OPM | USA Staffing

Advisory Board Meeting

November 14, 2023











Ground Rules

Questions:

Use the Chat in Zoom to ask questions. The Q&A will be sent after today's meeting.

Recording:

Today's meeting is recorded. A link to the recording and slides will be posted on the Resource Center.

Captions:

A copy of today's meeting transcript can be requested from your Account Manager after the meeting.

OPM | USA Staffing Agenda

- 1. USAJOBS Portals
- 2. Cross-Government Actions
- 3. FY 23 Summary
- 4. Customer Experience Survey Results
- 5. USA Staffing Chat Bot
- 6. USA Staffing Features
- 7. USA Hire Updates
- 8. Power BI Updates
- 9. Customer Sprint Review Opportunities
- 10. Upcoming Events, Training and Releases











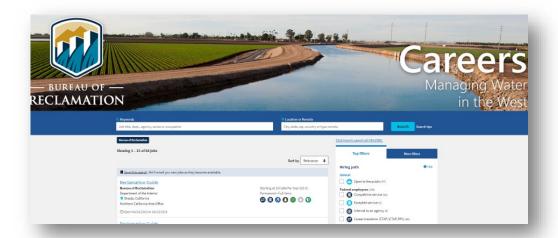


USAJOBS Portals

Megan Arens and Kyleigh Russ

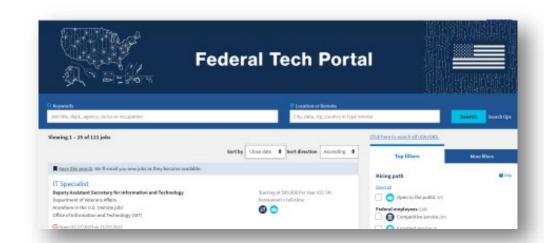
Agency Branded Search Pages

- Used to highlight jobs open within the agency
- Created by the agency in the Agency Talent Portal
- Uses a CPDF code and custom created MCO tag
- Agency's responsibility to promote the branded search page during recruitment events



Governmentwide Portals

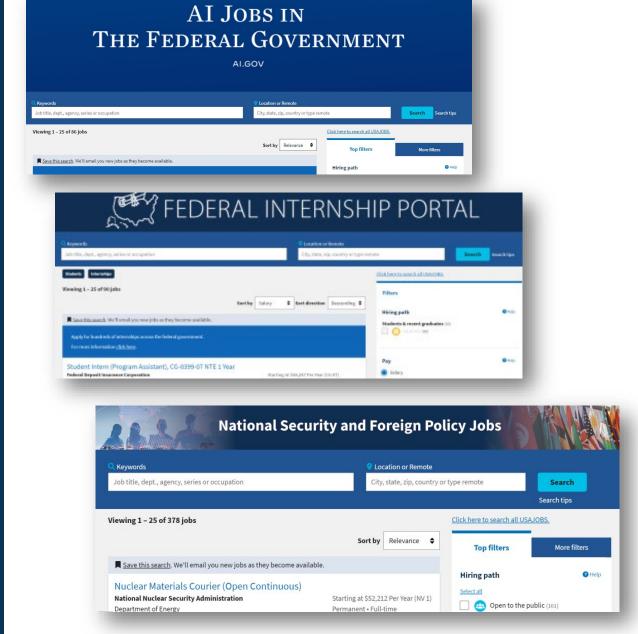
- Used to highlight jobs open across government and usually within a career field
- Initiated by OPM or other agency-led governmentwide hiring campaign
- Uses a custom MCO tag
- Portals are promoted during the hiring campaign events



Portal Benefits

- Portals are shared with a wide variety of talent during governmentwide recruitment events
- Job seekers can access portals from the USAJOBS landing page
- Job seekers can more easily find jobs in their career field
- Leverage free marketing for your open jobs!
- Find all portals and the tags here:

https://usajobs.github.io/ATP-Support/agency-brandedsearch/portals



Identifying Artificial Intelligence Positions

The Administration is asking agencies to hire and develop talent with skills in data, machine learning and AI innovation to best position the Federal Government to meet its mission

- The new <u>USAJOBS AI Portal</u> is a onestop-shop for job seekers to find AI and AI-enabling jobs across government
- Agencies should <u>tag</u> their Al-related jobs with the Mission Critical Occupation "Al" tag to appear in the Al Portal



Recruiting AI Talent on USAJOBS provides information on the AI Portal and suggested jobs to tag











Cross-Government Actions

Megan Arens and Cathy Lavin

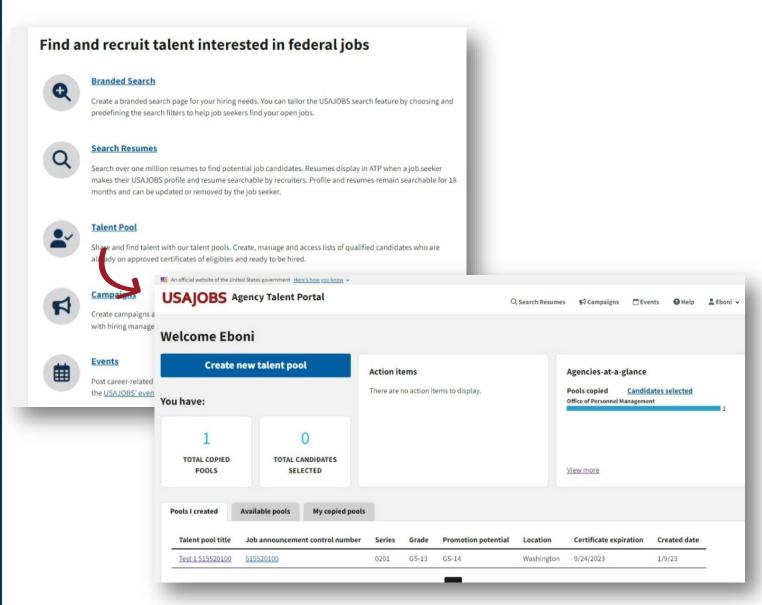
Agency Talent Portal Talent Pools

Provides a secure, accessible platform for hiring managers to quickly view candidates available for selection across government

- Competitive Service Act hiring actions were available in March 2023
- Cross Government actions are now available!

ATP Talent Pools

Provides managers with governmentwide access to applicants on shared certificates.



Cross-Government Hiring Actions

- Uses OPM's examining authority to post multi-agency announcements
- Agencies can select off the certificate if they meet the recruitment criteria
- OPM determines the position, series, and grade(s) with consultation from agency hiring needs
- OPM manages the candidate assessment process and involves participation of agency SMEs
- OPM issues the certificate of eligibles and they remain open for approximately one year

OPM Cross-Gov Talent Pools

Position Title	Series/ Grade	Location	Expires
Grants Management Specialist	1109-11	Varies	1/18/24
HR Specialist	201-9 201-11	Varies	6/8/24
Personnel Psychologist	180-13	Varies	6/11/24
IT Product Manager	2210-13	Varies	7/19/24
Data Analyst	343-13	Varies	8/7/24
Management &/or Program Analyst	343-9 343-11	Varies	10/26/24

CSA Talent Pools

Position Title	Series/ Grade	Location	Agency Owner	Expires
IT Specialist (Systems Analysis)	2210- 13	ATL, GA Remote DC	HHS	12/20/23
IT Program Manager (Data Mgt; Data Scientist)	2210- 13	Remote	HHS	
Data Scientist	1560- 13	DC	HHS	4/13/24

If you are interested in viewing candidates from these talent pools, contact your agency's Shared Certificate Coordinator. If you need help identifying this person, email recruiter-help@opm.gov











FY 23 Summary

Bridget Dongarra

Welcome New Customers!



DHS (FEMA, FLETC, Secret Service)



Commerce (International Trade Administration – Foreign Service)



National Science Foundation



Office of Special Counsel



US Tax Court



416,460	Jobs Announced +12.2% SPLY
15,546,665	Applications Received +37.5% SPLY
19,183	Announcements Using USA Hire

+64.0% SPLY



757,476	Certificates Issued +16.1% SPLY
728,505	Selections Made +43.3% SPLY
1,989,986	eOPF Transmissions +47.5% SPLY



690,537	+27.2% SPLY
505,380	Official Job Offers Accepted +24.7% SPLY
471,357	New Hire EODs +20.5% SPLY

600 F27

Tentative Job Offers Accepted



FY23 Key Features Delivered

Data Warehouses

Expanded the Hiring Data Warehouse to include more data and calculations related to remote work, applicant notification, hurdles & candidate inventory.

New Hire Interconnection Status (a.k.a. Task Update API)

Handles incoming task status and task results updates so that corresponding changes to USA Staffing tasks may be made automatically.

Enable Verify New Hire Task Status Reset

Office Administrators can now reset an erroneously completed 'Verify the New Hire Arrived for Their First Day of Duty' task status.

Hurdled Assessments

In FY23, 1,554 vacancies (.4%) have used automated hurdles to ensure consistency and reportability when using this advanced assessment method.

Structured Resume Review

Fully automates the SME Resume Review process (in partnership with USDS). 46 announcements from seven unique agencies have used SRR, resulting in nine new employees hired to date.

Selections Page

To support high volume and consolidated hiring, a new page lists all selections from all certificates, the status of each selection, and new hire information.

Copy Assessment Package

The ability to copy an Assessment Package from one Vacancy to another streamlines the HR user experience, particularly when re-announcing a position.

Fall 2023 Customer Experience Feedback

93%

Responded positively that the product design meets their needs.

97%

Rated the appearance of program deliverables positively

95%

Rated positively for how well we handle mistakes and problems 93%

Were **satisfied** with the products and services they received.

"The customer sprint reviews do a great job of equipping our team with the knowledge needed to keep our end users informed of system changes."

"It has always been a positive experience with how quickly a Help Ticket is answered." "The customer service and response times are second to none."

"Very good at continued system updates."

"Our Account Manager provides valuable recommendations to us on how we might better use the product."







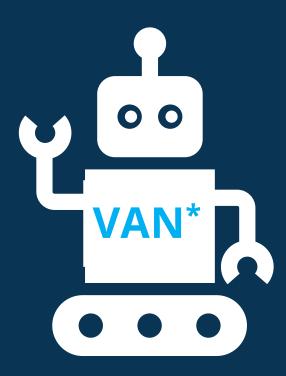




USA Staffing User Support Chatbot

Toby Wurschum

User Support Chatbot



Goal:

 Provide on-demand, personalized user support to HR, Hiring Manager, Applicant and New Hire users to improve the user experience.

Status:

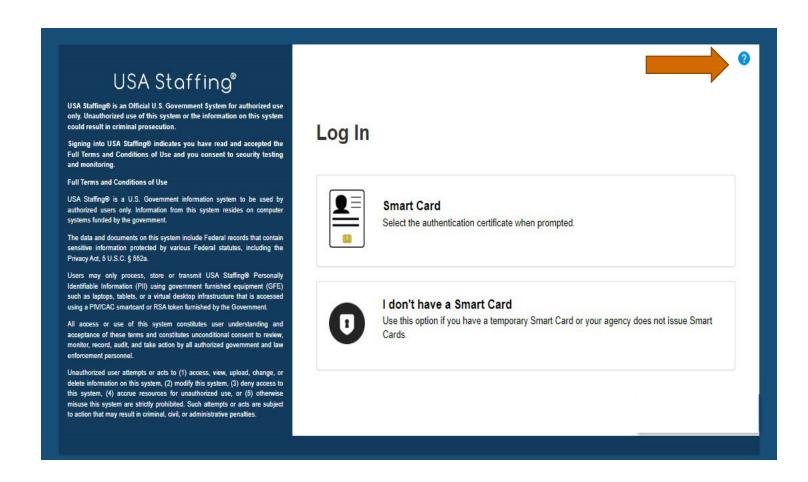
• The chatbot is tentatively scheduled to launch in Production January 5, 2024.

Benefits:

- The chatbot can help users 24 hours a day, 7 days a week to help users resolve their problem in the moment.
- Users who are unable to resolve issues through the chatbot, or who need additional support, will still be able to still open a help desk ticket at the end of the chatbot interaction.
- 40% of USA Staffing's help desk issues are related to login. We anticipate reducing help desk ticket volume by 28% by providing bot support to users struggling to log in.

User Support Chatbot

- Users will be presented with the option to engage the bot under the
 (?) help icon.
- The bot can handle 54 distinct login issue paths including:
 - smart card exceptions, extensions, and registrations
 - new smart cards
 - resolving multiple accounts
 - certificate issues
 - email changes
 - inactive accounts
 - access denied messages
 - retiring an account



Login Process Chatbot

Example Path: HR User with Account Disabled Due to Inactivity



"Hello, welcome to USA Staffing. I am here to try and help you."



Please let me know how I can help you today by selecting an option from below."

Human Resources User

Hiring Manager User

Onboarding User

Other



So, you are a Human Resources User

Login Process Chatbot

Example Path: HR User with Account Disabled Due to Inactivity



"Great. Thank you for that information.



Please select the item below that best describes your issue."

I need my e-mail changed

I am receiving an Access Denied error message.

My account is disabled due to inactivity. How can I reactivate my account?

How do I create or modify a user account?

How do I clear my browser cache?

I have a user with multiple accounts. Can this be corrected?

Login Process Chatbot

Example Path: HR User with Account Disabled Due to Inactivity



I understand that your account is disabled, and you would like to know how to resolve this.

"To reactivate your account, click the Reactivation Link in the e-mail that has been automatically sent to you from usastaffingoffice@opm.gov. This link will expire in 24 hours. If you do not receive the e-mail, please verify that the e-mail is not in your Junk/Spam folder."



"Did this resolve your issue?"

Yes

No



"That's GREAT!! Thank you for interacting with me today.

Try the following links for any additional assistance:

<u>Login - USAS (usastaffing.gov)</u>

Registering your Smart Card - USAS (usastaffing.gov)

Clearing your cache or temporary internet files - USAS (usastaffing.gov)

Bye now!"











USA Staffing Features











Voluntary Product Accessibility Template (VPAT)

Voluntary Product Accessibility Template (VPAT)

- USA Staffing was evaluated against Section 508 standards and the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA criterion.
- 508 accessibility testing performed on all USAS websites using AMP Access Assistant, ANDI, JAWS and WAVE, along with manual testing, in Windows 10 using Chrome and Edge browsers.
- As outstanding accessibility issues are resolved or new ones identified, the corresponding areas of the VPAT will be updated.
- Beginning January 2024, the VPAT criteria will be continually re-evaluated on a monthly schedule, allowing us to share a current accessibility report at any time.

Please contact your USA Staffing Account Manager for a copy of our current VPAT.











Candidate Inventory

Candidate Inventory Benefits



Hiring Managers have easy access to **Pre- Qualified candidates.**



Agencies & HR have improved time to hire with less effort by filling Direct Hire & Merit Promotion positions.



Applicants experience efficiency in the hiring process as they **submit** a single application.

31

Building your Candidate Inventory

All four requirements must be met for candidates from a recruitment to populate Candidate Inventory.

HR may disable sharing from an applicant list at any time or adjust the date range in which the candidates are shared.

Managers can see candidates across their (USA Staffing) Organization.













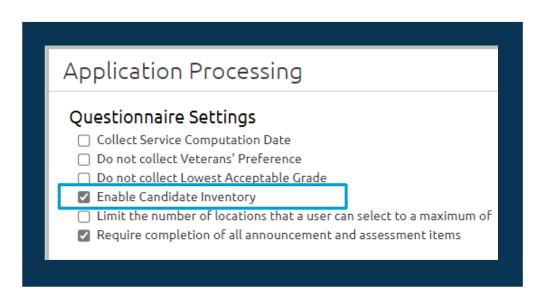
Candidate Inventory Demonstration

Hiring Manager Experience

Candidate Inventory Timeline

Nov 13, 2023 Jan 5, 2023 Summer 2023 Dec 8, 2023 In Progress FY 2024 Release initial Release full Develop Release HR Release **HM Saved Search** Hiring Manager Candidate remaining Hiring Configurations remaining Capability Inventory "MVP" Hiring Manager to Production access to Manager to Production features features to Stage Stage **HM Creation of** Release **Custom Boards** Partner with Change agencies on AdditionalHR Management implementation flexibilities Materials plans Access controls/ permissions

Reporting Capabilities for Candidate Inventory



Initial Reporting Plans

- Agencies will be able to report on vacancies where the Candidate Inventory has been "enabled"
- Agencies will be able to report on applicants who "opt-in" to having their application on the Candidate Inventory
- Agencies will be able to report certificate level information when Candidate Inventory has been enabled

Path to find report in Cognos:

Implementation Materials now Available

https://help.usastaffing.gov/ResourceCenter/index.php/Resources



What is Candidate Inventory

Candidate Inventory is an innovative tool within USA Staffing that allows hiring managers direct access to available candidates without the need to undergo a new recruitment. Hiring managers can search for, review, and curate a list of candidates based on specific position criteria (i.e., series, grade location) within their organization and engage HR to hire them.

Candidate Inventory allows hiring managers within a single USA Staffing Organization (i.e., Navy is an Organization within Department of Defense and Small Business Administration is its own Organization; to source candidates available on active certificates of eligibles. It supports agencies in reusing certificates of eligibles for similar positions across an organization or making non-competitive hires outside of the normal job announcement process. Candidates available in Candidate Inventory will require verification of qualifications and eligibility before receiving an appointment to a position not associated with the original certificate of eligibles.

How to Use this Guide

This guide is being published before the feature is available for use in USA Staffing so your agency can begin making decisions about how it will complement your current hiring processes.

It is recommended that your agency

- Form a team to consider how to implement Candidate Inventory. This team should have the
 appropriate knowledge of your agency's hiring processes and hiring authorities used.
- Define and produce guidance for HR Specialist and Hiring Managers to follow when using Candidate Inventory.

Pre-Implementation Guide

OPM USA Staffing



May 2023









Purpose

The purpose of this document is to provide a starting point for agencies to consider when developing USA Staffing (USAS) Candidate Inventory (CI) processes and procedures within their agency. We recommend you use this example in conjunction with the <u>Candidate Inventory Pre-Implementation Guide</u>. These examples are not all inclusive and only include the most common guidance that should be considered. We recommend you consult with your agency policy personnel when developing agency-specific CI guidance.

System Process Example

Vacancy Eligibility Example

This Vacancy Eligibility example is not all inclusive and only includes the most common guidance that should be considered. We recommend you consult with your agency policy personnel when developing agency-specific CI guidance.

Vacancy announcements may have CI enabled when the position meets one of the following requirements:

- · Frequently Recruited Vacancies;
- · Difficult to fill;
- Mission Critical Occupation (MCO);
- Staffing Shortage; or
- Has an approved Direct Hire Authority (DHA) [Insert specific approved DHAs, if applicable]

Vacancy and Certificate Ineligibility Example

This Vacancy and Certificate Ineligibility example is not all inclusive and only includes the most common guidance that should be considered. We recommend you consult with your agency policy personnel when developing agency-specific CI guidance.

The following vacancy announcements and certificate types are not eligible for inclusion in CI:

- Delegated Examining Unit (DEU);
- Certificate types that require veterans' preference considerations, such as Category Rating and Rule of Three; and
- · Some DHAs [Insert specific DHAs, if applicable.]

NEW: Sample Business Process Rules



Marketing Flyer

USA Staffing
Candidate Inventory
Frequently Asked Questions

June 202

Frequently Asked Questions



Demonstration Recording











Position Description Coversheet

What We Learned

OF-8 is an optional form

OPM Classification Policy does not require the use of the OF-8 or other coversheets.

Certification Statement and Signature

OPM Classification Policy requires that all position descriptions include a statement signed by the supervisor attesting to the accuracy of the description.

Position Description Coversheet

USA Staffing PD Coversheet meets the OPM Classification requirements as it includes the Certification Statement and Authorizer's Signature.

USA Staffing Coversheet contains majority of OF-8 fields

Additional Fields (not in OF-8)

- Promotion Potential
- Functional Classification Code
- Bargaining Unit Status
- Bargaining Unit Code
- Physical/Medical Required

- Firearm Required
- Interdisciplinary Position
- Testing Designated Position
- Acquisition Position
- Acquisition Level



Added value to agencies

Not included in Coversheet

- Reason for Submission
- Duty Station
- Name of Employee
- Employee Review



Not required by policy

USA Staffing Coversheet



Confirmation Required



I certify that this position has been classified/graded as required by Title 5, U.S. Code, in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

Authorize

Cancel

3/17/2023

Coversheet Certification



Required Position Description Authorizations

Electronically signed by William Grenz

Supervisory Certification	I certify that this is an accurate statement of the major duties and responsibilities of	
	this position and its organizational relationships, and that the position is necessary	
	to carry out Government functions for which I am responsible. This certification is	
	made with the knowledge that this information is to be used for statutory purposes	
	relating to appointment and payment of public funds, and that false or misleading	
	statements may constitute violations of such statutes or their implementing	
	regulations.	











USA Hire

Sharon Wilborn

New USA Hire Series

Aerospace Engineer (0861)

Grades 7-15

Grades	Occupational Reading Assessment	Occupational Interaction Assessment	Occupational Judgement Assessment	Occupational Reasoning Assessment
7-11	X	X		
12	Х	X	Х	
13-15		X	X	X













Power BI

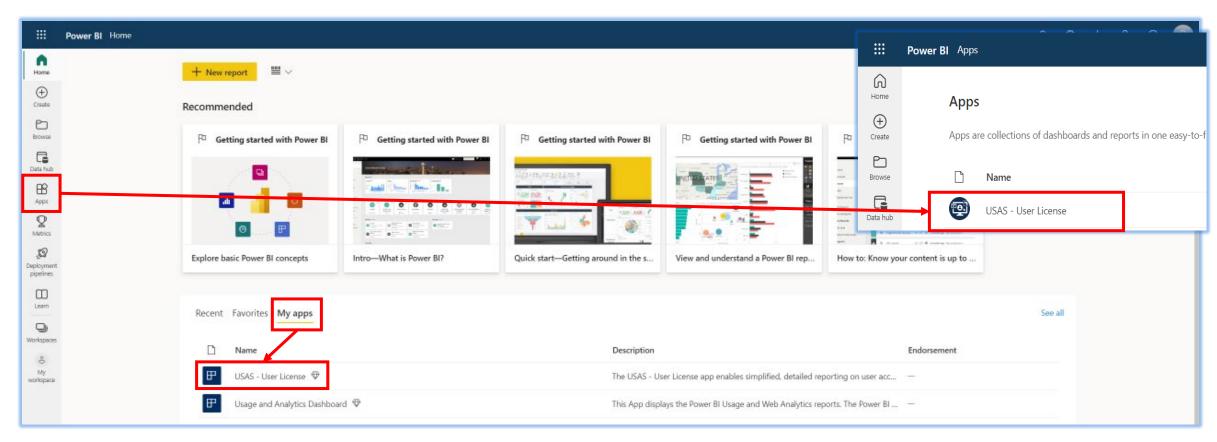
Krista Galvin

USAS - User License App



Launched August 2023

The User License App enables simplified, detailed reporting on user accounts and permission profiles.



Each new data product will be released via apps targeted at the topic area (e.g., Time to Hire, Applicant Flow Data).

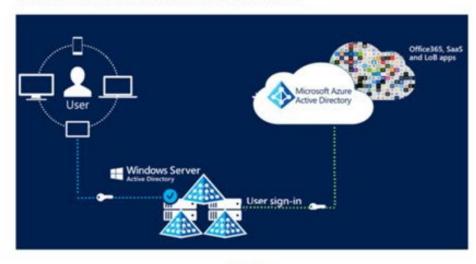
Power BI Authentication

Authentication currently relies on the use of the Microsoft Authenticator App.

Microsoft Authenticator App Alternative

- The Entra ID Certificate Based Authentication (CBA) method would remove the app from the sign-in process.
- **Entra ID CBA** meets all requirements for secure authentication.
- Agencies should reach out to their CIO for information about participation in the pilot being led by Microsoft to onboard agencies to Entra ID CBA.

Certificate-based authentication with federated AD FS





Azure AD certificate-based authentication



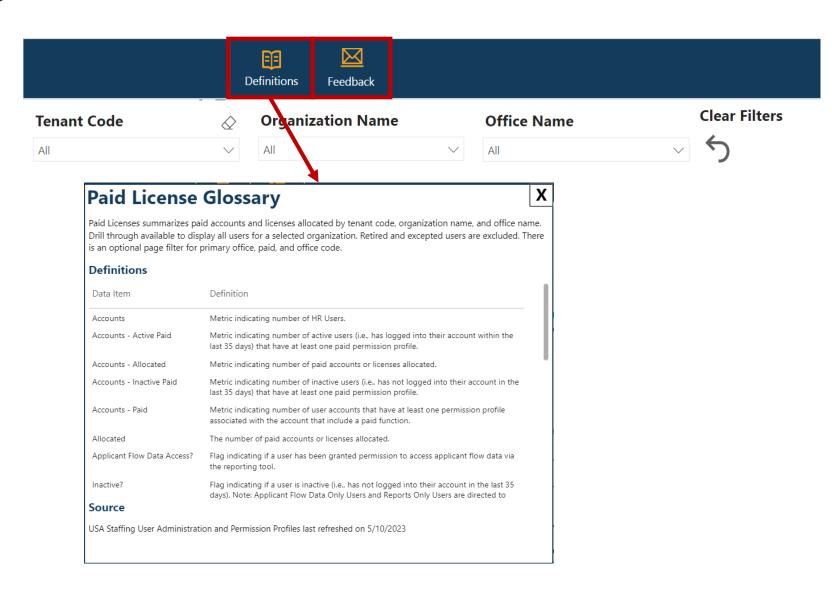
Report Templates

Definitions:

- The Definitions button opens a data glossary with a description of the report page, data source, and definitions of each data item or measure used in the visuals on the page.
- The glossary is specific to each report page.

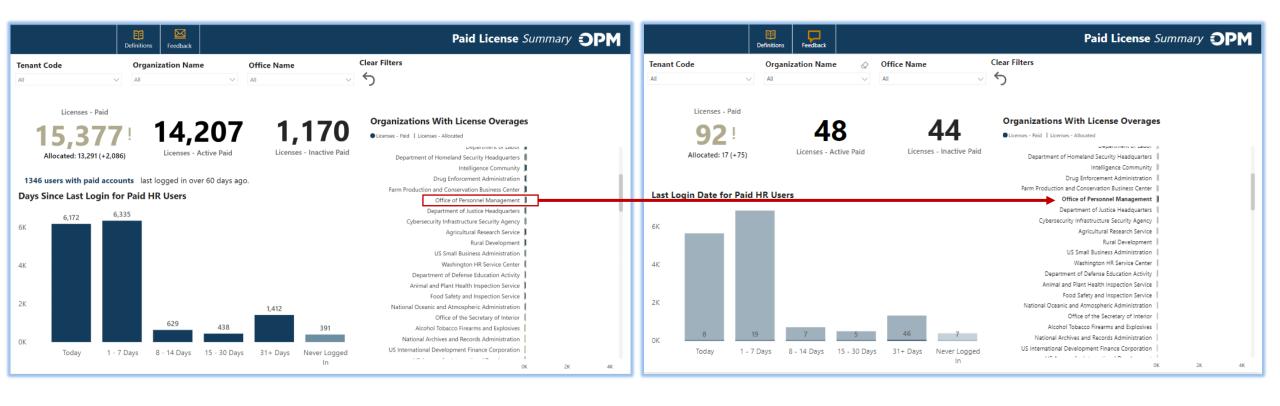
Feedback:

 The Feedback button opens an email to <u>USAStaffingData@opm.gov</u> to provide feedback on the report.



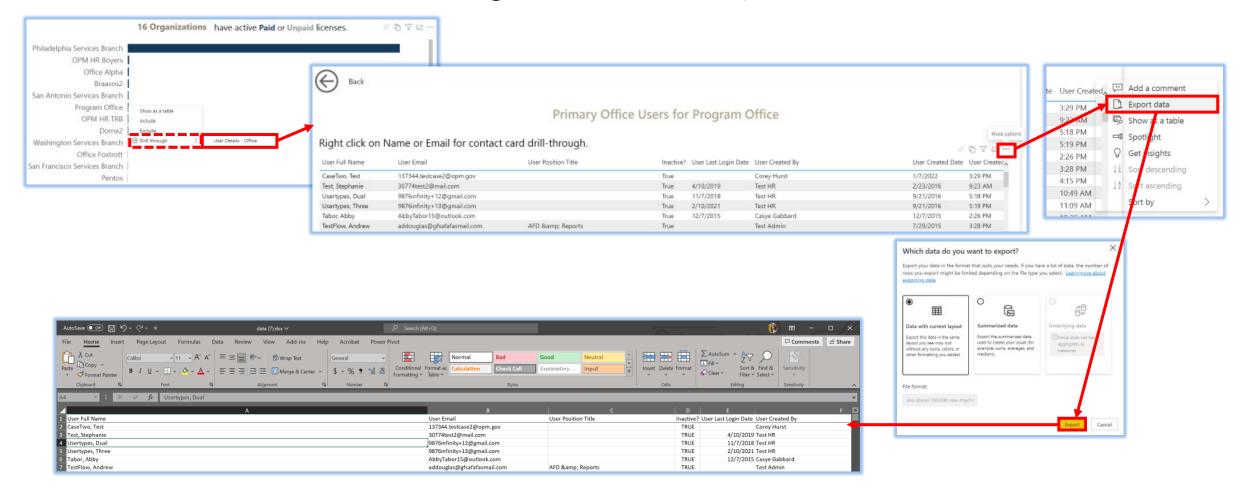
Report Page Visual Interactions

Visuals on the report pages are interconnected. Selecting a data point in one visual will change all related visuals where that data point also appears. To de-select, click again on the selected value in the visual.



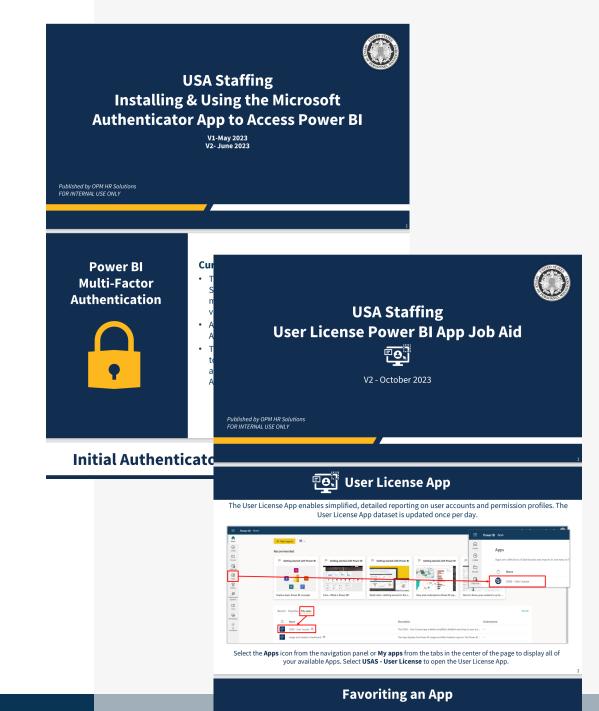
Exporting Drill Through Reports

Drill through reports can be exported to Excel. After opening a drill through report, select the **More options** menu, select **Export data** leaving **Data with current layout** selected and select **Export**.



Power BI Implementation Resources

- Power BI Training Resources are available on the <u>Reporting and Analytics</u> page of the USA Staffing Resource Center.
 - User License Power BI App Job Aid
 - Microsoft Authenticator App Job Aid
 - Power BI Self-Guided Learning Resources
- Additional resources are being developed and will be released in conjunction with new data products, including:
 - Job Aids
 - Video vignettes depicting how to perform specific actions
 - Live training













Engagement Opportunities

Customer Sprint Reviews

Who Should Attend?

Advanced Users that directly support end users (e.g., Super Users and Office Admins) and those who have influence on agency business process decisions

When?

Once a Month

Why?

USA Staffing demonstrates functionality recently released to the Stage environment.

This preview provides insight on how the new functionality can benefit your agency.



Recordings are saved on the <u>USA Staffing Resource Center</u> and emailed to participants.

Events, Training, and Releases



Events





November 16 Cognos Report Consumer Forum

November 16 Customer Sprint Review

December 7 Cognos Advanced Report Author Forum

December 12 Reporting and Analytics Workgroup Meeting

December 13 Customer Sprint Review

December 21 Cognos Report Consumer Forum

November 14 - 15 Cognos Report Author Training

Nov 27 – Dec 1 Virtual Mixed Agency USA Staffing Training with Onboarding (enrollment closed)

December 4 – 8 Virtual Mixed Agency USA Staffing Training with Onboarding (enrollment closed)

December 12 Virtual Mixed Agency Onboarding Training

December 13 – 14 Cognos Report Author Training

November 29 Cognos Stage Release

December 1 USA Staffing Production Release

December 13 USA Staffing Stage Release

Complete Release Schedule and Release Notes can be found on the <u>USA Staffing Resource Center</u>.

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









