USA Staffing®

Small Agency User Group Meeting

December 10, 2020

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Agenda

- Introductions
- SAUG Purpose
- USA Staffing Interconnections
  - API
  - NHI
  - RPI
- Upcoming Events
- Questions

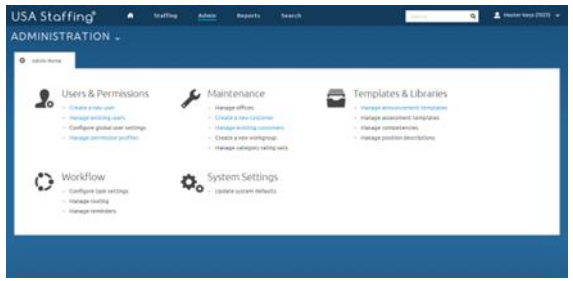
SAUG Purpose

The USA Staffing Small Agency User Group:

- Facilitates two-way communication between the USA Staffing Program Office and small agency customers around system functionality, customer priorities, and user support.
- Provides small agencies with a forum to collaborate on best practices and lessons learned
- Encourages networking among small agency users

Regular meetings

System Functionality



Q/A Sessions

USA Staffing Interconnections

Customers may choose to implement **one or more agency-specific interconnections** to connect USA Staffing with their HRIT systems.

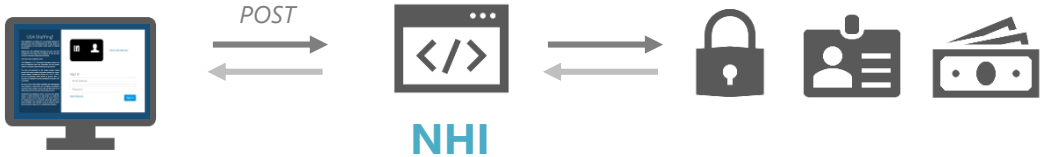
USA Staffing Interconnections

Request Processing Interconnection (RPI)

HR sends Request info to populate USA Staffing

USA Staffing sends data back to HR at request milestones

New Hire Interconnection (NHI)



USA Staffing sends New Hire data to agency system

Agency system sends status updates back to USA Staffing

DSS → Bulk Data APIs

Agency system uses REST API to request data based on configured parameters

USA Staffing sends bulk data to agency system

USA Staffing Interconnections

Request Processing Interconnection (RPI)

Bi-directional web services interconnection with agency personnel processing systems.

Personnel system sends the request data to USA Staffing and receives status updates and then selectee data in real time.

USA Staffing Interconnections

New Hire Interconnection (NHI)

Sends New Hire data to systems involved in the Onboarding process.

Receive statuses and/or results from interconnected systems (Coming in FY21).

USA Staffing Interconnections

Bulk Data APIs

Pull any USA Staffing data on demand from our Hiring Data Warehouse to keeps agency tracking and HR Business Intelligence systems in sync.

Data APIs rolling out through Summer 2021 will replace DSS as Cognos is replaced with a new reporting tool.

Interconnection Partners

	Request Processing	New Hire	Data Self Service
Agriculture	✓ **EmpowHR – USDA (for DOJ)**	~ EmpowHR – USDA	✓ **EmpowHR** ~ Datalake ~ Salesforce - RD
Defense	✓ **DCPDS – DoD** ~ DCHRMS-DoD	~ mLINQS – DoD Air Force ~ ServiceNow - DoD	✓ **BO - Air Force** ✓ **HRBID - DFAS** ~ Advana - WHS ~ DCHRMS ~ ServiceNow
Health and Human Services	~ EHCM ~ ServiceNow		✓ **EWITS** ✓ **NEIL - CMS** ~ ATLAS - FDA ~ HRO DMS – CDC ~ People Insights-NHS ~ ServiceNow - OHR ~ ServiceNow – OS ~ ServiceNow –OIG
Homeland Security	✓ **EIE/ISMS – CBP** ✓ **HRBE-DHS** ✓ **ESP/HITS - ICE**	✓ **EIE/ISMS – DHS** ✓ **HRBE - DHS/CBP** ~ DenTrust - ICE ~ E-Verify - DHS/USCIS	✓ **ESP/HITS – ICE** ✓ **HRBE – CBP** ✓ **Salesforce – CBP**
Interior	✓ **WTTS**	~ WTTS	✓ **WTTS/EODS**
Justice	✓ **EmpowHR**	~ AMIS – Antitrust ~ Concorde - DOJ ~ DEAHire - DEA	✓ **EmpowHR – DOJ/USDA** ~ Acendre - USMS ~ AMIS - Antitrust
NASA	✓ **HR Data Hub**	✓ **HR Data Hub**	~ ASCAN ~ PDW
Treasury	~ HR Connect	~ ABIS – IRS HR Connect – DOT	~ HR Connect
Veterans Affairs	✓ **HR Smart**	~ **MVI**	✓ **HR Smart** ~ VHALWD
Other agencies	✓ **HR Links – OPM, NCUA**	✓ **ABIS, EAE – SBA** ~ eApp – OPM ~ ESCS-OPM ~ NBIS - NBIB	✓ **HR Links – OPM, NCUA** ~ Lanteria – USPS OIG

Request Processing Interconnection (RPI)

SEND REQUEST ***Agency system*** sends Request data to USA Staffing

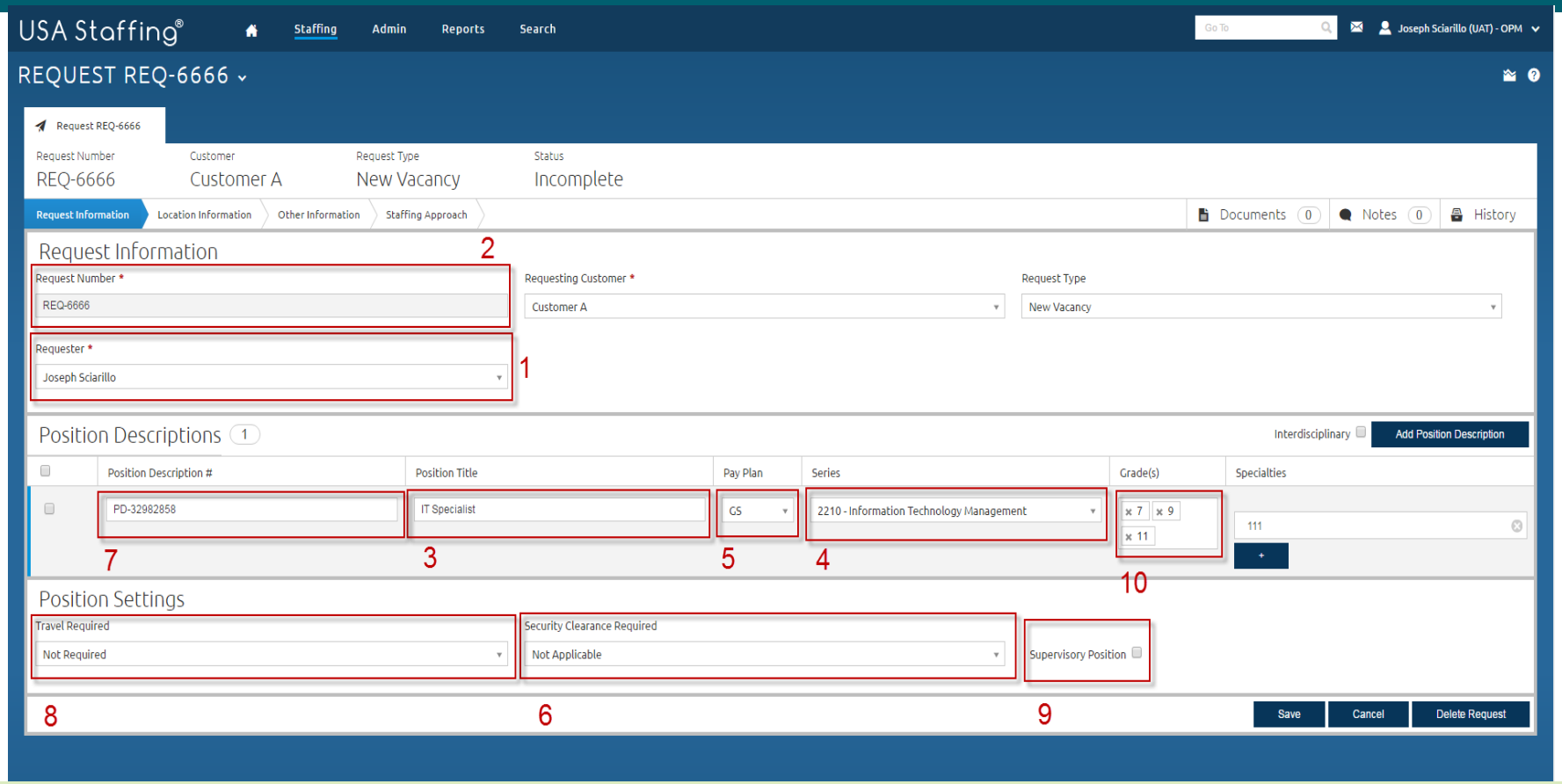
RECEIVE STATUS ***USA Staffing*** sends Request and Vacancy Task status information

RECEIVE NEW HIRE ***USA Staffing*** sends information about the New Hire

RPI Benefits

1	Provides a real-time, end-to-end solution from “request” to “entry on duty.”
2	Keeps the personnel processing system and USA Staffing in sync.
3	Reduces dual data entry and improves data quality across the hiring process.
4	Increases flexibility through data self service.
5	Meets the highest IT security and privacy standards.

"Send Request" Data Populates the Request



The Request Processing Interconnection re-uses data entered into the personnel or 52-tracking system in the Request, Vacancy and Announcement areas.

Receive Status: Built on Vacancy Tasks

Task Overview

Vacancy Number
10014759

Task	Status	Days to Complete	Due	Completed	Owner	Request Number
Complete Assessment Package	Complete	5	2/18/2017	2/10/2017	Sharon Wilborn	SW20170210
Release Announcement	Complete	2	2/20/2017	2/10/2017	Sharon Wilborn	SW20170210
Review Applicants	Active	15	3/17/2017		Sharon Wilborn	SW20170210
Issue Certificates	Pending	1	3/18/2017		Sharon Wilborn	SW20170210
Send Certificates	Pending	1	3/18/2017		Sharon Wilborn	SW20170210
Notify Applicants Of Referral	Pending	1	3/18/2017		Sharon Wilborn	SW20170210
Audit Certificates	Pending	3	4/5/2017		Sharon Wilborn	SW20170210
Notify Applicants Of Referral Disposition	Pending	3	4/5/2017		Sharon Wilborn	SW20170210

USA Staffing allows agencies to plan, manage and track the hiring process using a series of tasks set up in workflow templates. For more on Tasks, see **USA Staffing Tasks and Triggers Guide**.

Sample "Receive Status" Task Update

RECEIVE STATUS ***USA Staffing*** sends Request and Vacancy Task status information

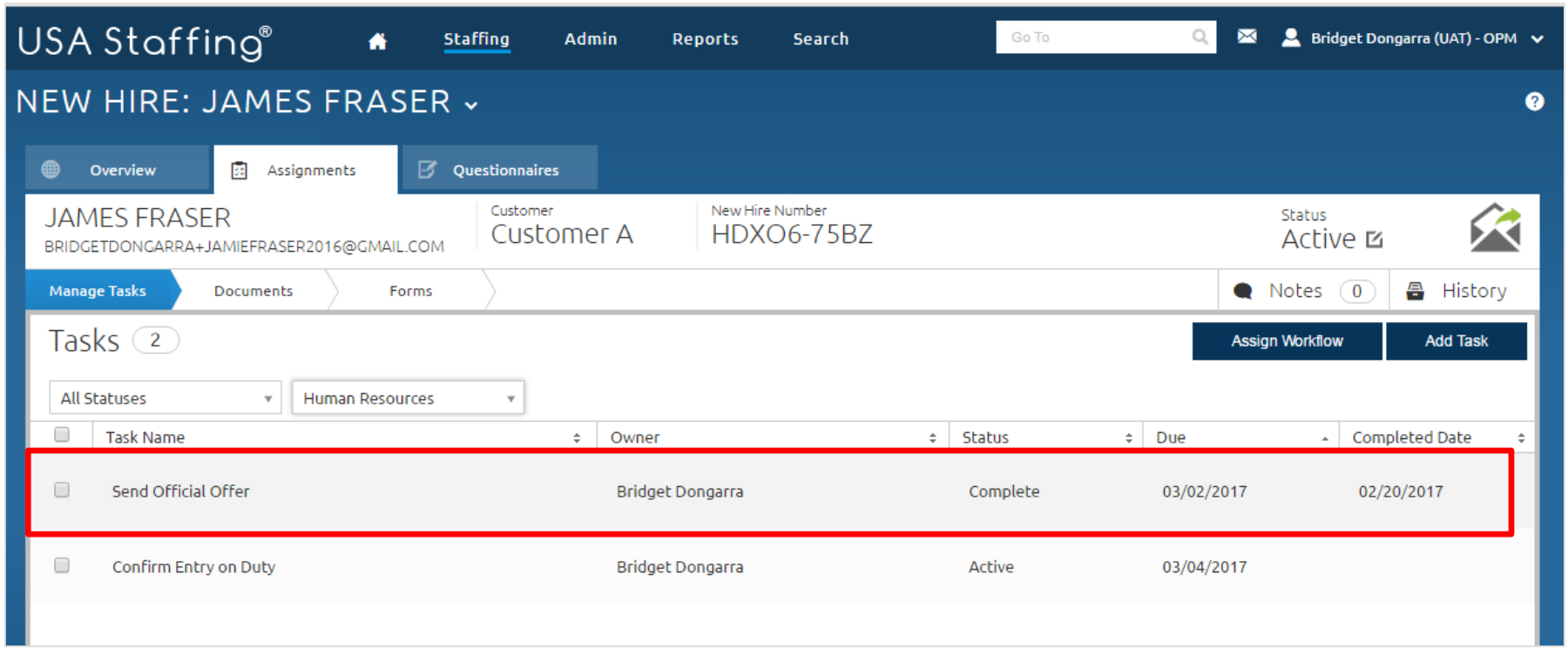
Sample Task Update: Complete Assessment Package

- **Active Status Trigger:** HR User approves the request and creates a vacancy
- **Compete Status Trigger:** The assessment package is marked as complete
- **Data fields sent:** Request Number, Old Task Status, New Task Status, User who made the change, Data/time for activity, Vacancy ID, Announcement Number (if available), Task ID, Task Type, Task Name

Sample “Receive Status” Task Update

RPI sends **Vacancy Specific Task updates** as tasks are **Activated** and **Completed** by user actions.

Receive New Hire



USA Staffing's Onboarding features use tasks and workflows to plan, manage and track the last phase of the hiring process.

Sample "Receive New Hire" Task Update

RECEIVE NEW HIRE ***USA Staffing*** sends information about the New Hire

Sample Task Update: Send Official Offer

- **Active Status Trigger:** HR User sends the Tentative Offer or HR User manually completes the Send Tentative Offer task.
- **Compete Status Trigger:** HR User sends the official offer or HR User manually marks the Send Official Offer as complete.
- **Data fields sent:** Request Number, Old Task Status, New Task Status, User who made the change, Data/time for activity, Vacancy ID, Announcement Number (if available), Task ID, Task Type, Task Name, New Hire Reference Number, Application Reference Number, New Hire SSN, New Hire DOB

Sample “Receive Status” Task Update

USA Staffing sends **Onboarding process task details** and the **New Hire’s information** linked to the original Request.

New Hire Interconnection (NHI)

- **Automates data entry** in identity management, personnel security and pre-employment testing systems.
- Data requirements are **custom for each** interconnected system.
- USA Staffing can receive **a task status and result** in the New Hire record
- New Hire Interconnections are **included license agreement** for USA Staffing customer agencies.

New Hire Interconnection - Sample Data

Position and Organization Data:

- Job Title
- Job Series
- Position Sensitivity
- Sub Agency
- Department ID
- EOD Date
- Supervisor email
- Organization
- Organization Code
- Duty Station
- Duty Station Code
- Cost Center

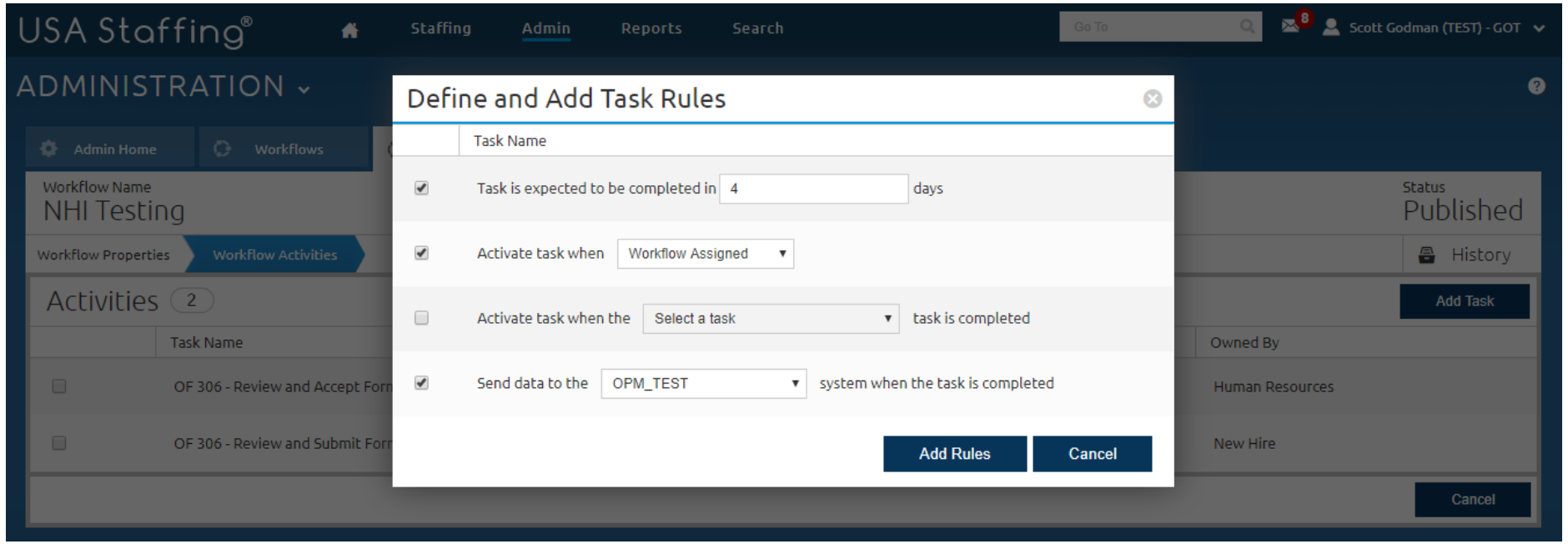
New Hire Interconnection - Sample Data

New Hire Data:

- SSN
- Full Name
- Gender
- Place of Birth
- Date of Birth
- Citizenship Country

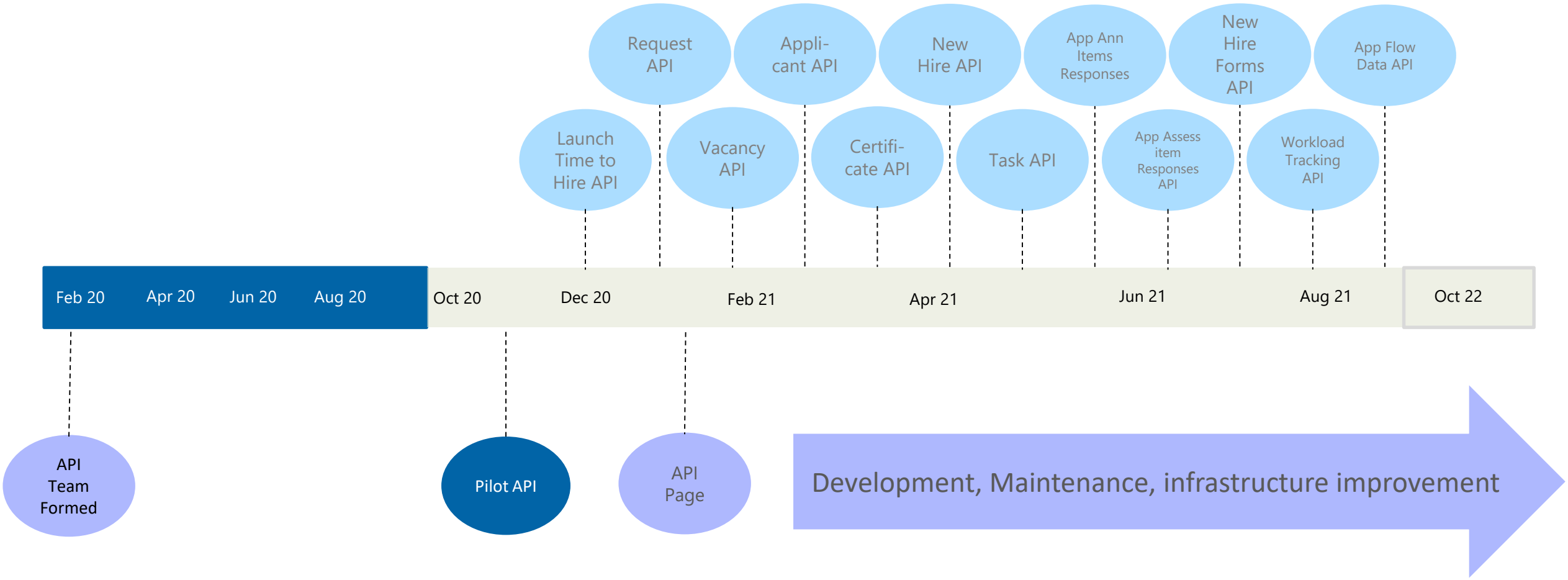
- Each interconnected system may establish unique data requirements.
- Any data collected from the New Hire or HR user during the Onboarding process is available.

NHI Workflow Configuration



Once the interconnection is in place, agencies can include an interconnection task in the workflow. This task can be triggered by the completion of other tasks like submitting or reviewing a form.

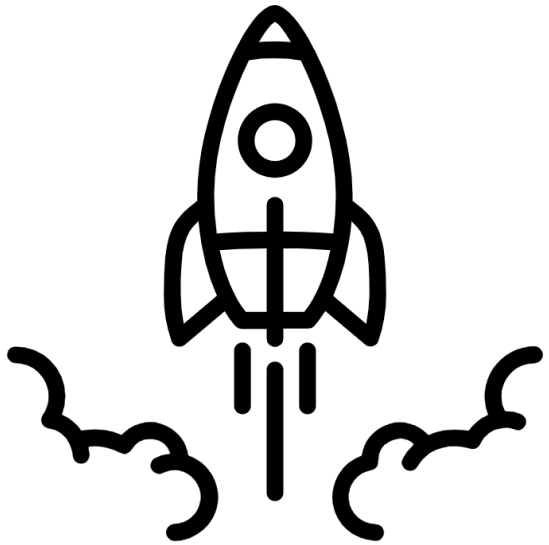
USA Staffing Data API Timeline



What's Next: Pilot Time to Hire API

Plan for change with pilot agencies:

1. Evaluate Change Impact
2. Testing
3. Support
4. Review Findings



Request Form Process

OPM requires a **Request Form for the respective interconnection** be signed by the agency's Advisory Board Member and USA Staffing's Program Manager before RPI, NHI or DSS can be used.

Request Form Process

The Process Is:

1. USA Staffing's request forms for each interconnection can be found on the Interconnections Resource Center
2. The agency partner fills out any/all request forms that are necessary
3. The agency sends to Advisory Board Member for signature
4. USA Staffing sends to Program Manager for final signature
5. USA Staffing sends to Whitelist team to whitelist IPs and URLs
6. The agency partner will be notified once complete and ready for testing in Stage or Production

ISA and MOU Process

OPM requires a **Memorandum of Understanding (MOU) and Interconnection Security Agreement (ISA)** be signed by both agencies before RPI, NHI or DSS can be used.

ISA and MOU Process

The Process Is:

1. USA Staffing provides MOU and ISA templates
2. The agency partner drafts the MOU and ISA in Word
3. USA Staffing's ISSO reviews the drafts for completeness
4. Repeat steps 2 and 3 as needed …
5. USA Staffing's ISSO approves the drafts for signature
6. The agency partner acquires signatures on the MOU and ISA
7. USA Staffing's HRS ITPMO signs the MOU
8. USA Staffing's ISSO submits the ISA signature package (ISA, MOU, USA Staffing ATO memo, agency system ATO memo) to OPM's CISO.
9. OPM CISO signs the ISA
10. USA Staffing's CISSO gives the go-ahead to enable the interconnection in Production.

USA Staffing Interconnections Resource Center

We have made some revisions to the Interconnections Resource Center including adding many more details about the New Hire Interconnection.

For a high level overview, please use this fact sheet about all USA Staffing Interconnections .

Interconnections

Interconnections, Reporting, and Analytics Fact Sheet - *Updated 4-01-19*

Data Self Service (DSS)

- Cognos Mashup Service Developer Guide - *Posted 12-10-14*
- Data Self Service Request Form - *Updated 02-14-18*
- DSS Java Eclipse Sample Project - *Posted 05-15-18*
- DSS Visual Studio Sample Project - *Posted 05-15-18*
- DSS Request and Implementation Process - *Posted 01-04-19*
- DSS Request Form 2020 - *Updated 5-21-20*

New Hire Interconnection (NHI)

- New Hire Interconnection Request Form - *Updated 06-29-18*
- New Hire Interconnection Attribute List - *Posted 09-14-17*
- New Hire Interconnection Testing Setup - *Posted 2-15-18*
- Authentication and Data Sample - *Posted 2-15-18*
- NHI Request Form 2020 - *Updated 5-21-20*

Request Processing Interconnection (RPI)

Functional Specifications

- Request Processing Interconnection Request Form - *Updated 02-14-18*
- Request Processing Data Elements in USA Staffing - *Updated 7-3-19*
- Receive Status: Statuses and Tasks - *Updated 6-11-20*
- Receive New Hire: Statuses and Tasks - *Updated 11-21-16*
- RPI Request Form 2020 - *Updated 5-21-20*

Technical Specifications

- Authentication for Request Interconnection - *Updated 10-27-16*
- Request Status Data Elements - *Updated 08-30-16*
- Sample Notify Position Opening XML - *Posted 12-10-14*
- Sample Processing Position Opening XML - *Posted 06-12-15*
- Request Processing Error Handling - *Updated 7-3-19*

USA Staffing Workgroups

- Applicant Flow Data Workgroup **December 8**
- Assessment Workgroup
- Classification Workgroup
- Customer Sprint Review **December 2**
- Direct Hire Workgroup **January 20**
- Standing Register Workgroup
- Reporting & Analytics Workgroup
- Onboarding Workgroup **January 6**
- USA Hire Workgroup
- USA Staffing Advisory Board

USA Staffing Upcoming Events

December 11: USA Staffing Production Release

December 15-17: Cognos Report Author Training

December 16-17: Virtual Mixed Agency USA Staffing Training w/ Onboarding

December 18: USA Staffing Stage Release

December 30: Cognos Stage Release

January 6: Onboarding Workgroup Meeting

January 7: Cognos Advanced Report Author Forum

January 13: Cognos Consumer Training

February 4: Cognos Advanced Report Author Forum

February 16-17: Cognos Report Author Training

USA Staffing Resource Center: https://help.usastaffing.gov/ResourceCenter/index.php?title=USA_Staffing_Resource_Center

Please take our online Survey!

What is Important to you?

This is *your* Small Agency User Group!

Let's Keep Talking

Thank you for joining us today! For additional information, please contact your Account Manager. We are your trusted partner in meeting your Federal hiring goals.

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