USA Staffing®

Product Summary

January 2021

Complete the full scope of talent acquisition and onboarding in a single system.

USA Staffing® is OPM's end-to-end talent acquisition solution designed by and for Federal agencies. USA Staffing is the foundation for a successful hiring process, securely connecting staffers, managers, applicants, and new hires to the data and tools they need. USA Staffing is tightly integrated with OPM's USAJOBS® and USA Hire^SM and connected through data integrations with HRIT systems government-wide. Our all-inclusive license model provides access to the essential features, system integrations, analytics training, support, and services that ensure *"Great Government Starts Here."*

Automate processes and streamline systems.

USA Staffing supports Federal agencies in acquiring, assessing, referring, selecting, and onboarding qualified candidates. The system is configurable to accommodate the full range of Federal hiring flexibilities, authorities, and unique agency processes.

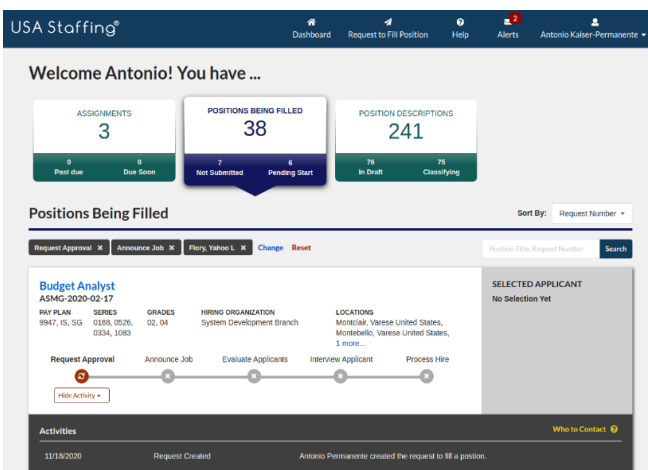### Create, approve, publish and store position descriptions

USA Staffing now includes a standardized yet flexible classification capability integrated with its core recruiting functionality. As a result:

- Authorized PDs created in the classification module are linked to recruitment requests.
- Assessments are linked to competencies found in the PD.
- Announcements are created using up-to-date position information.
- New hires are tied to valid PDs when they enter-on-duty.

Collaborate with Hiring Managers

Tracking handoffs between HR professionals and hiring managers provides valuable data for business process analysis and greater insights into your hiring process. With USA Staffing's *Review functionality*, hiring managers have access to and can provide tracked feedback to announcement and assessment content before a vacancy is posted. Hiring managers then access the same module to review best qualified application packages, add notes from their interviews, and make selection decisions. This data is fully visible to HR, enabling them to validate the selection and start the onboarding process.

Hiring managers have direct access to their hiring actions from a *dashboard* specifically designed for them around their unique information needs. This interface directs them to what is most important, including the activities they need to complete for their recruitments to continue. Hiring Managers can easily view the status of their positions and associated HR activity, helping to ensure greater transparency in progress toward key hiring milestones and eliminating the need to dive into each individual action. Additionally, the interface includes a robust filtering capability, allowing managers to locate actions that are active within their workgroup and keep the process moving if a colleague is out of the office. Managers can also easily find actions they previously completed to identify for re-use or refer HR to what has been successful in the past.

Design concept for new Hiring Manager Interface

If your agency uses SME panels to review candidates before they are sent to the hiring manager, USA Staffing's *Review* functionality automates and allows you to track that process too. HR professionals can send application packages to panel members, who in turn review supporting documents, annotate their

qualification determinations, and return the information to HR. With this capability, your audit trail is captured in a single system, your casefile is complete, and HR is equipped to continue the referral process.

Conduct targeted recruiting

To help promote recruitment activities and connect with qualified applicants, USA Staffing enables you to seamlessly access USAJOBS' Agency Talent Portal (ATP) via a single sign-on. The ATP features over 1.5 million searchable resumés to help HR and hiring managers proactively invite candidates to apply to open announcements. The ATP also features a *campaigns* capability, allowing you to manage, review, organize, and share resumés with hiring managers or other recruiters in your agency. Additionally, you can create career-related *events* to post on the USAJOBS landing page.

Manage, monitor and analyze the staffing workload

A common pain point we hear from HR professionals is the need for a way to quickly prioritize their daily tasks. Using built-in and customizable task-based workflows in a configurable dashboard, HR professionals can manage deadlines, returned selections and reviews, and overdue tasks as soon as they access the system. Infrequent users, including those with a specialized role in the onboarding process, benefit from a configurable *Activity Summary email*, which includes task and deadline information, enabling the recipient to quickly see at a glance the most relevant tasks and action items needed to proceed with the hiring process.
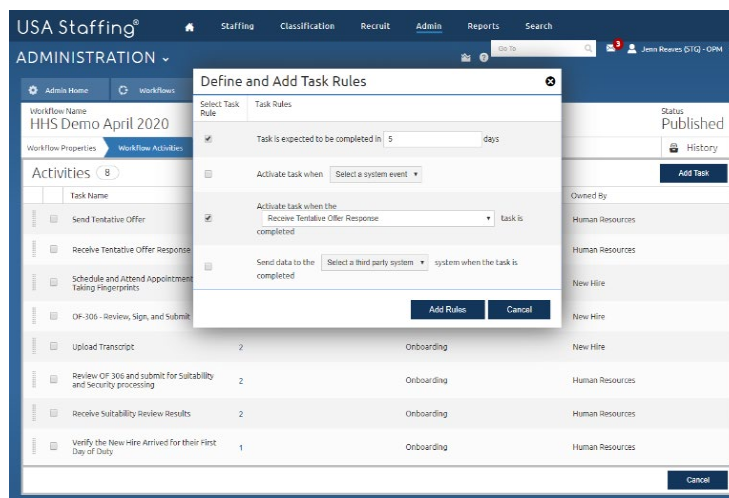
Fully customizable tasks and workflows

With "Alerts", system users are immediately notified when new hires respond to job offers, and certain system tasks are complete (such as batch printing, assessment imports/exports, and certificates returned). Alerts let users know they can proceed with the next step in their hiring actions.

Ensure a unified and positive applicant experience

Because USA Staffing is fully integrated and streamlined with USAJOBS, applicants seamlessly navigate through the application process, from searching for jobs to completing an application. With a clean, mobile-friendly application process, USA Staffing's *applicant interface* allows applicants to apply using any device.

USA Staffing helps agencies better communicate with their applicants by providing a complete record of their application package, including submitted supporting documents. You can always be sure your announcements adhere to the latest requirements and maximize the latest USAJOBS enhancements.

Make a positive first impression with new hires during onboarding

USA Staffing's *new hire interface* employs responsive design techniques, allowing your new hires to access and interact with the system using desktop computers, tablets, or mobile devices. With our "ask once, use many" approach to onboarding form completion, your new hire will answer a simple questionnaire used to automatically populate forms assigned to them. They can then electronically sign and/or submit the forms to HR directly from the interface. New hires complete this process by accessing the system using their USAJOBS account. USA Staffing's onboarding solution is available for a range of hires, including candidates selected from a certificate or through direct hire, transfer, or other expedited hiring processes.
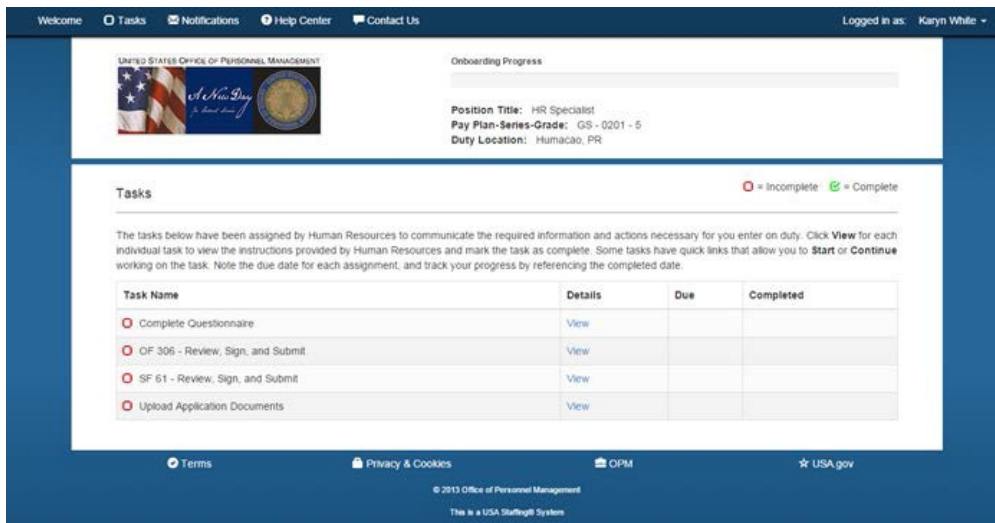
New Hire Interface with forms and tasks assigned

Agencies need to secure PII when working with security, payroll and other teams during the Onboarding process. Using custom permission profiles, these groups can access USA Staffing and review the forms and information they need to fulfill their role in the onboarding process. HR professionals, assistants, security personnel, and other team members can configure profiles and a variety of workflows to manage each phase of the pre-employment process for any new hire path you may have – no software customization needed. This includes the ability to track the completion of non-automated tasks (such as medical exams and online training) and use the Task Triggers functionality where tasks can be configured to send data to downstream systems upon completion of those tasks.

Finally, when your new employee enters on duty, with the click of a button, an HR professional can transmit allowable documents and forms directly to e-OPF.

Increase the efficiency and reliability of your hiring process.

USA Staffing's Administration module and interconnection options help create time savings for HR professionals, enabling them to spend less time on transactional tasks and more time on key hiring activities, while building consistency into your business processes.

Position Your Hiring Team for Success

USA Staffing operates on a single platform meaning all USA Staffing customer agencies have access to all system features and no software customization is required. To accommodate unique agency requirements and business processes, the system is highly configurable via default settings, customizable permission profiles, content and template libraries, and customizable workflows. Our trainers and account managers work in partnership with your

implementation team to guide you through configuring USA Staffing. This ensures your HR professionals have a consistent experience and your system configuration aligns with and supports your agency's business rules and procedures.
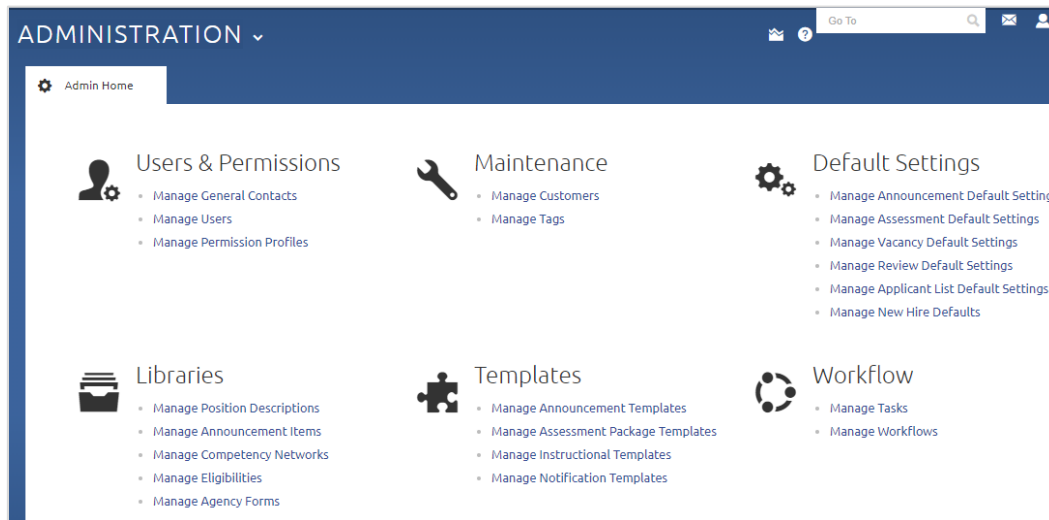
Admin Dashboard

The template library makes it easier for HR users to manage complex public notice requirements. HR users can store vacancy announcement templates in USA Staffing for simple re-use. Additionally, HR users have access to their agency's Announcement Item Library, which can be populated by users with permission so only quality items are provided for reuse. Users with specific permissions can manage an organization's competency networks so agency-specific competencies, items, and tasks can be available for HR professionals. Well-managed competency and assessment item libraries ensure high-quality assessments are administered to applicants, resulting in improved quality of hires.

Interconnections

With a focus on interoperability and end-to-end reporting, USA Staffing supports interconnections with multiple Federal HR and reporting systems. Our operational interconnections allow you to manage a shared business process by connecting your personnel processing system with USA Staffing to ensure end-to-end tracking and process transparency. All interconnection implementations, testing, and maintenance are included in the USA Staffing license agreement.

Request Processing Interconnections

The Request Processing Interconnection (RPI) provides a way for your personnel system to send request data to USA Staffing and receive status updates and new hire data back as the hiring process occurs, providing a real-time, end-to-end status and workload tracking from "Request" to "Entry on duty." By reducing dual data entry, RPI improves data quality across your hiring process. RPI implementation support is included in the license fee for USA Staffing customer agencies.

New Hire Interconnections

The New Hire Interconnection (NHI) transmits new hire data to systems involved in the Onboarding process and receives status updates and task results back in the new hire's record in USA Staffing. Agency systems in scope for the New Hire Interconnection include payroll, identity management, credentialing, provisioning, and personnel security or suitability systems. Data in scope for this interconnection includes all data collected on Forms in the Onboarding process, Onboarding task results, and status and position

data. The interconnected system can send back a task status or result in USA Staffing Onboarding keeping both the HR professional and/or New Hire informed of the hiring process.

End-to-end Recruitment Solution

USA Staffing initiates the staffing process with the creation of the request to allow agencies to track staffing actions from request to selection and onboarding. HR and hiring manager users can create a request for a new vacancy, make additional selections from an existing vacancy, or onboard a new hire. Users can create multiple vacancies from a single request or link a new request to an existing vacancy.

Assess Candidates

USA Staffing supports custom eligibilities so HR users can identify the special appointing authorities and other areas of consideration for which each applicant is eligible. Applicants respond to a corresponding question in the online application for each eligibility, making it easier to sort and adjudicate applicant lists. Eligibilities are also reportable, enabling your agency to track who was hired under specific authorities or eligibilities.

USA Staffing's advanced assessment capability features a library of competency networks and a variety of assessment types and is fully integrated with USA Hire, OPM's high-quality, professionally developed assessments that cover 118 government-wide job series.

Accurate, effective assessments are essential to hiring top talent – and the key to building a great government workforce. USA Staffing's training-and experience-based questionnaire can be combined with other assessments into a multiple-assessment approach that includes SME panel evaluations, structured interviews, USA Hire assessments, and others to ensure a reliable and efficient 'whole-person' assessment process.

Applicant Lists and Referrals

HR professionals can manage large applicant pools while ensuring compliance with regulatory requirements and merit principles. USA Staffing is uniquely designed to handle the full range of Federal hiring flexibilities and requirements across multiple appointing authorities. USA Staffing offers a robust range of user-friendly applicant list filters to help HR professionals specify precise criteria for each certificate and to maximize efficiency. Throughout the process, HR professionals can send touch point notifications or custom notifications to one, some, or all applicants within a vacancy with the click of a button.

USA Staffing is more than just an HRIT system.

While high-quality and user-friendly software is the foundation of a successful talent acquisition system, our agile approach to development and targeted support for key stakeholders helps drive transformational results for our customers.

Account Management

USA Staffing customers receive support from an OPM Account Manager, your primary point of contact who helps manage the implementation/migration process, provides regular communication about USA Staffing, and delivers ongoing support throughout the partnership. The Account Manager provides a direct and personal communication channel to identify agency needs early and ensures regular communication between key agency stakeholders and the USA Staffing Program Office. Account Management and implementation support is provided at no additional cost and is included in the license fee.

Advisory Board Membership

USA Staffing customers play an essential role prioritizing system requirements and providing feedback on system functionality in alignment with agency hiring goals and priorities. We welcome representatives from each customer agency to participate on our USA Staffing Advisory Board. The USA Staffing Program Office hosts regular Advisory Board meetings to discuss items relevant to the entire user community, such as enhancement

ideas, hiring initiatives, and policy updates. During these meetings, USA Staffing provides system demonstrations and collects feedback on key enhancements. In addition, agencies can participate in Advisory Board sub-groups on specific topics such as interconnections, assessments, and reporting to provide real-time input on system functionality and enhancements.

Help Desk Support

USA Staffing provides technical support to system HR users and applicants via its fully integrated Help Desk. Individuals can submit a help ticket directly through the USA Staffing interface. Once the ticket is created, the submitter will receive an automatic email acknowledgement. Help Desk staff will respond via that email to provide direction, request additional information, or close the ticket if the issue has been resolved. The Help Desk responds to tickets via email Monday through Friday (excluding Federal holidays) between 7 am and 7 pm ET. All Help Desk services are included in the USA Staffing license fee.

Online Help Content

Extensive online help content is available for HR professionals, hiring managers, applicants, and new hires. Content is updated in real-time as functionality is released, ensuring comprehensive coverage. We continually evolve USA Staffing Online Help and training content with the development of new features and functionality. When new features are developed, help and training content is created with explanations and step-by-step instructions. USA Staffing's user support and development teams coordinate closely to ensure all system features created are reflected in publications within the release cycle. USA Staffing uses an automated program to share information and track changes required for user publications. During each release cycle, USA Staffing publishes a comprehensive list of features being deployed with links to the Online Help content. This information is published to our Resource Centers and made available to all users at any time.

Agile Development

USA Staffing applies both human centered design and agile approaches to system development, enabling us to incorporate agency feedback on system features and respond to new and evolving requirements through rapid iterations. As a scalable, on demand platform, USA Staffing is well-positioned to adapt to the changing Federal landscape, from high volume hiring to increased security requirements.

Following each monthly Stage release, USA Staffing holds a virtual Customer Sprint Review to demonstrate the newest functionality to advanced users who directly support end users (for example, Super Users and Office Admins) and those who have influence on agency business process decisions. The Customer Sprint Review includes technical demonstrations explaining new features included in each month's Stage Release notes and a live question/answer session. At the time of each review, we ask attendees to test the new functionality in Stage and evaluate the impact, if any, on their agency's business processes, educate end users on the changes, and provide feedback to their Account Manager prior to the Production Release. After each review, USA Staffing provides the recording and questions/answers to those identified as members of the Sprint Review group. After conducting thorough internal testing and reviewing customer feedback, this functionality is deployed to the Production environment during regular, monthly deployments. Both Stage and Production deployments are zero downtime, meaning HR users, applicants, hiring managers, and new hires have a seamless, uninterrupted experience as new functionality is released.

Reporting and Analytics.

USA Staffing offers a comprehensive reporting and analytics program designed to ensure agency decision makers have easy access to high-quality hiring data. USA Staffing provides agencies with direct access to their data through IBM Cognos Analytics ® - a business intelligence (BI) tool that enables HR users and data analysts to run standard (canned) reports and develop custom, ad-hoc reports covering all modules in the system. USA Staffing provides the following reporting and analytics services included with the license fee:
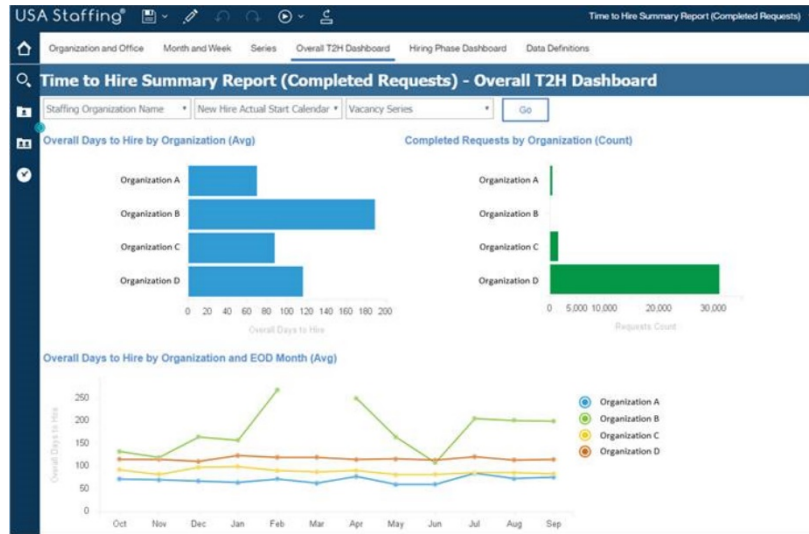
Time to Hire Standard Report Dashboard

- **Standard reports:** The USA Staffing user interface delivers context-sensitive, real-time reports for immediate use by HR users within the normal workflow of the system. Users can also access the full array of standard reports and dashboards developed by the USA Staffing Program Office through single sign-on to Cognos. HR users can export these reports in a variety of formats, including HTML, PDF, and Excel, and can create and share custom reports to meet individual agency needs.

- **Report author access for custom reporting:** Advanced analysts in each agency can be granted the ability to create custom reports to meet agency-specific reporting needs. These custom reports can be shared with other report consumers and authors.

- **Security:** We impose office-level security on all data items in Cognos. Users will only be able to view data for which they have office-level access.

- **Cognos and USA Staffing data training and resources:** USA Staffing provides virtual training sessions and materials on the use of Cognos and USA Staffing data for HR users and report authors. Training sessions include an overview of USA Staffing data with practical exercises in running standard reports and developing custom reports.

- **Reporting and Analytics Workgroups:** USA Staffing facilitates a monthly Reporting and Analytics Workgroup meeting for all USA Staffing users interested in data. Topics include additions and modifications to USA Staffing data models and standard reports, training on the use of Cognos and USA Staffing data, and agency best practices.

- **Custom report development support:** USA Staffing works directly with users to modify existing reports and develop new reports to meet agency requirements.

- **Iterative development:** The USA Staffing Program Office includes multiple Scrum teams dedicated to refining USA Staffing data models and developing standard reports and dashboards. The Scrum teams deliver new functionality every two weeks based on customer requests and feedback.

Complete Hosting, Maintenance, Security, and Upgrades.

Payment for USA Staffing is based on the number of Human Resources professionals creating and editing information, which includes creating announcements, developing assessments, reviewing applications, and issuing/auditing certificates. Hiring managers, onboarding specialists, applicants, and new hires have unlimited access to their respective areas of the USA Staffing system and are not calculated in the access fee. In addition,

restricted access may be provided to a limited number of agency auditors, EEO staff, help desk staff, data analysts, and others when the user is not conducting any core staffing actions in the system and their use is infrequent.

Our customer partners enjoy exceptional service from our expert team, time savings from a simplified interagency agreement process, and improved business processes, and cost savings from all-inclusive pricing and economies of scale. Our focus on user experience and proactively addressing customer needs through shared best practices, system enhancements, and continuous user engagement allows us to deliver the best value for government agencies.

IT hosting and maintenance is fully included and handled by OPM. We host the system in our secure facility in Macon, GA. OPM maintains the Authority to Operate, Privacy Impact Assessment, and Records Retention Schedule for the system on behalf of our agency customers, reducing the reporting burden across the shared service.

OPM places the utmost importance on the privacy and security of the USA Staffing system and information from our agency customers and the public. USA Staffing complies with the Federal Information Security Modernization Act (FISMA) laws, National Institute of Standards and Technologies (NIST) Standards and Special Publications (SP), Open Web Application Security Project (OWASP) Top 10 recommendations for web application security, as well as industry best practices. This translates into a secure application and infrastructure that meets agency business needs and mitigates privacy risks associated with the collection, maintenance, and use of the personally identifiable information in the system.

OPM undergoes annual independent security audits, in addition to customer evaluations, and consistently receives favorable reviews. Agencies benefit from a fully certified and accredited system that meets Federal security standards and provides data redundancy at a Federal disaster recovery site, ensuring continued operations.

For more information about USA Staffing, please contact:

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