



USA

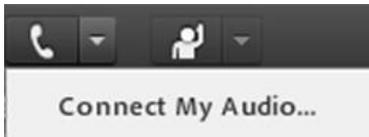
Staffing®

Great Government Starts Here®

May 20, 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*
- Dial-in to the Audio Conference via Phone ○ 1-800-832-0736
 - Conference Room Number: 7563371

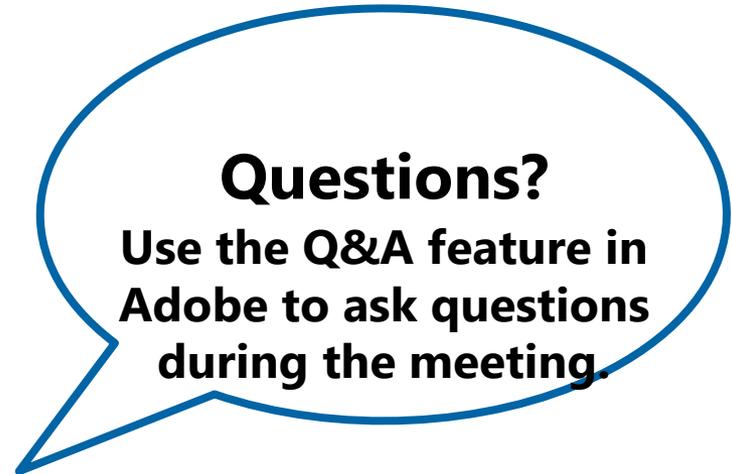


- Once joined to the audio, follow the instructions to identify yourself
- Use Microphone (Computer/Device)

OFFICIAL USE NOTICE: This material is intended exclusively for use by USA Staffing Customers and is not to be distributed without approval from the USA Staffing Program Office. This communication may contain information that is proprietary, privileged, confidential or otherwise legally exempt from disclosure. If you have received this presentation in error, please notify the USA Staffing Program Office immediately and delete all copies of the material.

Agenda

1. June System Downtime
2. Decommissioning Legacy
3. Mid-Year System Stats
4. Customer Satisfaction Survey
5. Communication Interviews
6. FY20 Pricing
7. Direct Hire Authority





8. National Park Service Onboarding Implementation
9. New and Upcoming Functionality
10. Consolidated Release Notes
11. Help Desk Best Practices
12. New and Updated Resources
13. Upcoming Events

June Downtime - *Tentative*

Presenter: Bridget Dongarra, USA Staffing Program Manager

- »» OPM is tentatively planning to implement electrical power system improvements at its primary data center in Macon, GA. These upgrades will result in increased efficiency, safety, capacity, and most importantly, fully redundant emergency power operability to enable maximum uptime.



- »»» These upgrades will require a **full shutdown of all systems (USAJOBS, USA Staffing and USA Hire)** for the duration of the maintenance window.
- »»» USAJOBS, USA Staffing, and USA Hire will be unavailable beginning at **5:00 PM EDT on Friday, June 28th**, and will be back online no later than **7:00 AM EDT on Monday, July 1st**.
- »»» In light of this planned downtime, the USA Staffing Production release scheduled for June 29 has been rescheduled to June 22.
- »»»

OPM will issue formal communications confirming this downtime the week of May

27th. **Legacy Data Purging**

- All MP and DE vacancies with a last action date on or prior to 2/7/2016 have been purged.
- We have purged over 1 million vacancies and over 285 million documents from Legacy.



We began purging Legacy ACWA vacancies on May 15, 2019.

- Competitive vacancies marked as ACWA are purged 39 months after the last date a Certificate was modified by a user. For example, Audit Date, Return Date, Issue Date and Due Date.
- Merit Promotion vacancies marked as ACWA are purged according to the purge configurations in the Admin area of the system.
(Admin > Preferences > Configurations > Purge)
- ACWA vacancies marked "Under Litigation" will NOT be purged.

Please continue reviewing vacancies marked as under litigation - our goal is to only have 39 months of data when Legacy fully shuts down.



Legacy Decommissioning Plans

Legacy Onboarding Manager will be shut down completely on August 1, 2019

Legacy HR User Accounts



- We will delete all **Legacy user accounts** with the exception of one or two per office by September 30, 2019.
- Please provide the name(s) of the remaining users to your Account Manager by August 1, 2019.
- The one or two remaining users will be responsible for retrieving any Legacy data for their office(s).



Legacy Decommissioning Plans

Thinking ahead: Make a plan to receive Legacy Data



- Legacy data will be provided in “flat” data files optimized for filtering and sorting static data.
- Decide if you need applicant documents along with flat data.
- Decide which office and file server will store and be responsible for Legacy data.

[The Legacy Decommissioning Checklist](#) reflects current plans that may need to change if security, privacy, or other concerns emerge.



USA Staffing FY19 Mid-Year Stats



October 1, 2018 – March 31, 2019

70+

Agencies using USA



13,941



Staffing

8,563

All HR users



173,441

Agency Hiring Manager

Applicant Flow Data users

Onboarding, Reporting, and

123,522



Jobs

Announced

213,869

Certificates Issued

5,477,06



171,290



4 Selections



made

Applications
received



232,557



Selectees sent to Onboarding

USA Staffing FY19 Mid-Year Stats

October 1, 2018 – March 31, 2019



4,562

USA Hire JOAs



354,031

Onboarding forms and documents electronically sent to eOPF

89

Foresee Score
Onboarding Manager



82

Foresee Score
Application Manager





99.75%

System Availability



78%

USAJOBS vacancies represented by USA Staffing

Themes from FreeFormat Questions

98%

Satisfied with USA Staffing



100%

Customer suggestions are used to improve USA Staffing



Question: Please provide comments or suggestions on what USA Staffing does well.



- Account Management Model
- Customer Service
- Communication
- Partnership
- Responsiveness
- Customer-driven requirements
- User Resources
- System Design

Knowledgeable staff I am really enjoying the monthly sprint reviews. Its a great addition to the services offered. The timing of the sprint reviews gives me time to review the stage notes

and conduct a general test of the major changes for

11

understanding. The sprint reviews provide insights into some of the Outstanding customer service and partnering! Our account manager and Cognos POC go above and beyond!! understanding of changes that I may not have time to thoroughly test. The known bugs document is another great new addition.



changes that I did not consider and

- Enhancement request process

- Development cycle process
- Hiring Manager Interface
- Reporting/Cognos performance

Themes from Free-Format Question

Questions:

Could improve or add one feature to USA Staffing, what would it be?

provide comments or suggestions on how USA Staffing can improve its products or services



Improve position classification (need ability to produce a PDF version communication of PD). Plus, need the ability to track any changes made to PD by any user and





allow the HR classifier the ability to restore to original version if needed.

- System stability
- Classification • Job Analysis

Customer Communication Interviews

*Improvements in Reports
performance, including
access by nonHuman
Resources UserType.*



Which communication methods are effective and why?



- Advisory Board meetings and recordings
- System Site Alerts/Banners
- Resource Center Materials



Which communication methods could be improved and how?

- Resource Center Navigation
- Faster communication around known system defects and resolution
- Asynchronous communication with help desk



Thank you to those who participated in these interviews!

FY20 USA Staffing Pricing

Cumulative USA Staffing User Quantity	Volume Discount	Annual Cost Per User
1-35	0%	\$8,778
36-99	10%	\$7,900
100-399	20%	\$7,022
400-699	25%	\$6,584
700-999	35%	\$5,706



1000-1999	45%	\$4,828
2000+	Available upon request	Available upon request

*The USA Staffing license price is **not** increasing for Fy20*

USAJOBS and USA Staffing stand ready to support



Direct Hire Authority recruitment





Job Announcements

- Exclusive postings and the ability to invite applicants to apply directly do not require USAJOBS account and public notice to use the documents for hiring and onboarding. Applicants can
- Use agency standard make their resumes searchable.
- Secure authentication single competency-linked assessments and USA Hire sign-on process via assessments, if desired. login.gov.

Applicants

- Unified applicant experience including the reuse of apply technologies. onboarding.

Reporting

- All agency data is in one data repository. Consolidated reporting is available for MD715, Applicant Flow Data, Competency/Assessment use, Time-to-Hire, and workload metrics.



USA Staffing includes recruitment flexibilities designed to support the alternate **Direct Hire** application process

- Many agencies use USA Staffing and USAJOBS for DHA, even if there is no requirement for public notice.



- By choosing the Internal Merit Promotion USAJOBS Announcement Type, the announcement resides on USAJOBS as an Exclusive Posting and is suppressed from public job searches.
- Agencies can provide the direct announcement URL to applicants at virtual



link to the job posting on USAJOBS. to collect applicant information and then key enter it



and in-person job fairs.

Defense Finance and Accounting Service

JOB APPLICATION

VACANCY NUMBER: 10083785 ANNOUNCEMENT NUMBER: IMP-10083785-19-KH

PAY PLAN / SERIES / GRADE: GS-0201-7 POSITION TITLE: Human Resources Specialist

BIOGRAPHIC INFORMATION

Name

First *

Middle

Last (Family/Surname) *

Add Applicant

Filer Status for Key Entered Application *

- Select-
- Delayed
- Late
- Regular
- Reopen

Save

Invite New Online Applicant

Filer Status for New Online Applicant *

-Select-

First Name *

Last Name *

Email *

Duration of Access (hours) to Online Application *

0

Send Invite Cancel

HR Users have the ability to print a paper application into USA Staffing.

HR Users may invite applicants to apply for a position by using USA Staffing to generate a unique email invitation with the direct

(Only the applicant receiving the email has



access to this direct link.)



National Park Service Onboarding

Presenter: Angela J.

Tallant

Angela_j_tallant@nps.gov

[v](#)



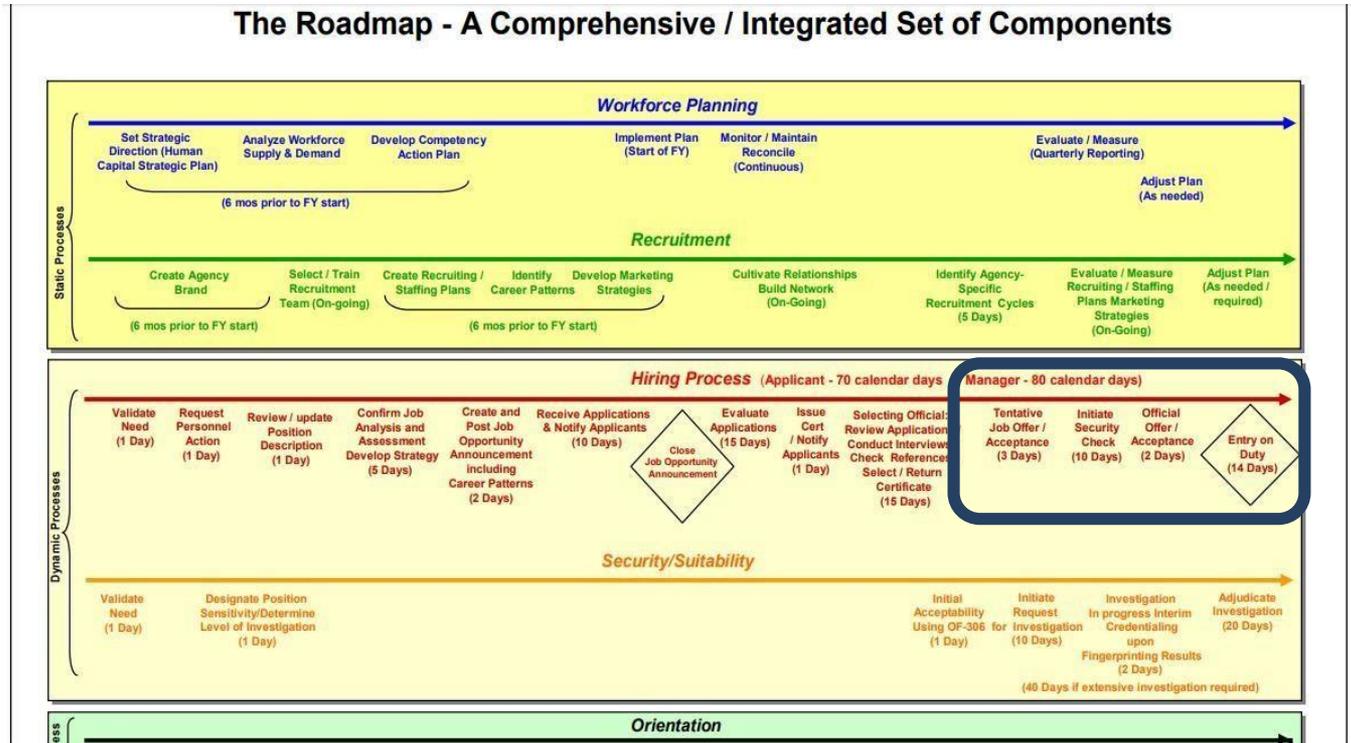
**END-TO-END
HIRING INITIATIVE**

[United States Office of Personnel Management](#)

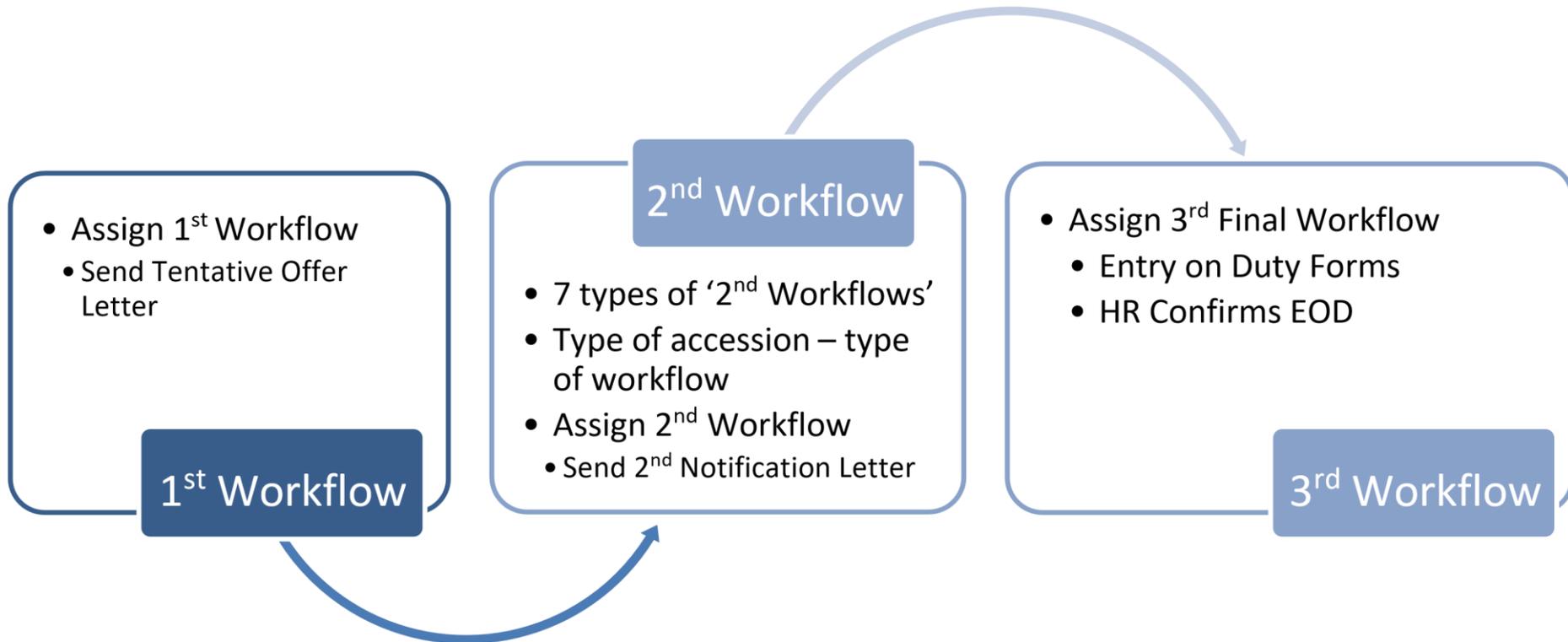
End – To – End Hiring Initiative

Onboarding Implementation workgroup

- Target the Tentative Job Offer/Acceptance to Entry On Duty portion of the Hiring Process
- Identify types of New Hires
- Develop Notification Templates
- Create Tasks
- Create Workflows
- Outcome was 6-7 workflows
- Finalized 3 workflows

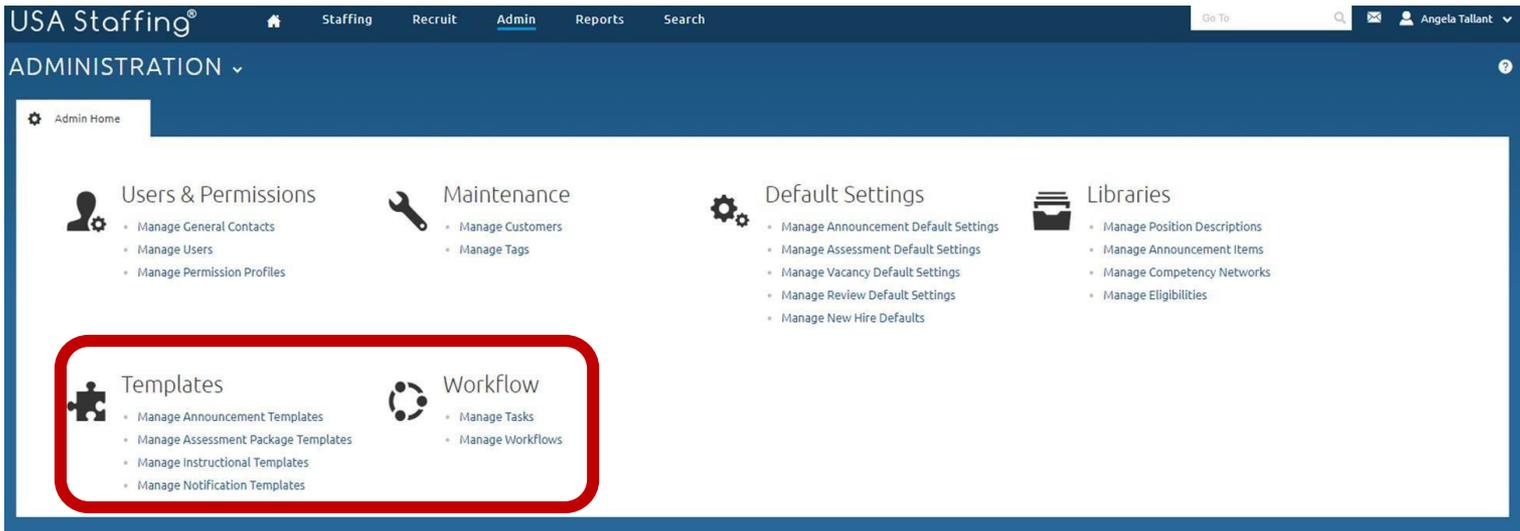


Onboarding Workflows



Administration and Onboarding Development

- **Templates** • 2nd Notification – for each type of • Manage Notification Templates workflow



The screenshot shows the USA Staffing Administration interface. The 'ADMINISTRATION' menu is expanded, showing several sections:

- Users & Permissions**
 - Manage General Contacts
 - Manage Users
 - Manage Permission Profiles
- Maintenance**
 - Manage Customers
 - Manage Tags
- Default Settings**
 - Manage Announcement Default Settings
 - Manage Assessment Default Settings
 - Manage Vacancy Default Settings
 - Manage Review Default Settings
 - Manage New Hire Defaults
- Libraries**
 - Manage Position Descriptions
 - Manage Announcement Items
 - Manage Competency Networks
 - Manage Eligibilities
- Templates** (highlighted with a red box)
 - Manage Announcement Templates
 - Manage Assessment Package Templates
 - Manage Instructional Templates
 - Manage Notification Templates
- Workflow**
 - Manage Tasks
 - Manage Workflows

- 1st Notification – Tentative Offer letter for each different types of accessions

- Official Offer Letter
- 4th Final Process – Benefits Form Reminder

- **Workflow**



- Manage Tasks
- Variety of tasks for each form, stage of Onboarding, background investigation verification and etc.
- 1st Workflow
- 2nd Workflow
- Manage Workflows
- Create Workflows
- Add Work Activities/Tasks to each workflow



USA Staffing®

ADMINISTRATION ▾

Admin Home Workflows

Workflow Administration

Manage Workflows

Workflow Templates (17)

All Request Types Include System Templates Show Retired Templates

Name	Purpose	Status	Request Type	Number of Task
1st Workflow - Tentative Offer Letter	Onboarding	Published		11
2nd Workflow - Permanent Appointment - Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion	Onboarding	Published		15
2nd Workflow - Rehire on Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - No Benefits Eligibility	Onboarding	Published		10
2nd Workflow - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow-Permanent Appointment-Internal to NPS Hire	Onboarding	Published		3
3rd Workflow/Final - Entry On Duty Forms - HR Confirms EOD	Onboarding	Published		2

Onboarding Workflows

- 3rd Workflow



- New Hire Request is approved
- Onboarding process begins with the 1st Workflow – Tentative Offer Letter



USA Staffing®

ADMINISTRATION ▾

Admin Home Workflows

Workflow Administration

Manage Workflows

Workflow Templates (17)

All Request Types Include System Templates Show Retired Templates

Name	Purpose	Status	Request Type	Number of Tasks
1st Workflow - Tentative Offer Letter	Onboarding	Published		11
2nd Workflow - Permanent Appointment - Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion	Onboarding	Published		15
2nd Workflow - Rehire on Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - No Benefits Eligibility	Onboarding	Published		10
2nd Workflow - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow-Permanent Appointment-Internal to NPS Hire	Onboarding	Published		3
3rd Workflow/Final - Entry On Duty Forms - HR Confirms EOD	Onboarding	Published		2

2nd Workflow

7 different types of 2nd Workflows



- Determine type of accession for New Hire.
- Assign workflow according to appointment type/level.



USA Staffing® [Home](#) [Staffing](#) [Recruit](#) [Admin](#) [Reports](#) [Search](#)

ADMINISTRATION ▾

[Admin Home](#) [Workflows](#)

Workflow Administration

[Manage Workflows](#)

Workflow Templates (17)

All Request Types Include System Templates Show Retired Templates

Name	Purpose	Status	Request Type	Number of Tasks
1st Workflow - Tentative Offer Letter	Onboarding	Published		11
2nd Workflow - Permanent Appointment - Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion	Onboarding	Published		15
2nd Workflow - Rehire on Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - No Benefits Eligibility	Onboarding	Published		10
2nd Workflow - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow-Permanent Appointment-Internal to NPS Hire	Onboarding	Published		3
3rd Workflow/Final - Entry On Duty Forms - HR Confirms EOD	Onboarding	Published		2



Assign 3rd Workflow

3rd Workflow/ Final – Entry on Duty Forms – HR Confirms EOD



USA Staffing® Home Staffing Recruit Admin Reports Search Go To

ADMINISTRATION ▾

Admin Home Workflows Workflow: 1st Workflow - Tentative Offer Letter

Workflow Name
1st Workflow - Tentative Offer Letter

Workflow Properties **Workflow Activities**

Activities 11

	Task Name	Task Rules	Purpose	Owned By
<input type="checkbox"/>	Initiate Background Investigation/Security Clearance	2	Onboarding	Human Resources
<input type="checkbox"/>	Verify the New Hire Arrived for their First Day of Duty	2	Onboarding	Human Resources
<input type="checkbox"/>	Send Tentative Offer	2	Onboarding	Human Resources
<input type="checkbox"/>	Receive Tentative Offer Response	2	Onboarding	Human Resources
<input type="checkbox"/>	Initiate Personnel Action in FPPS	2	Onboarding	Human Resources
<input type="checkbox"/>	Receive Official Offer Response	2	Onboarding	Human Resources
<input type="checkbox"/>	Send Official Offer	2	Onboarding	Human Resources
<input type="checkbox"/>	Fingerprints/BI Cleared-Continue to the Next NPS Process	2	Onboarding	Human Resources
<input type="checkbox"/>	OF-306 Declaration of Federal Employment	2	Onboarding	New Hire
<input type="checkbox"/>	Receive Background Investigation/Security Clearance Results	2	Onboarding	Human Resources
<input type="checkbox"/>	Verify Background Investigation	2	Onboarding	Human Resources



USA Staffing®

Staffing Recruit Admin Reports Search

Go To Angela Tallant

ADMINISTRATION

Admin Home Templates

Template Administration

Assessment Templates Announcement Templates Notification Templates Instructional Templates

Notification Templates (11)

Create Template

Tentative Offer Tags Show Retired Templates:

Template Name or Template Description

Template Name	Type	Template Description	Is Retired
1st Notificaiton - Tentative Offer/OF-306 (Includes Step and Salary Placeholders)	Tentative Offer	1st Notification - Tentative Offer consists of inviting the new hire to onboarding, and initiates the OF-306 process and includes step and salary on the tentative offer letter. Placeholders and data inserts.	<input type="checkbox"/>
1st Notificaiton - Tentative Offer/OF-306 (Includes Step and Salary Placeholders) Temp 1040 Appt	Tentative Offer	1st Notification - Tentative Offer consists of inviting the new hire to onboarding manager, and initiates the OF-306 process and includes step and salary on the tentative offer letter. Placeholders and data inserts.	<input type="checkbox"/>
1st Notification - Tentative Offer/OF-306	Tentative Offer	1st Notification - Tentative Offer consists of inviting the new hire to onboarding, and initiates the OF-306 process.	<input type="checkbox"/>
1st Notification - Tentative Offer/OF-306 - Data Inserts - Temporary 1040 Appointment	Tentative Offer	1st Notification - Tentative Offer/OF-306 - Data Inserts - Temporary 1040 Appointment	<input type="checkbox"/>
1st Notification - Tentative Offer/OF-306 - Temporary 1040 Appointment	Tentative Offer	1st Notification - Tentative Offer consists of inviting the new hire to onboarding, and initiates the OF-306 process. 1st Notification - Tentative Offer/OF-306 - Temporary 1040 Appointment	<input type="checkbox"/>



1st Workflow – Tentative Offer Letter

Send Tentative Offer Letter

Templates > Notification Templates.

1st Notification – Tentative Offer templates for various accessions/levels of hiring.



Subject Line *

Tentative Offer Letter from the **Agency/Department** for **Position Title**

Body Text *

Dear **First Name** **Last Name**,

Congratulations on your tentative letter of employment with the **Agency/Department** at **Branch/Organization** in **Duty Location - City** **Duty Location - State** as a **Position Title**, **Pay Plan**, **Series**, **Grade**.

This offer is contingent upon your ability to successfully pass a background investigation. You are required by law and regulation to have a background investigation conducted to determine your suitability for Federal employment, and for some positions, for national security purposes. This must be initiated prior to receiving a firm offer of employment.

This email serves as your invitation to the USA Staffing [Onboarding](#) Entrance on Duty system and the initiation of the pre-employment screening process. You will need to use the following URL to login: **Tentative Offer URL**.

Your actual entry on duty date will be established after a pre-employment check is completed to assign you an identity credential and to establish your initial level to Government facilities and information system. Your full suitability/security clearance investigation, as applicable, maybe completed after your entry on duty date. You will be submitting your suitability/security clearance forms through the separate e-QIP system.

The [Onboarding](#) system will help you complete your forms required for the [Onboarding](#) process. The system will ask you a series of questions and your answers will be used to automatically populate the forms. All forms assigned to you must be completed, signed and submitted within the [Onboarding](#) system. Ensure that you answer all questions within [Onboarding](#), and review & submit your OF-306 to expedite your suitability/security processing. A delay in completing your questionnaire in [Onboarding](#) could delay your entry on duty.

This is the first portion of this process; you will be receiving an additional email with payroll/benefits information to complete the second portion of this process. Also, you may receive a similar email for your official offer, and you will need to complete a similar process to accept, decline, or request more information to record your response to this position. If you have any questions regarding your new position, please contact: **Process Owner Name** using the contact information listed below.

Sincerely,
Process Owner Name
Agency/Department
Process Owner Email
Process Owner Phone

Onboarding Process Information	
System Details	Links to Informational Video and Onboarding Website
Onboarding : The Onboarding system will help you complete your forms required for the Onboarding process. The system will ask	Tentative Offer URL: New Hire Login URL



1st Notification Letter *pt. 1*

1st Notification -Tentative Offer letter/OF-306 – Temporary 1040 accession

Data Inserts or Placeholders can be used.

Provide detailed information of the Onboarding process and steps to complete.



Body Text *

Process Owner Phone

System Details	Links to Informational Video and Onboarding Website
Onboarding: The Onboarding system will help you complete your forms required for the Onboarding process. The system will ask you a series of questions and your answers will be used to automatically populate the forms. All forms assigned to you must be completed, signed and submitted within the Onboarding Manager system.	Tentative Offer URL: New Hire Login URL Onboarding Manager Informational Video

Temporary 1040 Appointment Statement:
As a temporary seasonal employee, you can only maintain non-competitive rehire eligibility if you work no more than a combined total of 1,039 hours anywhere in the National Park Service within your service year. You will lose your non-competitive rehire eligibility by (1) working multiple temporary seasonal positions that result in a combined total greater than 1,039 hours, or (2) working a single temporary seasonal appointment that exceeds 1,039 hours. As a reminder, service year is the consecutive 12-month period that begins with the date of your initial temporary seasonal appointment with the National Park Service.

Noncompetitive rehire eligibility allows for future placement in a like position without having to apply to a vacancy announcement as long as you have not worked more than 1,039 hours in a service year. If you have lost your non-competitive rehire eligibility, you will need to apply to open job announcements in order to be selected for a future temporary position limited to 1,039 hours in a service year. If you are selected competitively for a temporary position and do not exceed 1,039 hours within the service year, you will establish (or re-establish) non-competitive rehire eligibility for future service years.

Ethics Statement:
The NPS is committed to the highest ethical standards and, as an employee, you will be covered by the criminal conflict of interest statutes and the Standards of Ethical Conduct for Employees of the Executive Branch. You will be required to complete new employee ethics training within 90 days of your appointment. If this position is covered by financial disclosure requirements, you will be required to complete the financial disclosure report (OGE Form 450) within 30 days of your appointment.

If you are in a supervisory position, the NPS Ethics Official wants you to be aware that a government-wide ethics regulation, 5 C.F.R. § 2638.103, imposes the following responsibilities on all federal supervisors. Every supervisor in the executive branch has a heightened personal responsibility for advancing government ethics. It is imperative that supervisors serve as models of ethical behavior for subordinates. Supervisors have a responsibility to help ensure that subordinates are aware of their ethical obligations under the Standards of Conduct and that subordinates know how to contact agency ethics officials. Supervisors are also responsible for working with agency ethics officials to help resolve conflicts of interest and enforce government ethics laws and regulations, including those requiring certain employees to file financial disclosure reports. In addition, supervisors are responsible, when requested, for assisting agency ethics officials in evaluating potential conflicts of interest and identifying positions subject to financial disclosure requirements. To refresh your understanding of the ethical values underlying federal service, you should visit the DOI Ethics Website at: <https://www.doi.gov/ethics>

1st Notification letter pt.2

1st Notification -Tentative Offer letter/OF-306 – Temporary 1040 accession



Links to Information Video and Onboarding Website.

The screenshot shows the 'USA Staffing' Admin interface. The top navigation bar includes 'Staffing', 'Recruit', 'Admin', 'Reports', and 'Search'. The 'ADMINISTRATION' dropdown menu is open, showing 'Admin Home' and 'Workflows'. The 'Workflows' page is titled 'Workflow Administration' and includes a 'Manage Workflows' button. Below this, there is a section for 'Workflow Templates (17)' with a filter for 'All Request Types' and checkboxes for 'Include System Templates' and 'Show Retired Templates'. A table lists the workflow templates with columns for Name, Purpose, Status, Request Type, and Number of Tasks. A red rounded rectangle highlights the first seven rows of the table.

Name	Purpose	Status	Request Type	Number of Tasks
1st Workflow - Tentative Offer Letter	Onboarding	Published		11
2nd Workflow - Permanent Appointment - Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion	Onboarding	Published		15
2nd Workflow - Rehire on Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - No Benefits Eligibility	Onboarding	Published		10
2nd Workflow - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow-Permanent Appointment-Internal to NPS Hire	Onboarding	Published		3
3rd Workflow/Final - Entry On Duty Forms - HR Confirms EOD	Onboarding	Published		2



Assign a 2nd Workflow

Assign a 2nd Workflow by accession type.



Workflow Name
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion

Workflow Properties Workflow Activities

Activities 15

	Task Name	Task Rules	Purpose
<input type="checkbox"/>	FMS-2231 Fast Start Direct Deposit Form	2	Onboarding
<input type="checkbox"/>	Verify the New Hire Arrived for their First Day of Duty	2	Onboarding
<input type="checkbox"/>	W-4 Federal Tax Withholding Allowance Certificate	2	Onboarding
<input type="checkbox"/>	SF-144 Statement of Prior Federal Service	2	Onboarding
<input type="checkbox"/>	SF-181 Ethnicity and Race Identification	2	Onboarding
<input type="checkbox"/>	SF-256 Self-Identification of Disability	2	Onboarding
<input type="checkbox"/>	SF-1152 Unpaid Compensation of Deceased Civilian Employee Designation of Beneficiary	1	Onboarding
<input type="checkbox"/>	SF-2823 Federal Employees Group Life Insurance Designation of Beneficiary	1	Onboarding
<input type="checkbox"/>	SF-3102 Federal Employees Retirement System Designation of Beneficiary	1	Onboarding
<input type="checkbox"/>	TSP-3 Thrift Savings Plan Designation of Beneficiary	1	Onboarding
<input type="checkbox"/>	Add Beneficiary Form(s)	1	Onboarding
<input type="checkbox"/>	SF-2809 Employee Health Benefits Election Form	2	Onboarding
<input type="checkbox"/>	Receive Official Offer Response	1	Onboarding
<input type="checkbox"/>	All Payroll Form Information inputted into FPPS	2	Onboarding
<input type="checkbox"/>	All Benefits Form Information Inputted into FPPS	2	Onboarding



2nd Workflow – Workflow Activities

2nd Permanent Appointment – Transfer, Reassignment, or Promotion.

Note the ‘Workflow Activities’ are listed by Task Name.



USA Staffing®

Staffing Recruit Admin Reports Search

Go To [Search] [User: Angela Tallant]

ADMINISTRATION ▾

Admin Home Templates

Template Administration

Assessment Templates Announcement Templates **Notification Templates** Instructional Templates

Notification Templates (24)

Custom [Tags] Show Retired Templates: [Template Name or Template Description Search]

Template Name	Type	Template Description	Is Retired
2nd Notification - Permanent Appointment - Full Benefits Eligibility	Custom	2nd Notification - Permanent Appointment - Full Benefits Eligibility: recommended to send after the new hire returns the OF-306.	<input type="checkbox"/>
2nd Notification - Permanent Appointment - Internal to NPS Hire	Custom	2nd Notification - Permanent Appointment - Internal to NPS Hire - reduced workflow for current NPS employees.	<input type="checkbox"/>
2nd Notification - Permanent Appointment - Transfer, Reassignment, CLG, or Promotion	Custom	2nd Notification - Permanent Appointment - Transfer, Reassignment, CLG, Promotion, or State to State Relocation: recommended to send after the new hire returns the OF-306.	<input type="checkbox"/>
2nd Notification - Rehire on Temporary Appointment - FEHB Only Eligibility	Custom	2nd Notification - Rehire on Temporary Appointment - FEHB Only Eligibility- this informs the new hire that they can leave all payroll forms/information the same without submission of any new forms, but they will need re-enroll in FEHB.	<input type="checkbox"/>
2nd Notification - Temporary Appointment - FEHB Only Eligibility	Custom	2nd Notification - Temporary Appointment - FEHB Only Eligibility: recommended to send after the new hire returns the OF-306.	<input type="checkbox"/>
2nd Notification - Temporary Appointment - No Benefits Eligibility	Custom	2nd Notification - Temporary Appointment - No Benefits Eligibility: recommended to send after the new hire returns the OF-306.	<input type="checkbox"/>
2nd Notification - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Custom	2nd Notification - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility: recommended to send after the new hire returns the OF-306.	<input type="checkbox"/>



2nd Notification Letter

Send 2nd notification by accession type. This explains payroll forms, benefits.



2nd Notification Template

2nd Notification - Permanent Appointment - Full Benefits Eligibility

Subject Line *

You have tentatively accepted the position **Position Title** with the **Agency/Department**.

Body Text *

Hello **First Name**, **Last Name**.

By now you have completed the first portion of the Onboarding process. For the second portion of this process, you will need to log back into **New Hire Login URL**, update your questionnaires, review, sign, and submit your forms. For assistance in completing the second portion of the Onboarding process and making benefits election, please use the table below.

The National Park Service Benefits branch hosts a counseling webinar every Monday at 12:00 p.m. and 4 p.m. EST. This is an opportunity for you to receive an overview of all the benefits that are offered to you as a Federal employee or to refresh your knowledge of what Benefits are available. You are invited to participate and ask questions about the various benefits available to you.

You may attend this webinar by using the following URL: <http://webex.com>; select "Join," and complete the following steps:

1. Type in the event number 628373774, your name, and your email address.
2. If prompted, the password is: **Benefits2017** (may auto-populate).
3. Call our conference number 877-708-2184 and use access code 5840110 to hear the presentation.

NOTE: SPACE IS LIMITED TO 25 PARTICIPANTS SO GROUP PARTICIPATION IS ENCOURAGED. YOU MAY JOIN THE WEBINAR 10 MINUTES PRIOR TO THE START TIME. THE PRESENTATION WILL LAST NO MORE THAN AN HOUR.

Sincerely,
Process Owner Name
Agency/Department
Process Owner Email
Process Owner Phone

Onboarding Manager Process	
System Details	Links to Informational Video and Onboarding Website
Onboarding Manager: The Onboarding Manager system will help you complete your forms required for the Onboarding process. The system will ask you a series of questions and your answers will be used to automatically populate the forms. All forms assigned to you must be completed, signed and submitted within the Onboarding Manager system.	Onboarding Website Onboarding Informational Video

Body Text *

NOTE: SPACE IS LIMITED TO 25 PARTICIPANTS SO GROUP PARTICIPATION IS ENCOURAGED. YOU MAY JOIN THE WEBINAR 10 MINUTES PRIOR TO THE START TIME. THE PRESENTATION WILL LAST NO MORE THAN AN HOUR.

Sincerely,
Process Owner Name
Agency/Department
Process Owner Email
Process Owner Phone

Onboarding Manager Process	
System Details	Links to Informational Video and Onboarding Website
Onboarding Manager: The Onboarding Manager system will help you complete your forms required for the Onboarding process. The system will ask you a series of questions and your answers will be used to automatically populate the forms. All forms assigned to you must be completed, signed and submitted within the Onboarding Manager system.	Onboarding Website Onboarding Informational Video

Federal Employees Benefits Information		
Type of Benefit	Time Line and Information Regarding the Benefit	Links to Informational Videos and Websites
Health Insurance (FEHB)	If you plan to enroll in health benefits or waive coverage, you must complete the SF-2806 form within 60 calendar days of starting work.	Federal Health Benefits (FEHB) Informational Video Federal Health Benefits (FEHB) Informational Website
Life Insurance (FESLI)	Newly appointed Federal employees are automatically covered under Basic Life Insurance unless you waive it. If electing life insurance or waiving it, you must submit the SF-2817 form within 60 calendar days of starting work.	Federal Employees' Group Life Insurance (FESLI) Informational Video Federal Employees' Group Life Insurance



2nd Notification Template *Cont.*

Body Text *

Life Insurance (FEGLI)	Newly appointed Federal employees are automatically covered under Basic Life Insurance unless you waive it. If electing life insurance or waiving it, you must submit the SF-2817 form within 60 calendar days of starting work.	Federal Employees' Group Life Insurance (FEGLI) Informational Video Federal Employees' Group Life Insurance (FEGLI) Informational Website
Designation or Beneficiary Forms	Submit these forms at any time to designate your beneficiaries for retirement, thrift savings, unpaid compensation, or life insurance.	Designation of Beneficiary Informational Video
Dental/Vision Insurance	FEDVIP is a separate and supplemental plan to the Federal Health Benefits Program. It provides dental and vision coverage through a variety of insurers. If you plan to enroll in dental/vision insurance, you must apply through the program administrator's website within 60 calendar days of starting work.	Federal Employee Dental and Vision Benefits (FEDVIP) Informational/Enrollment Website (BENEFEDS)
Long Term Care Insurance	The Long Term Care Insurance program pays for long term care such as home care or care in a nursing home or assisted living facility. If you are interested in this program, you should apply directly through the program administrator's website.	Federal Long Term Care Insurance Program (FLTC) Informational Video Federal Long Term Care Insurance Program (FLTC) Informational/Enrollment Website
Flexible Spending Accounts	The Federal Flexible Spending Account (FSAFEDS) allows you to make <u>pre-tax</u> savings for certain health care and dependent care expenses. If you are interested in this program, you should apply directly through the program administrator's website.	Flexible Spending Account Informational/Enrollment Website
Thrift Savings Plan (TSP/401K)	TSP is a savings-based retirement fund similar to a 401K . There are tax advantages and employer matching funds for those participating in this program. You can change your contribution at any time.	TSP Informational Video TSP Informational Website

Body Text *

Thrift Savings Plan (TSP/401K)	TSP is a savings-based retirement fund similar to a 401K . There are tax advantages and employer matching funds for those participating in this program. You can change your contribution at any time.	TSP Informational Website TSP Change in Employee Express Video
Retirement Plan	The Federal Employee Retirement System (EERS) includes an annuity program, Social Security, and a Thrift Savings Program.	Federal Employee Retirement System (EERS)
Military Deposit Peace Corps Deposit	If you had active duty military time or Peace Corps Service, we can help you apply to buy credit for this time toward your civilian retirement. call 1-877-642-4743 or email nps_benefits@nps.gov	Military Deposit Informational Website Peace Corps Deposit Informational Website
Social Security	As a Federal Employee, you will pay full Social Security Taxes, as of 2013 this is equal to 6.2% of your salary	Social Security Informational Website
Annual and Sick Leave	You earn Annual and Sick Leave and will begin to accrue both immediately, based on your work schedule	Annual and Sick Leave Informational Website
Summary of New Employee Benefits	The Office of Personnel Management offers additional information about employee benefits.	Summary of Benefits Informational Video/Website Benefits Fast Facts Informational Website
New Employee Orientation	In addition to the information and attachments of this document, The National Park Service (NPS) has put together an excellent New Employee Orientation website to help you answer additional questions about working at NPS . The site is a great tool for new employees, it talks about what to expect during your first day, first week, and your first year working at NPS .	NPS New Employee Orientation Website
NPS Fundamentals	This national training program is the foundation of a new NPS career. All new employees within their first two years of permanent tenure with the NPS , and Pathways hires eligible for conversion to permanent employment, are eligible to apply for the NPS Fundamentals course at no cost to your work unit.	NPS Fundamentals Information



2nd Notification - Permanent
Appointment - Full Benefits
Eligibility



3rd Notification/Official Offer Templates

Notification templates - Official Offer Letter sent

Official Offer **Correction** Letter with Placeholders	Official Offer	Official Offer Correction Letter with Placeholders: Meant to be sent if corrections to the original official offer letter are needed.	<input type="checkbox"/>
Official Offer **Correction** Letter with Placeholders - Temporary 1040 Appointment	Official Offer	Official Offer Correction Letter with Placeholders - Temporary 1040 Appointment: Meant to be sent if corrections to the original official offer letter are needed.	<input type="checkbox"/>
Official Offer Letter with Data Inserts	Official Offer	Official Offer Letter- this will record the official acceptance of the position. ATTN: This letter will not warn you to input the Step, Projected EOD, etc...	<input type="checkbox"/>
Official Offer Letter with Data Inserts - Temporary 1040 Appointment	Official Offer	Official Offer Letter with Data Inserts - Temporary 1040 Appointment - this will record the official acceptance of the position. ATTN: This letter will not warn you to input the Step, Projected EOD, etc...	<input type="checkbox"/>
Official Offer Letter with Placeholders	Official Offer	Official Offer Letter- this will record the official acceptance of the position. This letter will warn you to input the Step, Projected EOD, etc...	<input type="checkbox"/>
Official Offer Letter with Placeholders - Temporary 1040 Appointment	Official Offer	Official Offer Letter with Placeholders - Temporary 1040 Appointment	<input type="checkbox"/>



USA Staffing®

ADMINISTRATION

Admin Home Workflows

Workflow Administration

Manage Workflows

Workflow Templates (17)

All Request Types Include System Templates Show Retired Templates

Name	Purpose	Status	Request Type	Number of Tasks
1st Workflow - Tentative Offer Letter	Onboarding	Published		11
2nd Workflow - Permanent Appointment - Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow - Permanent Appointment - Transfer, Reassignment, or Promotion	Onboarding	Published		15
2nd Workflow - Rehire on Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - FEHB Only Eligibility	Onboarding	Published		12
2nd Workflow - Temporary Appointment - No Benefits Eligibility	Onboarding	Published		10
2nd Workflow - Term/Temps 1+ yr & Pathways eligible for Full Benefits Eligibility	Onboarding	Published		17
2nd Workflow-Permanent Appointment-Internal to NPS Hire	Onboarding	Published		3
3rd Workflow/Final - Entry On Duty Forms - HR Confirms EOD	Onboarding	Published		2

Assign the 3rd Workflow

3rd Workflow/Final – Entry on Duty Forms – HR Confirms EOD.



Template Information * = Required

Template Name *
4th/Final Process - Benefits Forms Reminder

Template Description *
Reminds the new hire to sign and submit their benefit documents after **EOD**.

Notification Purpose *
Onboarding

Notification Type *
Custom

Owning Office *
NPS Administration

Tags
NPS Administration x National Park Service

Subject Line *
Pending Time Sensitive Benefits Documents within USA Staffing Onboarding for the **Agency/Department** !

Body Text *
Hello **First Name** **Last Name** ,
This is the 4th and final process for Onboarding, and this email serves as a reminder to review, sign, and submit your benefits documents. Most benefits with the federal government are time sensitive, so please access the USA Staffing Onboarding website at **New Hire Login URL** to review your form(s) for accuracy, sign and submit the form(s) to Human Resources.
Thanks,
Process Owner Name



4th Final Process – Benefits Forms Reminder

Reminds the New Hire to sign and submit their benefit documents after EOD.

FY18 Total New Hires in Onboarding – 6,953

New Hire Requests per Region-

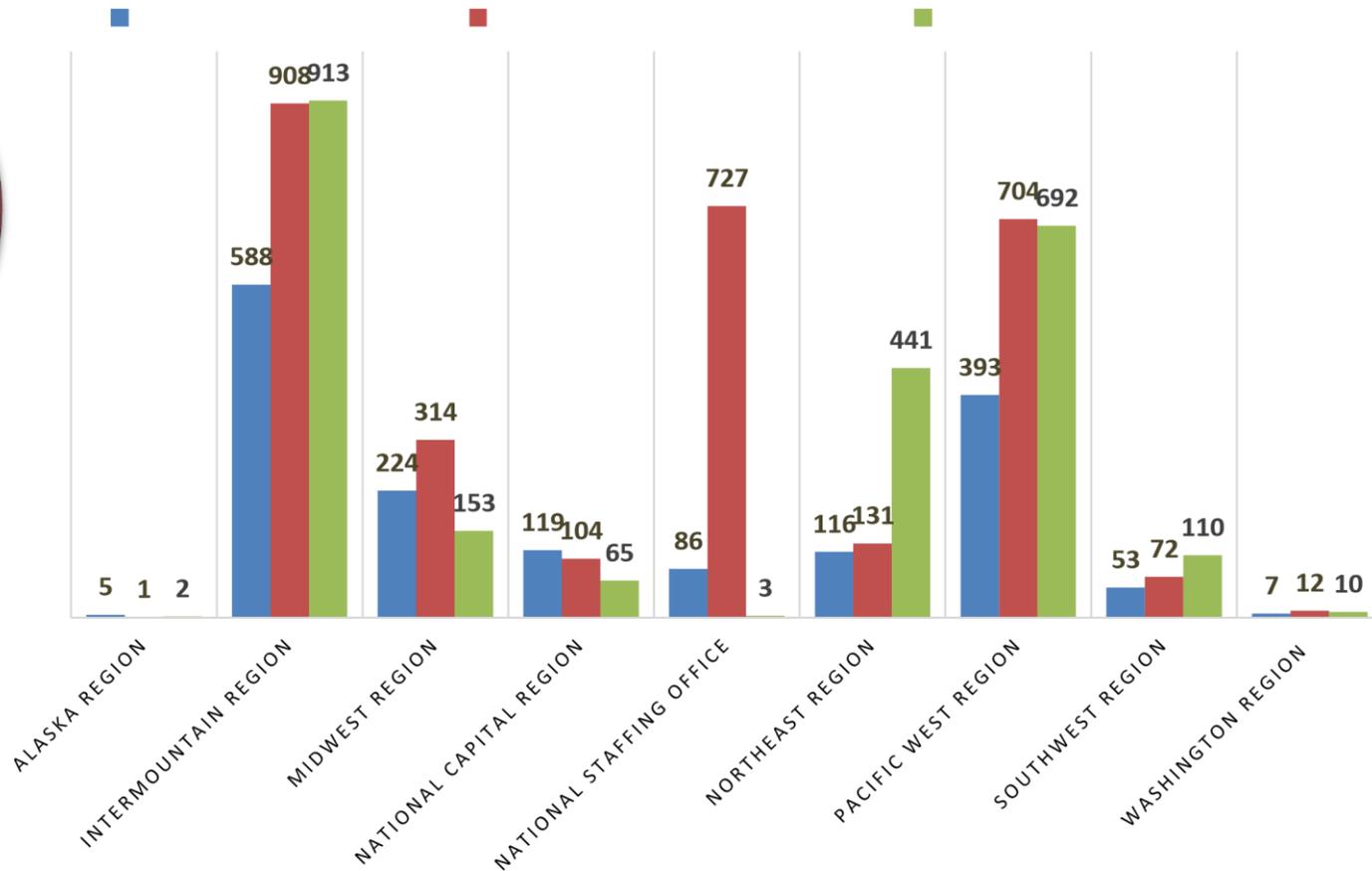
Office

New Hire Requests by Type



- Alaska Region - 8
- Intermountain Region - 2409
- Midwest Region - 691
- National Capital Region - 288
- National Staffing Office - 816
- Northeast Region - 689
- Pacific West Region - 1789
- Southeast Region - 238
- Washington Office - 29

New Vacancy - 1591



Additional Selection - 2973 Onboard New Hire - 2389



Reports to support Onboarding

NPS New Hire Benefit Forms – New Hire (End of Day)

A	B	C	D	E	F	G	H
New Hire Request Customer Name	New Hire Onboarding Process Owner	New Hire Form Number	New Hire Form Name	New Hire Form Next Agency Action	New Hire Name	New Hire Effective Date of Appointment	New Hire Projected Start Date
IM-1538-AMIS	Process Owner	SF 2817	Federal Employees' Group Life Insurance Election	Answer Required Questionnaire Items	Applicant Name	Mar 18, 2018	03/18/2018
		TSP 1	Thrift Savings Plan Election Form	Answer Required Questionnaire Items	Applicant Name	Apr 29, 2018	04/29/2018
		SF 2809	Employee Health Benefits Election	Answer Required Questionnaire Items	Applicant Name	Mar 3, 2019	03/03/2019
		SF 2817	Federal Employees' Group Life Insurance Election	Answer Required Questionnaire Items	Applicant Name	Mar 31, 2019	03/31/2019
IM-1538-BIBE	Process Owner	SF 2809	Employee Health Benefits Election	Answer Required Questionnaire Items	Applicant Name	Jan 21, 2018	01/21/2018
		SF 2817	Federal Employees' Group Life Insurance Election	Answer Required Questionnaire Items	Applicant Name	Apr 29, 2018	04/29/2018
		TSP 1	Thrift Savings Plan Election Form	Answer Required Questionnaire Items	Applicant Name	Apr 29, 2018	04/29/2018

Onboarding Requests Overview

New Hire Request Type	New Hire Name	New Hire Number	New Hire Onboarding Process Owner	New Hire Request Status	New Hire Projected Start Date	New Hire Actual Start Date	New Hire Arrival Verified Complete Date
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Complete		05/05/2019	05/05/2019
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made			
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Complete	04/21/2019	04/22/2019	04/22/2019
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Complete	04/14/2019	04/16/2019	04/16/2019
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made	05/19/2019		
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made	05/19/2019		
Onboard New Hire	Applicant Name	XXXXX-XXXX	Process Owner	Complete	02/17/2019	02/19/2019	02/19/2019
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made	05/19/2019		
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made	05/19/2019		
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Complete	05/12/2019	05/15/2019	05/15/2019
Onboard New Hire	Applicant Name	XXXXX-XXXX	Process Owner	Complete	03/17/2019	03/18/2019	03/18/2019
Onboard New Hire	Applicant Name	XXXXX-XXXX	Process Owner	Complete	02/03/2019	02/04/2019	02/04/2019
Additional Selection	Applicant Name	XXXXX-XXXX	Process Owner	Complete	05/12/2019	05/14/2019	05/14/2019
New Hire	Applicant Name	XXXXX-XXXX	Process Owner	Selection Made	05/19/2019		

eOPF Transmission Report

Staffing Organization	Staffing Office	Staffing Customer	First Name	Middle Name	Last Name	New Hire Number	Actual Start Date	Document Number	Document Name	Transmission Date/Time	Transmission Status	Transmission Error Description
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	DG 16	Employment Applications and Resumes	May 14, 2019 12:36:12 PM	Queued	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	DG 05	Copy of School Transcripts	Apr 1, 2019 6:59:06 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	DG 15	Employment Applications and Resumes	Apr 1, 2019 6:59:04 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 1152	Unpaid Compensation of Deceased Civilian Employee Designation of Beneficiary	Apr 1, 2019 5:19:35 PM	Elected Not to Transmit	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 1152	Unpaid Compensation of Deceased Civilian Employee Designation of Beneficiary	Apr 1, 2019 5:19:34 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 2823	Federal Employees Group Life Insurance Designation of Beneficiary	Apr 1, 2019 5:19:34 PM	Elected Not to Transmit	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 2823	Federal Employees Group Life Insurance Designation of Beneficiary	Apr 1, 2019 5:19:35 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 3102	Federal Employees Retirement System Designation of Beneficiary	Apr 1, 2019 5:19:34 PM	Elected Not to Transmit	
National Park Service	Alaska Region	AK-1537-AKRD	First Name	Middle Name	Last Name	XXXXXXXXXX	Mar 31, 2019 12:00:00 AM	SF 3102	Federal Employees Retirement System Designation of Beneficiary	Apr 1, 2019 5:19:35 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-DENA	First Name	Middle Name	Last Name	XXXXXXXXXX	Apr 15, 2019 12:00:00 AM	DG 61	Service Computation Date (SCD) Worksheet	Apr 15, 2019 7:39:04 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-DENA	First Name	Middle Name	Last Name	XXXXXXXXXX	Apr 15, 2019 12:00:00 AM	DF 8	Position Description	Apr 15, 2019 7:39:04 PM	Confirmed	
National Park Service	Alaska Region	AK-1537-DENA	First Name	Middle Name	Last Name	XXXXXXXXXX	Apr 15, 2019 12:00:00 AM	DF 8	Position Description	Apr 15, 2019 7:39:04 PM	Queued	



Permission Profiles (7) Create Profile

Onboarding User | All Levels | Tags | Profile Name, User Type or Level

Profile Name	User Type	Profile Type	Level
NPS New Hire Status - HM View Only	Onboarding User	Unpaid	Custom
NPS Onboarding View Only	Onboarding User	Unpaid	Custom
NPS Park Admin Onboarding - EOD Only	Onboarding User	Unpaid	Custom
NPS Park Admin Onboarding - Full Access	Onboarding User	Unpaid	Custom

Permission Profiles (4) Create Profile

Human Resources User | All Levels | Tags | onboarding

Profile Name	User Type	Profile Type	Level
NPS Administrative Onboarding	Human Resources User	Unpaid	Custom
NPS NSO Onboarding Only User	Human Resources User	Unpaid	Custom
NPS Onboarding Only User	Human Resources User	Unpaid	Custom

Onboarding Permission Profiles

Custom Onboarding User Type

Profiles

- New Hire Status – HM View Only



- Onboarding View Only
- Park Admin – EOD Only

Custom Human Resources User Type Profiles

- NPS Administrative Onboarding

- Park Admin – Full Access

- NPS NSO Onboarding Only User
- NPS Onboarding Only User



Human Resources Reference & Training Onboarding Training Videos & Slides



Onboarding For HR Users covers the basic features of the Onboarding function in USA Staffing.

USA Staffing for Onboarding Users Training

USA Staffing for Onboarding Users

Use this [Link](#) for the login options. Other saved links may cause you difficulty.

[Login Troubleshooting Guide](#)

Log in.gov required for USAJobs and Onboarding Access

- [Assisting New Hires with Accessing Onboard through Login.gov - HR User Guide - Posted 12-06-2017](#)
- [PART I - Creating Login.gov Account New Hire Guide - Posted 12-06-2017](#)
- [PART II - Accessing Login.gov Account New Hire Guide - Posted 12-06-2017](#)

Onboarding FAQs (PDF) is a good starting point for understanding system features.

USA Staffing New Hire Onboarding Training Onboarding Training Course

- Exercise 1: [Creating a New Hire Record from a Certificate](#) - Updated 4/14/2017
- Exercise 2: [Manually Creating a New Hire Record](#) - Updated 4/14/2017
- Exercise 3: [Accessing USA Staffing Onboard as the New Hire](#) - Updated 4/14/2017
- Exercise 4: [Completing the New Hire Record](#) - Updated 4/14/2017

Onboarding User Orientation

Onboarding Training
USA Staffing

Onboarding Orientation Slides and Notes (PDF 1 MB)

Covers basic user requirements, where to find help, and a process overview.

Create Additional Requests from An Existing Certificate

Onboarding Training
USA Staffing

Additional Requests covers how an HR User can forward multiple selectees from one cert on to the Onboarding New Hire area.
Create Additional Requests Slides and Notes (PDF 600 KB)

Onboarding Phase 1

Onboarding Training
USA Staffing

Onboarding Phase 1 Slides and Notes (PDF 8 MB)

Covers creating a New Hire, inviting the new employee to onboarding, assigning the OF 306 and questionnaire, and sending notification emails to the employee.

A slide from Onboarding Phase 2

HR View

Onboarding Phase 2

Onboarding Training
USA Staffing

Onboarding Phase 2 Slides and Notes (PDF 5.7 MB)

Covers second notification and workflow, payroll and benefits forms questionnaires, signing forms, uploading beneficiary forms.

Onboarding Training References



- Know your support resources
- [USA Staffing Resource Center](#)



- [National Park Service - Human Resources Reference & Training](#)
- Variety of training videos
- Slides supporting each video
- Practice in USA Staffing Stage
- In roles as HR and as an applicant

Click below to Find Your Park



New & Upcoming Functionality

Presenter: Jennifer Reaves, USA Staffing Business Analyst



What We're Working on Now:

- Hiring Manager dashboard
- Order applicants by application date (per DHA)
- Permission the "Verify New Hire Arrived for First Day of Duty" task
- Additional New Hire dashboard filters
- Retire customers
- Add eligibility "bundles" to a vacancy

- Customizable announcement number defaults
- Add attachments to notification templates

What's Coming Next:

- Certificate statuses
- Improvements to panel reviews
- Hiring Manager access to position description library
- Archive position descriptions
- Hiring data warehouse



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





New Consolidated Release Notes Format – Coming June 1st

Presenter: Carrie Dever, USA Staffing Account Manager

- Compiles items by system area to help you quickly find when a specific feature was released.
- Consolidated Release Notes:
- Published in Online Help
- Items categorized by system area
- Each item includes the production release number and release date
- All release notes are searchable across time



Help for USA Staffing HR Users

Help by Page

Help by Task

Release Items

USA Staffing Resource Center



Release Items

- Alert Items - FY19
- Dashboard Items - FY19
- Request Items - FY19

Best Practices for Submitting Help Desk Tickets

Presenter: David Long, USA Staffing User Support Team

Provide All Pertinent Information When Submitting Tickets

- We strive to be responsive and in order to limit any delay in response, we require actionable information in each ticket request



- If a single issue affects multiple applicants or vacancies, these can be combined into a single ticket in order to retain all facets of the issue in one place

Using Special Characters

- Special characters, such as hyphens, colons, ampersands, etc., should be not be used in either the Subject or Description areas of tickets as it will cause errors
- These errors are caused by FootPrints not being able to interpret the content you entered which prevents the program from updating your ticket
- Normal punctuation used in sentences such as question marks and periods may be used



USA Staffing Resource Center

Presenter: Shannon Hazelwood, USA Staffing Account Management Manager



Updated Resources

- NOR Message Codes - May 4, 2019
- Onboarding Forms Available List - May 13, 2019
- Product Summary – May 22, 2019

New Resources

- USA Hire Technical Set-up in USA Staffing vignette – April 18, 2019

USA Staffing
Great Government Starts Here®
OPM's Talent Acquisition System for Federal Agencies

Navigation
▶ Home

Security And Privacy
▶ Privacy Policy
▶ Terms and Conditions of Use

USA Staffing Upgrade Resource Center

Welcome to the USA Staffing Resource Center! This site provides important information and resources to support your agency's implementation and use of USA Staffing. We have designed this site with agency leaders, Advisory Board Members, and implementation teams in mind.

- RESOURCES
- TRAINING
- PRODUCTION
- STAGE
- CURRENT FEATURES
- FUTURE FEATURES
- REPORTS & ANALYTICS
- INTERCONNECTIONS
- USA HIRE
- CALENDAR
- COMMUNICATIONS
- ADDITIONAL INFO

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



Best Practices in Assessment Questionnaire Development: Online Training

- Estimated deployment late June 2019
- The newly refreshed course will contain information specific to the Upgrade version of USA Staffing
- The course will contain 9 lessons covering:
 - Researching the position
 - Identifying and writing screen outs
 - Identifying competencies and writing ranking items
 - Scoring
 - Ensuring quality in your assessment process
 - Federal Wage System jobs





- Users will complete an assessment at the end of this course
- We will provide notification and registration instructions when the course is available to users.

New DE Certification Program Pre-requisite Courses

Category Rating Workshop

When: Monday, July 15, 2019

Where: Washington, DC

Cost: \$410/person

Adjudicating Veterans' Preference

When: Tuesday, July 16, 2019

Where: Washington, DC

Cost: \$410/person





Basic Staffing

When: Tuesday, July 30 – Thursday, August 1, 2019

Where: Washington, DC

Cost: \$650/person

The registration deadline is Wednesday, July 12 for all courses. All courses are available for single agency on-site delivery, as well. For more information or to register contact StaffAcquisition@opm.gov.



USA Staffing Upcoming Events

May 2019						
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	

May 23: Cognos Stage Release

June 2019						
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						



May 28: USA Hire Workgroup

May 30: Cognos Production Release
June 6 and 20: Cognos Stage Release

June 13 and 27: Cognos Production Release

June 1 and 22: USA Staffing Production Release
June 7: USA Staffing Stage Release

June 25: Reporting & Analytics Workgroup

June 28-30: *Maintenance Downtime (tentative)*

Questions?

For additional information, please contact your Account Manager.