



Advisory Board Meeting

August 29, 2024





Ground Rules

Questions:

Use the Chat in MS Teams 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.

OPM | USA Staffing

Agenda

1. USAJOBS Updates
2. USA Staffing Feature Updates
3. AI Initiatives: Classification
4. USA Staffing Program Updates
5. Upcoming Events





USAJOBS Updates

Presented by Megan Arens, USAJOBS CX Manager

Improving the Federal Hiring Experience Memo

OPM and OMB issued this memo to federal agencies to:

- Strengthen strategic workforce planning, recruitment, hiring, and data analytics
- Design and build an improved applicant experience
- Improve the hiring manager experience by ensuring applicants who are referred are appropriately qualified
- Empower HR professionals and minimize HR burden by simplifying processes and advancing hiring policies that increase the number of selections made from hiring actions using effective assessments

M-24-16 Memorandum on Improving the Federal Hiring Experience
([chcoc.gov](https://www.chcoc.gov))

New Talent Program!

- The Agency Talent Portal recently launched the **Pathways Recent Graduate Talent Programs**.
- ATP also has a **Pathways Intern Talent Program**
- These Talent Programs include Pathways Interns and Recent Grads (respectively) who have met performance requirements but cannot convert at their agency due to a budget or operational reason

Talent Programs

Hiring managers can access candidates who are part of a government program where they have been verified as meeting eligibility and qualification requirements

Pathways talent program

[My agency view](#) > All available recent graduates

Available recent graduates

This is a list of recent graduates who are available for agencies to convert.

Keywords

Search by keyword

Location

City, state, zip or country

Current ☒ Desired ☐

Search

Sort by Eligibility end date

Eboni Stewart

Available for 33 days until 9/15/2024

Seguin, Texas

Associate's degree / Architeo

Last updated: 10/31/2022

WG 0001-9

[Contact agency about this recent graduate](#)

DOI Recent Grad

Available for 43 days until 9/25/2024

Springfield, Virginia

Bachelor's degree / Business

Last updated: 8/7/2024

GS 0343-9

[Contact agency about this recent graduate](#)

Emily Smith

Available for 351 days until 7/30/2025

Ackworth, Iowa

Master's degree / Information Technology

Last updated: 7/30/2024

GS 2210-9

[Contact agency about this recent graduate](#)

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

How to use Talent Programs

Do you have an intern or recent graduate who needs help converting to another agency?

- ✓ Contact your agency's Pathways Program Officer (PPO)
- ✓ The PPO will invite the intern or recent graduate to join the Talent Program

Are you interested in hiring an early career candidate from the Talent Programs?

- ✓ Log into ATP and click "Talent Search"
- ✓ Select "Search Talent Programs"
- ✓ View the candidates' resumes
- ✓ Via ATP, contact the candidate's agency if you're interested in interviewing the candidate
- ✓ Interview the candidate



USA Staffing Feature Updates



Competency Library Updates

Patrick Gonsalves

Competency Library Cleanup

Competency Network as a Filter: Added the ability for users to filter by competency network when selecting competencies to add to an assessment package.

New Competencies: Added new Federal Workforce Competency Initiative (FWCI) competencies

Updating Existing Competencies: Updating definitions to match published MOSAIC and FWCI competencies

Retiring Obsolete Competencies: Retiring duplicate and obsolete competencies

New Competency Networks: Adding recently developed FWCI Networks



Filtering by Competency Network - 1

The old way...if a User wanted to use a specific Competency Network, they would have to navigate to a different part of the system, take note of the included competencies, then navigate back to this page to add the appropriate competencies.

The screenshot displays the USA Staffing® system interface. The top navigation bar includes links for Staffing, Classification, Recruit, Admin, Reports, and Advanced Search. The user is logged in as Patrick Gonsalves - TEST. The main content area is titled 'ADMINISTRATION' and shows the 'Competency Network' section. The 'Competency Library (74)' is open, displaying a list of competencies with filters applied. The filters include '0201 - Human Resources Management', '12', '13', and 'Library'. The competency list shows columns for ID, Title, Definition, Source, and Status. The 'Competency Network' section shows a list of competencies with columns for Competency ID, Title, Competency Type, and Principal Source.

Competency Library (74)

Filters:

- 0201 - Human Resources Management
- 12
- 13
- Library
- Any Competency Type
- Any Tag
- Competency Title, Definition
- PD#
- Competency ID#
- Published
- Show Only Critical Competencies
- Exclude HR Manager Competencies

Competency List:

ID	Title	Definition	Source	Status
2	Accident Investigation	Knowledge of guidelines, regulations, and procedures associated with an accident investigation including preservation of accident scene, root cause analysis, and evidence detection and handling.	HR Manager	Published
3	Accountability	Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determines objectives, sets priorities, and delegates work. Accepts responsibility for mistakes. Complies with established control systems and rules.	HR Manager	Published
373	Add New	Add New	Job Analysis	Published
5	Administration and Management	Knowledge of planning, coordination, and execution of business functions, resource allocation, and production.	HR Manager	Published
381	asdfsadf	asdfsdfd	Job Analysis	Published
19	Attention to Detail	Is thorough when performing work and conscientious about attending to detail.	HR Manager	Published
50054	Classification	Knowledge of classification concepts, principles, and practices related to structuring organizations and positions and determining the appropriate pay system, occupational grouping, title, and pay level of positions.	HR Manager	Published
		Knowledge of the impact of change on people, processes, procedures, products, and organizational systems; knowledge of		

Competency Network (33)

Any Competency Type

Competency ID	Title	Competency Type	Principal Source
19	Attention to Detail	General	HR Manager
50054	Classification	Technical	HR Manager
50037	Client Engagement/Change Management	General	HR Manager
50055	Compensation	Technical	HR Manager
56	Creative Thinking	General	HR Manager
64	Customer Service	General	HR Manager

Filtering by Competency Network - 2

The new way...we added an additional filter where the User can search for the specific Competency Network from which they want to select competencies without having to navigate away from the assessment package.

The screenshot displays the 'Competency Library (618)' interface. On the left, a 'Filters' sidebar contains various search criteria. A red box highlights the 'Competency Network Library (1)' filter, which is set to '0201 - Human Resources Management'. A red arrow points from this filter to a secondary 'Filters' panel in the center. This panel also has a red box around the 'Human Resources Management' filter. Another red arrow points from this filter to a third 'Competency Library (33)' panel on the right. This panel shows a list of competencies with columns for ID, Title, Definition, Source, and Status. The competencies listed include 'Attention to Detail', 'Classification', 'Client Engagement/ChangeManagement', 'Compensation', 'Creative Thinking', and 'Customer Service'.

ID	Title	Definition	Source	Status
111	Competency Network Library (1)		Job Analysis	Published
456			Job Analysis	Published
349			Job Analysis	Published
417				
431				
106				
106				
108				
111				
11164	8840	88		

ID	Title	Definition
19	Attention to Detail	Is thorough when performing work and conscientious about attending detail.
50054	Classification	Knowledge of classification concepts, principles, and practices related structuring organizations and positions and determining the appropriate pay system, occupational grouping, title, and pay level of positions.
50037	Client Engagement/ChangeManagement	Knowledge of the impact of change on people, processes, procedures leadership, and organizational culture; knowledge of change management principles, strategies, and techniques required for effectively planning, implementing, and evaluating change in the organization.
50055	Compensation	Knowledge of compensation concepts, principles, and practices, including pay and leave administration and compensation flexibilities.
56	Creative Thinking	Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
61	Customer Service	Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide

Adding New Competencies

Digital Collaboration - Uses digital tools, technologies, or social media for communication, knowledge-sharing, and collaborative processes; works with others to construct and create resources and knowledge, or provide services, in a digital environment.

Supporting Diversity - Maintains an open mind regarding different ideas, opinions, values, and beliefs; recognizes own worldview and understands its influence on interactions with others; incorporates a variety of viewpoints to help accomplish work goals; contributes to an inclusive work environment with equal treatment of individuals across all demographic (e.g., race, gender) and social (e.g., culture) groups.

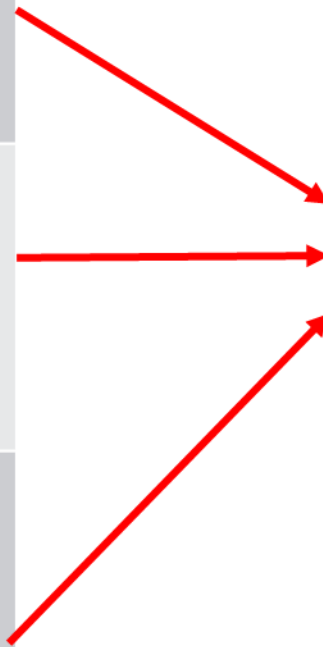
Updating Competencies

Title	Existing Definition	Updated Definition	Change
Hardware Engineering	Knowledge of the principles, methods, and tools for designing, developing, and testing computer or computer related equipment.	Knowledge of the principles, methods, and tools for designing, developing, and testing computer or computer-related equipment.	Hyphenates “computer-related” to match the published FWCI definition.
Building and Construction	Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings.	Knowledge of materials, methods, and the tools to construct objects, structures, and buildings.	Removes “appropriate” to match the published MOSAIC definition

Retiring Competencies - Duplicates

ID	Title	Definition
261	Self Esteem	Believes in own self worth; maintains a positive view of staff and displays a professional image.
262	Self Esteem	Believes in own self-worth; maintains a positive view of self and displays a professional image.
266	Self-Esteem	Believes in own self-worth, maintains a positive view of self, and displays a professional image.

ID	Title	Definition
267	Self-Esteem	Believes in own self-worth; maintains a positive view of self and displays a professional image.



Retiring Competencies - Features

- **Retired Flag:** Retired competencies will be flagged in the database to prevent them from appearing in search results
- **Re-mapping of Competencies:** Retired competencies will be re-mapped to active competencies in existing Assessment Packages, Assessment Package Templates, and Competency Networks via script
- **Electronic Case File:** A history entry will be added to any Vacancy's Assessment Package where a retired competency is replaced to document the change
- **System Updates:** The system will be updated to prevent retired competencies from being copied or appearing in search results.
- **Updating Documentation:** The User Guide on the USA Staffing Resource Center listing available HR Manager competencies will be updated, to include a statement outlining the reasons for and process by which these changes are made.

Adding New Competency Networks

Recently developed competency models include:

- Project Management
- Program Management
- Artificial Intelligence

We will also start an ongoing process of reviewing existing competency models for accuracy and relevance.



Advanced Search Updates

Patrick Gonsalves

Advanced Search

More than **75%** of users report using Advanced Search functionality on at least a weekly basis; **60%** report using it daily.

In a single month, Advanced Search is used **1.8 million** times by almost **21,000** unique users. As the system grows, users have found themselves becoming increasingly frustrated, encountering long wait times for incorrect results.



Advanced Search Screen

Performance	A complete search refactor provides the fastest results speeds to thousands of users.
Accurate Results	Data extraction and display inconsistencies causing incorrect and incomplete results have been resolved.
Additional Field Options	Users can add additional or remove unwanted columns giving them the custom experience they need.
Column Reordering	Users can drag and drop the column headers to modify the display order of results.

The screenshot displays the 'USA Staffing' Advanced Search interface. The top navigation bar includes links for Staffing, Classification, Recruit, Admin, Reports, and Advanced Search. The search criteria are set to 'Vacancy' with a search for 'Grade' 'Is' '12'. A red arrow points from the 'Results Options' button to a modal window titled 'Results Options'. This modal allows users to customize the search results by selecting columns and sorting options. The main results table shows 1061 results, with columns for Vacancy Number, Request Number, USAJOBS Job Title, and Pay Plan.

Vacancy Number	Request Number	USAJOBS Job Title	Pay Plan
1000097	20150319-21660-BKC 20150902-51104 20170622-64601 BKC-20150323-49258	HR Specialist (Recruitment)	GS
1000099	20150319-19847 20150331-67365 20170824-80250 20230120-18420 20230217-34667 20230809-95940	Human Resources Specialist	GS
10000100	20150319-19847 20170824-80250	Human Resources Specialist	GS

Results Options

Column	Sort
Vacancy Number	
Request Number	
USAJOBS Job Title	
Pay Plan	
Series	
Grade	

Apply Cancel

Advanced Search vs. Current Search

	Before	After
Applicant	11620 Results; 36 Seconds	11620 Results; 4 Seconds
Announcement	0 Results; 60 Seconds (Search timed out)	4958 Results; 3 Seconds
Vacancy	7704 Results; 54 Seconds	7704 Results; 3 Seconds



Announcement & New Hire Updates

Carrie Dever

Announcement Field Updates: Financial Disclosure and Bargaining Unit Status

- Fields were informational in Request and Vacancy.
- *Available Now!* Enabled fields will now display value on USAJOBS in Overview section.
- 'Yes' values will allow for explanatory text.



Financial Disclosure
Yes

You will be required to disclose financial records due to the requirements of this position. ✕

Bargaining Unit Status
Yes

This position is covered under RCT Local #734 ✕

Drug test
No

Financial disclosure
Yes - You will be required to disclose financial records due to the requirements of this position.

Bargaining unit status
[Yes](#) - This position is covered under RCT Local #734

Announcement number
24-CBPK-12464033

Control number
803788200

Duties

- Answers incoming telephone calls, correspondence, and provides direct responses to specific inquiries regarding FEHB Programs.
- These responsibilities require knowledge of the laws and regulations governing the Programs, specific plan provisions, and current information related to enrollment and to insurance administrative systems.
- Assists in Group administrative tasks, such as filing, recordkeeping, and assembling information packets and briefing materials.
- Tracks and processes workloads, such as disputed claims within the Groups that administer FEHB Program contracts.
- Performs automation support activities, and public contact activities throughout the FEIO in Groups, including those that operate open seasons and support the contracting Groups, and those that administer Individual Benefits and Life Insurance contracts.
- Responds in a personable and professional manner to customer inquiries received over the telephone.
- Helps inquirers understand FEHB processes and procedures and the respective Program features.
- Responds verbally over the telephone, and to written correspondence via e-mail and regular mail. Questions range from routine to complex in nature and pertain to a variety of Program issues, especially enrollment, premium, coverage, and current Program policies. Questions and correspondence may also relate to disputed claims processing, status and routine submissions.
- Helps customers with routine requests for assistance requiring immediate action, such as getting an enrollee in touch with the agency officials who can process transactions on behalf of the customer.
- Keeps other office employees and leadership aware of current troublesome situations with broad patterns of repetition or

Washington, DC

Remote job
No

Telework eligible
Yes—as determined by the agency policy.

Travel Required
Occasional travel - You may be expected to travel for this position.

Relocation expenses reimbursed
No

Appointment type
Permanent

Work schedule
Full-time

Service
Competitive

Promotion potential
7

Job family (Series)
[0962 Contact Representative](#)

Supervisory status
No

Security clearance
[Not Required](#)

Drug test
No

Position sensitivity and risk
[Moderate Risk \(MR\)](#)

Trust determination process
[Credentialing](#)
[Suitability/Fitness](#)

Announcement number
24-DMN-12477340-DE

Control number
800522200

Filter Drawer on Tasks and New Hires Dashboards

- Improved user experience while multi-select filtering on the dashboards.
- Multi-select Target Releases:
 - Stage: 8/30/24
 - Production: 9/20/24

The screenshot shows a web application interface for managing tasks. The main dashboard is titled 'Tasks (3004)' and displays a table with columns: Type, Vacancy Number, Request Number, Status, and Task Owner. The table lists several tasks, including 'Verify Mary Littlelamb Arrived for First Day of Duty', 'Issue Certificates 10035752', 'Send Certificates 10035752', 'Notify Applicants Of Referral 10035752', 'Audit Certificates 10035752', 'Notify Applicants Of Referral Disposition 10035752', 'Notify Applicants Of Referral 10035751', 'Send Certificates 10035751', and 'Testing 37752 10035751'. The status of these tasks varies between 'Pending' and 'Active'. The task owner for all listed tasks is 'Jessica Link'.

A 'Task Filters (4)' drawer is open on the right side of the screen. It contains the following sections:

- Keywords:** A search bar with the placeholder text 'Name | Request # | Vacancy #'.
- Task Information:**
 - Status:** A multi-select dropdown showing 'Active' and 'Pending'.
 - Owner:** A multi-select dropdown showing 'Carrie Dever' (carrie.dever@opm.gov) and 'Jessica Link' (Jessica.Link@opm.gov).
 - Type:** A dropdown showing 'All Types'.
 - Purpose:** A dropdown showing 'All Purposes'.
- Other Information:** A section with the label 'Office, Date Milestones'.

At the bottom of the filter drawer, there are checkboxes for 'Overdue only' and 'Favorites only', both currently unchecked. Below these are three buttons: 'Apply', 'Reset Filters', and 'Cancel Changes'.

The main dashboard also includes a navigation bar with tabs for 'Welcome', 'Tasks', 'Requests', 'Vacancies', and 'New Hires'. The 'Tasks' tab is currently selected. At the bottom of the dashboard, there is a pagination control showing 'Page 1 of 61 pages' and a 'Number of tasks per page' dropdown set to '50'.

Send Multiple Onboarding Notifications from the New Hires Dashboard - 1

- Reduces the need to access a certificate to send an onboarding notification to more than one new hire in a single action.
- Steps to complete will mimic the experience when sending from a certificate.

The mockup shows a web application interface for the 'New Hires' dashboard. At the top, there is a navigation bar with tabs for 'Welcome', 'Tasks', 'Requests', 'Vacancies', and 'New Hires'. Below the navigation bar, the title 'New Hires (7)' is displayed, followed by 'Clear Filters (1)' and 'Clear Filters' buttons. The main content area contains a table with 7 columns: 'Column 1', 'Column 2', 'Column 3', 'Column 4', 'Column 5', and 'Favorite'. The table has 4 rows of data. Each row contains a checkbox, a 'Clickable Data' link, 'Read-only data', two 'Input' fields, and a star icon. The first and third rows have their checkboxes checked. At the bottom of the table, there is a summary bar showing '3 of 100 selected' and a 'Send Notifications' button, which is highlighted with a yellow border. Other buttons in the summary bar include 'Print Forms' and 'Batch Verify New Hire Arrival for First Day of Duty'. The bottom of the page features a pagination bar with 'Number of tasks per page' set to 100, '1 of 1002 pages', and a 'Go to page:' field with a 'Go' button.

	Column 1	Column 2	Column 3	Column 4	Column 5	Favorite
<input type="checkbox"/>	Clickable Data	Read-only data	<input type="text" value="Input"/>	<input type="text" value="Input"/>	Read-only data	☆
<input checked="" type="checkbox"/>	Clickable Data	Read-only data	<input type="text" value="Input"/>	<input type="text" value="Input"/>	Read-only data	☆
<input type="checkbox"/>	Clickable Data	Read-only data	<input type="text" value="Input"/>	<input type="text" value="Input"/>	Read-only data	☆
<input checked="" type="checkbox"/>	Clickable Data	Read-only data	<input type="text" value="Input"/>	<input type="text" value="Input"/>	Read-only data	☆

Number of tasks per page: 100 1 of 1002 pages << < 1 2 3 4 > >> Go to page: Go

3 of 100 selected **Send Notifications** Print Forms Batch Verify New Hire Arrival for First Day of Duty

Note: This is a draft design. Final fields and design might differ from this mockup.

Send Multiple Onboarding Notifications from the New Hires Dashboard - 2

When the process is complete, User who initiated the action receives a system alert and email.

Target Releases:

- Stage: 9/25/24
- Production: 10/22/2024

The mockup displays a 'Preview Notification' window. At the top right, there is a 'Go To' search bar and an 'Alerts' section. The 'Alerts' section shows a message: 'Mass New Hire Notifications Sent' with a sub-message: 'New hire notifications have been sent from the dashboard tab on 08/07/2024 12:44:12ET.' The 'Preview Notification' window has a 'To' field with four email addresses: Abaleshev, Yvon; Wu, Annie; Abaiano, Saihou; and Abaiano, Saihou. The 'Reply To' field contains 'tadiwa.mangadze@irs.gov'. Below this, the 'Subject' is 'Tentative Job Offer' and the 'Message' is a letter to Saihou Abaiano. A 'Confirmation' dialog box is overlaid on the preview, stating: 'Mass New Hire Notifications have been initiated. Do not attempt to send additional notifications from the dashboard until you receive the completion email and alert.' The dialog has an 'Ok' button. At the bottom right of the preview window, there is a button labeled 'Send Notification to 4 Recipients'.

Note: This is a draft design. Final fields and design might differ from this mockup.



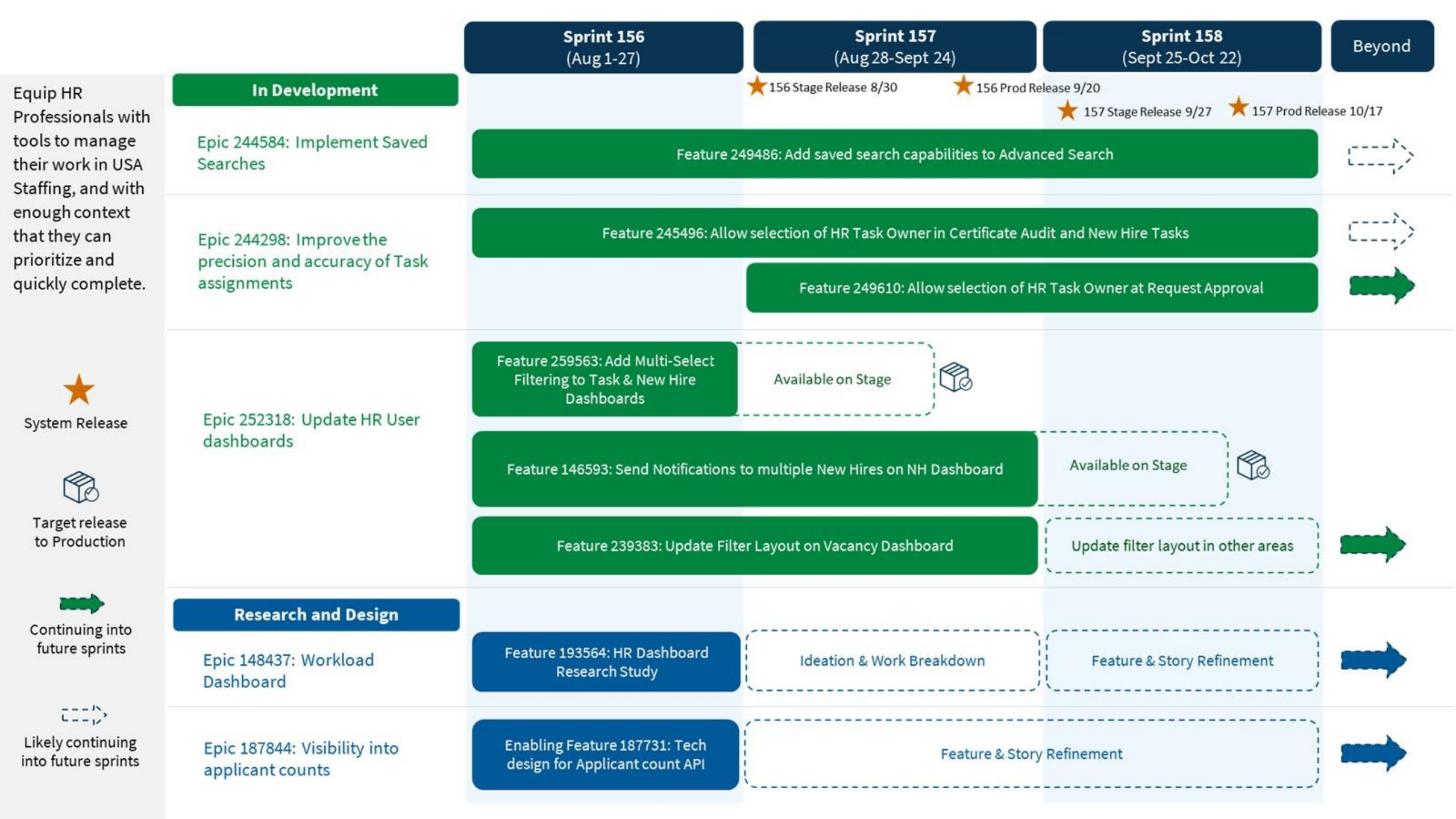
Product Roadmap Update

Jennifer Reaves

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.

Category	Reselection of Search Criteria	Inaccurate Tasks	Data and Tasks in Multiple Places	Real-time Applicant Counts Not Readily Available
Problem Statement	Problem Statement: USA Staffing requires the reselection and reapplication of search criteria; it does not save or store this information	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	Problem Statement: USA Staffing stores relevant data and tasks in multiple places that it makes it difficult to locate and make priority decisions	Problem Statement: Real-time applicant counts for a position are not readily available to hiring managers
Initiative Benefits	Desired Outcome: Quickly apply filters to find frequently searched work and be able to save frequent searches to speed up the time it takes to locate work	Desired Outcome: Improve accuracy of task ownership for better workload tracking and accurate and reliable indicators of work ownership and control over how they're assigned	Desired Outcome: Help HR prioritize work daily by providing contextual data to aid in quick prioritization	In Progress: Surface key data that helps users make decisions about how to manage their work, including applicant counts
Current Progress	Done: Refactor Advanced Search for performance, user experience, and reliability improvements Up Next: Allow users to save frequent searches in the new Advanced Search	In Progress: Clean up the logic that drives task statuses, so they're better positioned to be used in the future Up Next: Improve the accuracy of tasks by giving users proactive control over how they're assigned	Done: Observe users' current workload mgmt. practices to better understand how work is assigned, prioritized, & tracked at individual & organizational levels In Progress: Brainstorm solutions to the workload management problems identified by research	In Progress: Surface key data that helps users make decisions about how to manage their work, including applicant counts





Creating & Managing Recruitment



Vision

Provide infrastructure for 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.

Category	Reduced time and manpower	Increased flexibility	More accurate, timely data
 Initiative Benefit	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	Up Next: Allow bulk approval of Additional Selection requests linked to a vacancy In Progress: Revamping the creation and approval of bulk additional selection requests generated from a certificate	In Progress: Allow the Hiring Manager associated with a recruitment to be changed after approval to accurately account for normal employee movement and organizational changes. Done: Separate 'Create' and 'Edit' Request permissions so RPI customers can enforce their agencies' quality and process standards	In Progress: Researching how agencies handle high-volume recruitments to inform more significant changes to the request area.



Create 'Additional Selection' Requests from a Certificate

Additional Selection Requests: (2)

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

Buttons: Save, Approve Requests, Cancel

Current 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

I would like to create this many Additional Requests (max. 100):

Generate Request Numbers starting at:

20240125-20883-

Target Release Date: Sept 20, 2024

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

Buttons: Continue, Cancel

Planned Improvements (MVP)

- 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

Mass Create & Approve Requests

Planned Improvements

- View Linked Requests in a new dedicated Vacancy page
- Requests that are ready to be approved (i.e., have all required info) will be displayed here
- Approve up to 100 request at a time
- Significant time & effort savings over current process

Some Future Improvements

- Ability to edit requests before approval
- Include sorting and filtering
- View incomplete requests and edit them in mass

VACANCY 12339041

Office: Office A
Customer: Customer A
Hiring Official: Jordan Chen

USAJOBS Job Title: HR Specialist
Pay Plan-Series-Grade: GS-0201-12
Announcement Type: DE-ST
Status: Active

Case File | **Linked Requests** | Position Information | Eligibilities | Supporting Documents | Settings

Documents (0) | Notes (0) | History

Linked Requests Awaiting approval (42)

Filters (0) | Reset Filters

<input type="checkbox"/>	Request Number *	PP-Series-Grade	Position Title	Customer *	Requester *	Request Process Owner	Workflow *
<input type="checkbox"/>	144-13-2024	GS-0201-12	HR Specialist	Customer A	Jessika Dziedzic	Edwin Arnold	Add Additional Selection
<input type="checkbox"/>	144-14-2024	GS-0201-12	HR Specialist	Customer A	Jessika Dziedzic	Edwin Arnold	Add Additional Selection
<input type="checkbox"/>	144-15-2024	GS-0201-12	HR Specialist	Customer A	Jessika Dziedzic	Edwin Arnold	Add Additional Selection
<input type="checkbox"/>	144-16-2024	GS-0201-12	HR Specialist	Customer A	Jessika Dziedzic	Alana Pederson	Add Additional Selection
<input type="checkbox"/>	144-17-2024	GS-0201-12	HR Specialist	Customer A	Elena Rose	Jenny Leyton	Add Additional Selection
<input type="checkbox"/>	144-18-2024	GS-0201-12	HR Specialist	Customer A	Elena Rose	Jenny Leyton	Add Additional Selection
<input type="checkbox"/>	144-19-2024	GS-0201-12	HR Specialist	Customer A	Elena Rose	Jenny Leyton	Add Additional Selection
<input type="checkbox"/>	144-20-2024	GS-0201-12	HR Specialist	Customer A	Julia Yuen	Harrison Reeves	Add Additional Selection

Number of requests per page: 50

1 of 1 pages << < 1 > >> Go to page: Go

Target Release for MVP: Winter 2024/25

Provide infrastructure for 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.



System Release



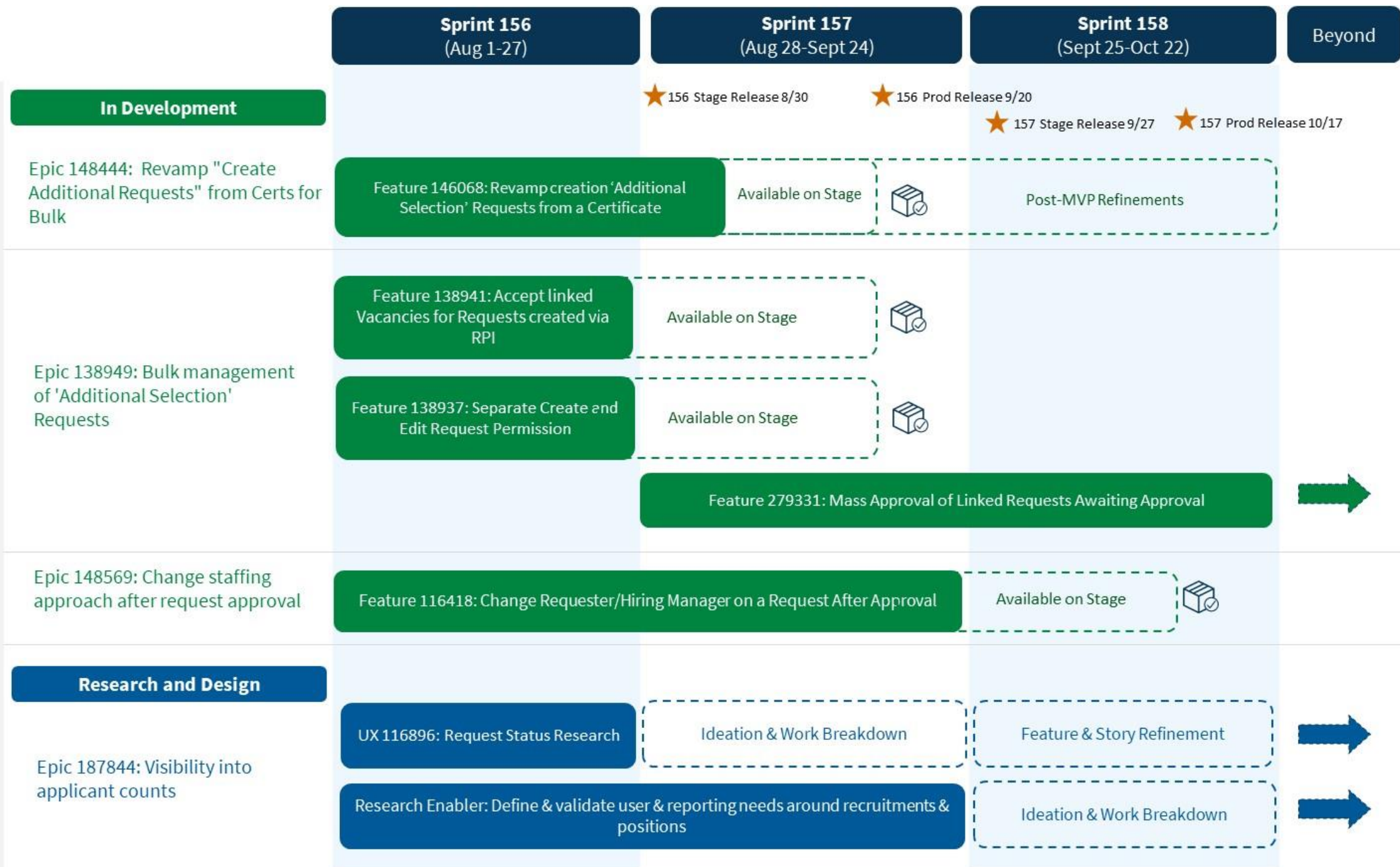
Target release to Production



Continuing into future sprints



Likely continuing into future sprints



FY 2024 Q4 Product Roadmap

Recently Delivered

- ✓ Significant user experience and business process improvements to the Structured Resume Review/SME evaluation process
- ✓ Display 'Financial Disclosure' and 'Bargaining Unit Status' on job announcements
- ✓ Accept linked vacancies for 'Additional Selection' requests created via RPI
- ✓ Additional real-time data in RPI status updates
- ✓ Hiring paths & location bundles

Expected Delivery Sept - Nov 2024

- ❑ Send onboarding notifications from new hires dashboard
- ❑ Bulk creation of 'Additional Selection' requests from a certificate
- ❑ Multi-select filtering and other user experience improvements on task and new hire dashboards
- ❑ Competency library cleanup
- ❑ Separate 'Create' and 'Edit' request permissions
- ❑ Change requester/hiring manager on a request after approval

Beyond November

- ❑ Ability to configure and save searches in advanced search
- ❑ Define onboarding process owner and HR task owners prior to request approval and new hire creation
- ❑ Mass approve 'Additional Selection' requests linked to a vacancy
- ❑ Assessment & referral features in support of USA Hire Interview
- ❑ Real-time applicant count API

UX Research Activities - 1

Workload Management – Discovery

Improving how users assign, prioritize, and track work in our platform at an individual and organizational level.

9 one-hour individual interviews (**6** agencies represented)

Competitive analysis of approx. 35 different workload tools

Upcoming: internal cross-team ideation workshop

Linked Request Page – Usability testing

Enable users to view all Requests linked to a Vacancy.

5 task-based usability testing sessions/interviews (**3** agencies represented)

Task Results – Usability study

Better motivating onboarding users to input task results.

3 usability studies (**1** agency represented)

UX Research Activities - 2

Bulk Actions – Discovery Research

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

Functional workshop and prototyping

4 usability study sessions (**1** agency represented)

Task Assignment – Discovery Research

Improving process for the assignment of tasks to the proper users at creation.

2 individual interview sessions (**1** agency represented)

2 surveys created



Power BI Update

Joyce Wentz

Power BI Implementation



Status Updates and Next Steps

Completed:

- Power BI General/Login FAQ (Data Resource Center)
- Paginated report template
- Consumer Training materials

In progress:


- Data availability and refresh improvements
- Time to Hire Detail paginated report
- New Hire Detail paginated report
- AFD Application Detail paginated report
- Consumer Training prerequisites

Next steps:

- Conduct first Consumer Training on September 25th
- Release in progress paginated reports
- Start development on next set of paginated reports
- Gather feedback on recent releases
- Develop additional Job Aids and training materials



NEW: Power BI Consumer Training!

- **Who?**
 - Consumers of reports containing USA Staffing data
- **What?**
 - Power BI concepts
 - Navigating the service
 - Using interactive and paginated reports
 - Exporting/subscribing
- **When?**
 - Wednesday, September 25, 1:00 – 3:00 PM ET 
- **Where?**
 - This virtual, instructor-led training will be hosted on Microsoft Teams.
 - Invitations with log-in information will be sent to registered participants.

**Future sessions will be hosted
on the 2nd and 4th Wednesday
of each month.**

Power BI Consumer Training Registration



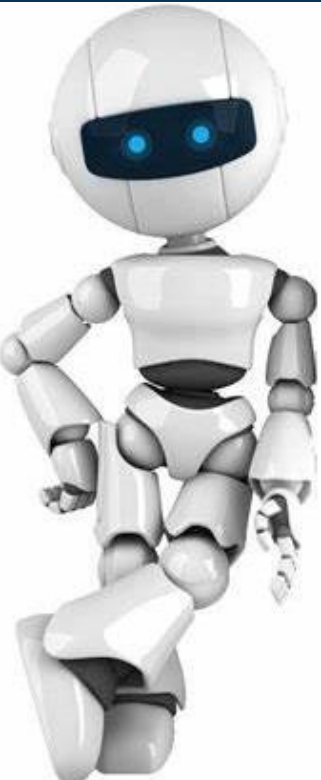
Reach out to your USA Staffing Account Manager to register for the session.

- All registered participants must have verified access to USA Staffing's Power BI Service instance prior to the training 🔓
- Registration is required to attend this training. Registration is limited to **2 persons per USA Staffing organization** and is on a first come, first served basis.



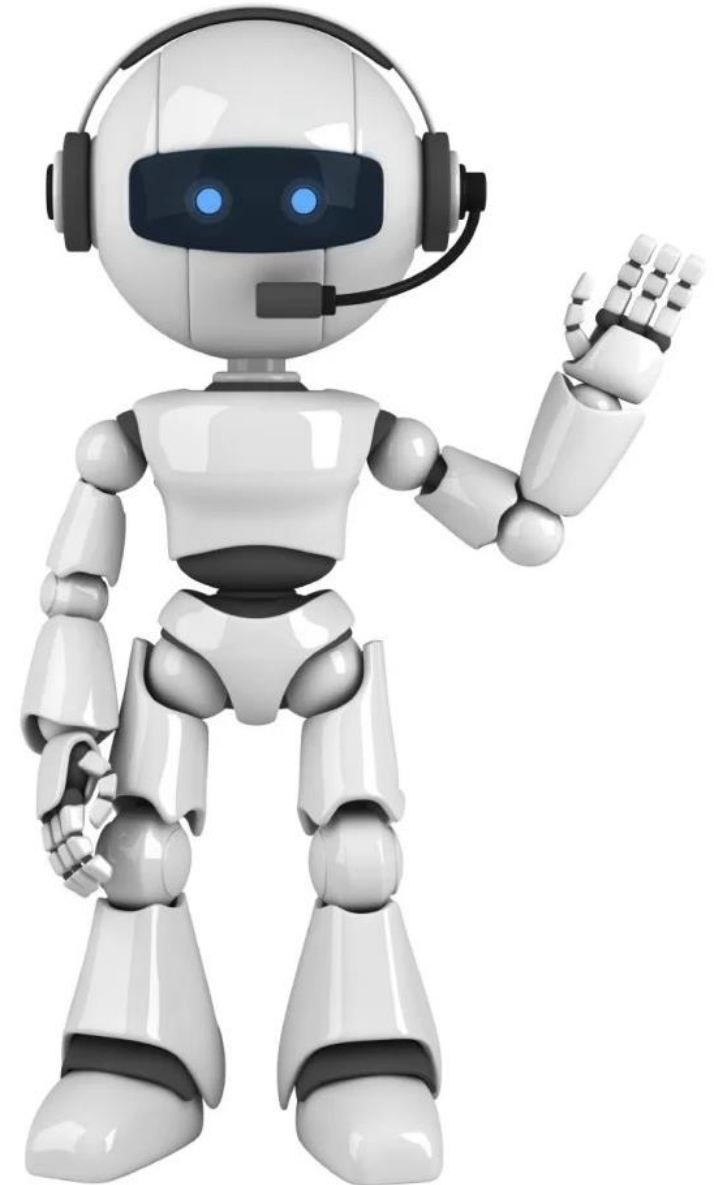
Chatbots

Toby Wurschum

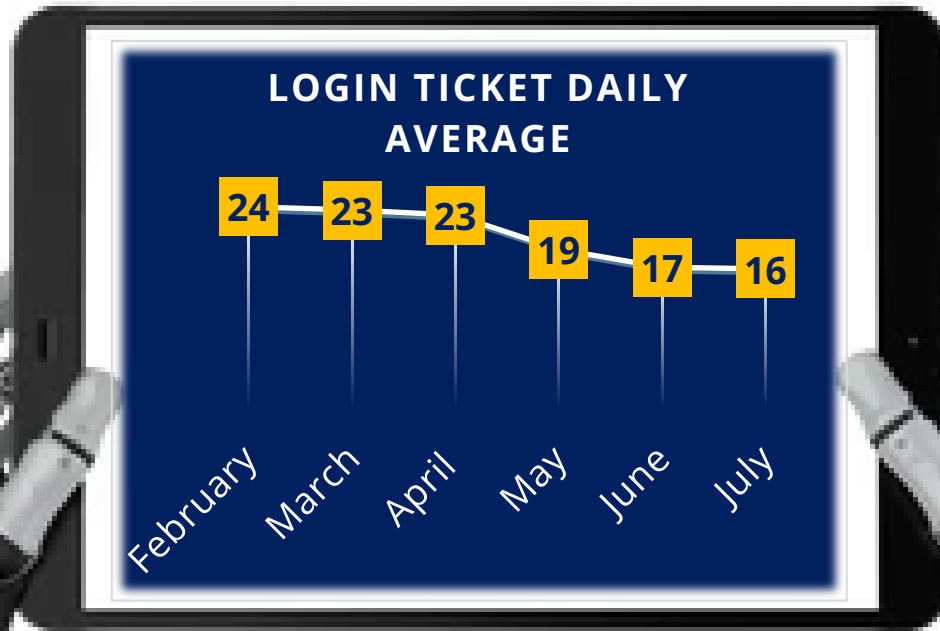


Chatbot Initiative Summary

- **Minimum Viable Product:** USA Staffing Login Chatbot
- **Launch Date:** March 1, 2024
- **Technology Used:** Microsoft Visual Studio and Chatbot Service in Microsoft Azure
- **Automated Customer Support:** Approximately 38% - 40% of the 60 login paths can be directly resolved by the chatbot without the need for the customer to submit a help ticket.
- **Enhanced Customer Service:** The chatbot provides 24/7 support and reduces the possibility of human error through standardized help assistance.



USA Staffing Login Chatbot Impact



- **Impact on Ticket Volume:** Prior to chatbot implementation, we averaged 24 login tickets per day. As of July, we're averaging 16 per day, a 33% reduction.
- **Impact on Cost:** Thanks to 39K monthly interactions, the login chatbot has led to 80% decrease in help desk operational costs related to login support.
- **Other Benefits:**
 - 24/7 service
 - Faster response times
 - Improved accuracy
 - Better customer experience
 - Increased operational efficiencies

Expansion and Future Growth

- **Hiring Manager Support Chatbot**
 - Expected by December 2024.
 - Reviewing a list of Frequently Asked Questions (FAQ) to source chatbot questions and logic
 - Considering a close-ended or a hybrid open-ended/close-ended question chatbot.
- Collaborating with USAJOBS to explore feasibility of an **applicant/job seeker chatbot** implementation





AI Initiatives: Classification

Bridget Dongarra

USA Class Prototype

- **OPM HR Solutions is building an AI-enabled prototype that assists managers in drafting and editing major duties**
- USA Class uses generative AI technology and a repository of high-quality federal position descriptions.
- Provides a better user experience that should make it easier for agencies to conduct more frequent position description reviews.
- USA Class represents a significant leap forward in position description development. By integrating AI to generate major duties, we are setting a new standard for accuracy, efficiency, and compliance.

Next steps

- Continue **incubating** USA Class:
 - Prototype starting from an existing PD
 - Draft other elements of the PD (e.g., factor evaluation statements)
 - Perform more user testing
 - Iterate the user experience and technical design
- Take initial steps to incorporate USA Class into USA Staffing's Classification feature
 - Acquire OPM approvals and buy-in for the USA Class AI prototype
 - Seek investment funding and customer agency partnerships
 - Form a dedicated, interdisciplinary team within OPM to tackle user research, design and development
- Create and communicate an overall project timeline
 - Any USA Staffing feature development is not expected until FY25 Q4 at the earliest



Program Updates and Events

Bridget Dongarra and Christy Dollard

FY 2025 License Pricing

There will be a 3% increase in the annual user license fee for FY 25.

The per use license fee will start at \$9,223.

FY25 Cumulative USA Staffing User Quantity	FY25 Volume Discount	FY25 Annual Cost Per User
1 - 35	0%	\$9,223
36 - 99	10%	\$8,301
100 - 199	20%	\$7,378
200 - 399	25%	\$6,917
400 - 599	30%	\$6,456
600 - 799	35%	\$5,995
800 - 999	40%	\$5,533
1000 - 1999	45%	\$5,073
2000+	Available upon request	Available upon request

FY 2026 License Pricing

Customer agencies should plan for a 5% price increase in FY 26.

The per use license fee will start at \$9,684.

FY26 Cumulative USA Staffing User Quantity	FY26 Volume Discount	FY26 Annual Cost Per User
1 - 35	0%	\$9,684
36 - 99	10%	\$8,716
100 - 199	20%	\$7,747
200 - 399	25%	\$7,263
400 - 599	30%	\$6,779
600 - 799	35%	\$6,295
800 - 999	40%	\$5,810
1000 - 1999	45%	\$5,327
2000+	Available upon request	Available upon request

USA Staffing Email Domain Change

The USA Staffing email domain will change

from: @opm.gov

to: **@usastaffing.gov**

on September 20, 2024.

Work with your IT Help Desks to add @usastaffing.gov as a trusted email domain.



Events, Training, and Releases



Events

September 5	Advanced Report Author Forum
September 10	Customer Sprint Review
September 19	Reporting Consumer Forum



Training

September 3-4	Virtual Cognos Report Author Training
September 10	Virtual Mixed Agency Onboarding Training
September 16-20	Virtual Mixed Agency USA Staffing Training w/Onboarding



Releases

August 30	USA Staffing Stage Release
August 30	USAJOBS Production Release
September 4, 18	Reporting Stage Release
September 11, 25	Reporting Production Release
September 13, 27	USAJOBS Production Release
September 20	USA Staffing Production/Training Release
September 27	USA Staffing Stage Release

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

