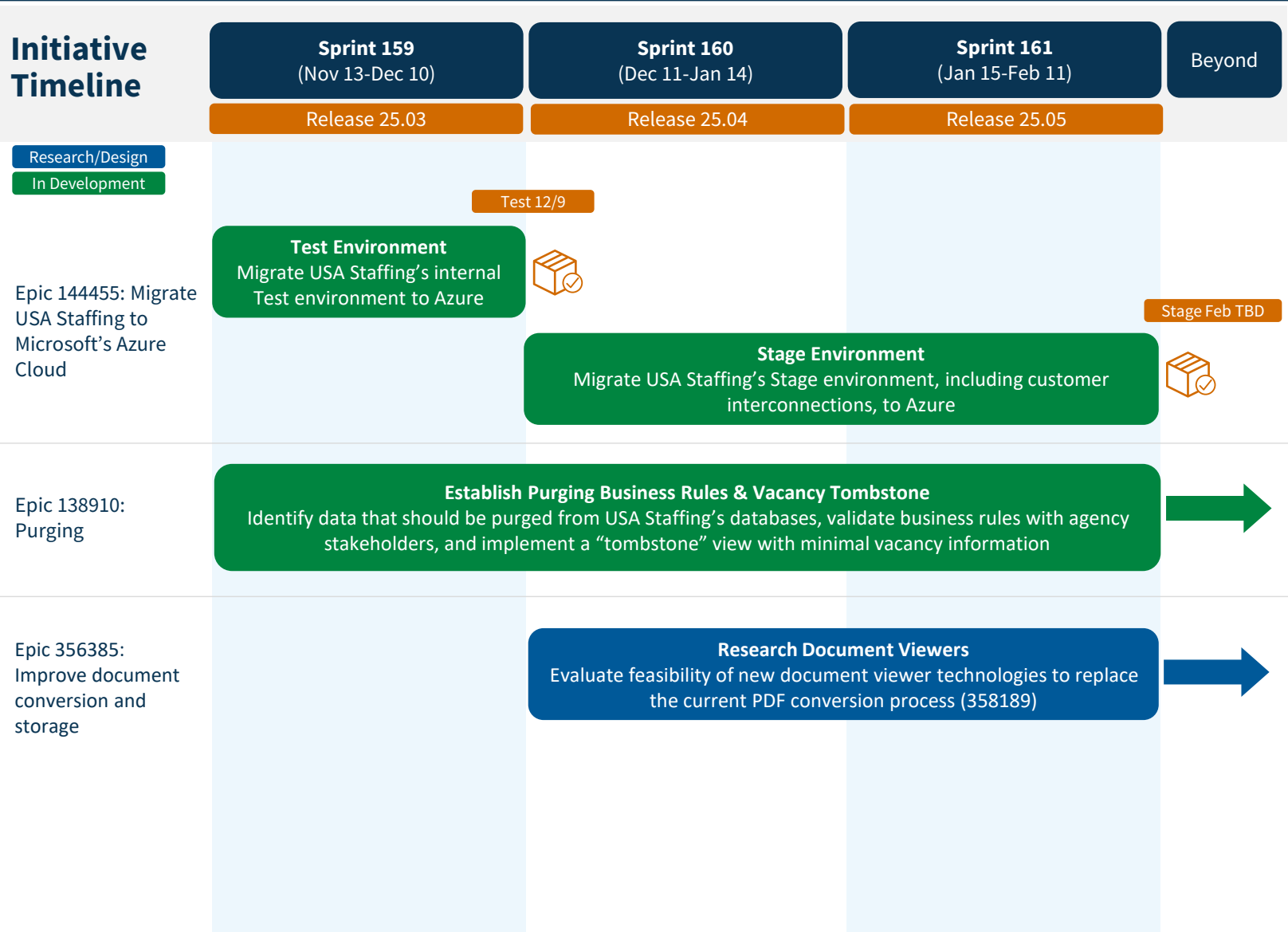
Desired Outcome: Migrate USA Staffing to Microsoft’s Azure cloud environment to increase scalability and decrease the risk of outages due to environmental threats

Problem Statement: USA Staffing does not have an automated process to purge data that has reached the limit of its retention policies

Desired Outcome: Purge data to comply with data retention requirements

Problem Statement: Applicants submit documents in formats, such as PDF Portfolios or password-protected files, that cannot be rendered correctly in USA Staffing

Desired Outcome: Reduce the hours, effort and cost associated with managing applicant documents so teams can focus on higher impact work

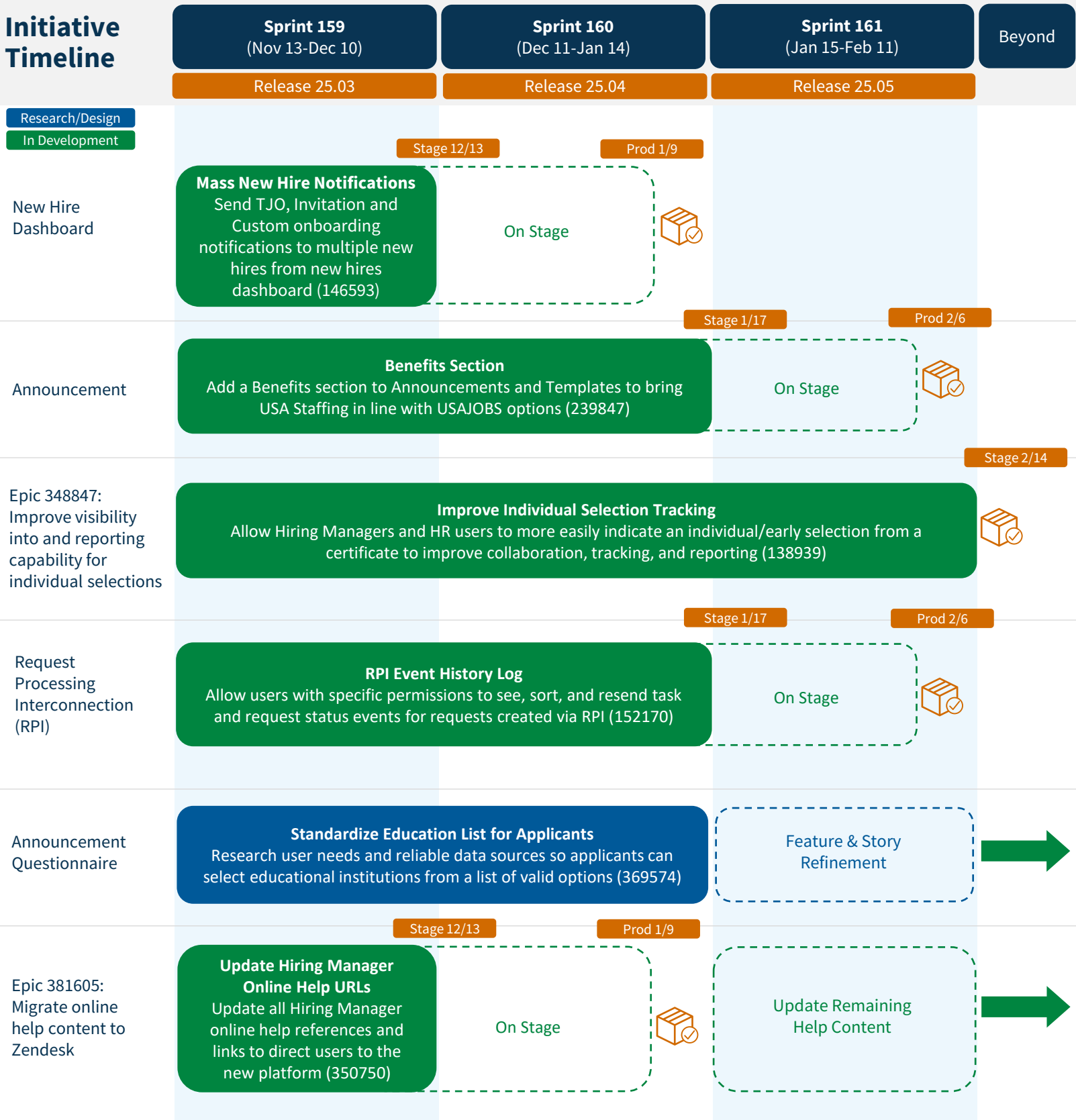


- ### Up Next

 - Azure Migration:** Continue work to migrate USA Staffing’s Production environment to Azure, which is contingent on successfully migrating the lower environments (Test, Stage) and confirming that agency access to data and integrations are fully replicated
 - Purging:** Confirm business rules with agencies, purge initial set of data, and implement a recurring, long-term strategy
 - Document Processing:** Display original (i.e., not yet converted to PDF) applicant documents (356931) and continue exploring ways to limit reliance on PDFs

Other Features

In addition to large initiatives, USA Staffing is constantly refining existing features and making other small changes to improve the user experience.



Up Next

- Individual Selection Tracking:** Research UI improvements to inform HR when individual selections have been returned to HR for onboarding
- Standardize Education List:** Allow HR users to collect school names in the online application using a standard data source to facilitate reporting
- Online Help:** Migrate all USA Staffing help content to the new and improved platform, Zendesk

Recently Completed

These work items were completed in the previous three months. For more information about an individual item, please view the [corresponding Release Notes](#).

Item #	Name	Description	Area	Interested Agencies
Release 25.02 – November 14, 2024				
249486	Add saved search capabilities to Advanced Search	Allow Human Resources and Onboarding users to save named sets of filter/search criteria in Advanced Search so they can quickly search vacancies, announcements, position descriptions, and more without having to manually reenter the criteria each time.	Search	
261861	Resolve Accessibility Issues within Hiring Manager Reviews	Address known accessibility issues and improve the ability of all Hiring Manager users to successfully use Hiring Manager Reviews.	Hiring Manager	DOL
224015	Enable Multiple RPI Vendors in USAS Organizations	Allow for multiple RPI vendors within an Organization to accommodate agencies that use multiple personnel systems.	RPI	
Release 25.01 – October 18, 2024				
146298	Add Email Address to User Drop-down Lists	Adds a visible and searchable email address to user drop down lists so that users may easily differentiate between staff members with similar or identical names.	Request	
Release 17.2 – September 20, 2024				
259563	Add Multi-Select Filtering Options to Tasks and New Hires Dashboard	Allow users to select multiple options on certain fields when filtering on the Tasks and New Hires dashboards to improve usability around managing new hires.	Dashboard	DOD; VA
146068	Expand Additional Selection Request Creation from Certificate	Grant HR users the ability to create and approve requests in bulk within a certificate (increasing from 10 to 100) and improve performance.	Request	DOD; IRS; NASA; Treasury
138937	Separate Create and Edit Request Permission	Separate the ability to create a request and edit a request so that customers may require the use of RPI or limit who may create a request.	Request	USDA; VA
138941	Accept linked Vacancies for Requests created via RPI	Allow agencies to send Vacancy and Workflow information associated with an Additional Selection Request over the Request Processing Interconnection to expedite request approval.	RPI	NASA; Treasury; VA
Release 17.1 – August 23, 2024				
155257	Structured Resume Review Refinements	Adjust Structured Resume Review logic to better communicate applicant status and account for HR adjudications on screen-outs related to eligibility and conditions of employment.	Reviews	DOE; HHS; Treasury