



USA Staffing Reporting and Analytics

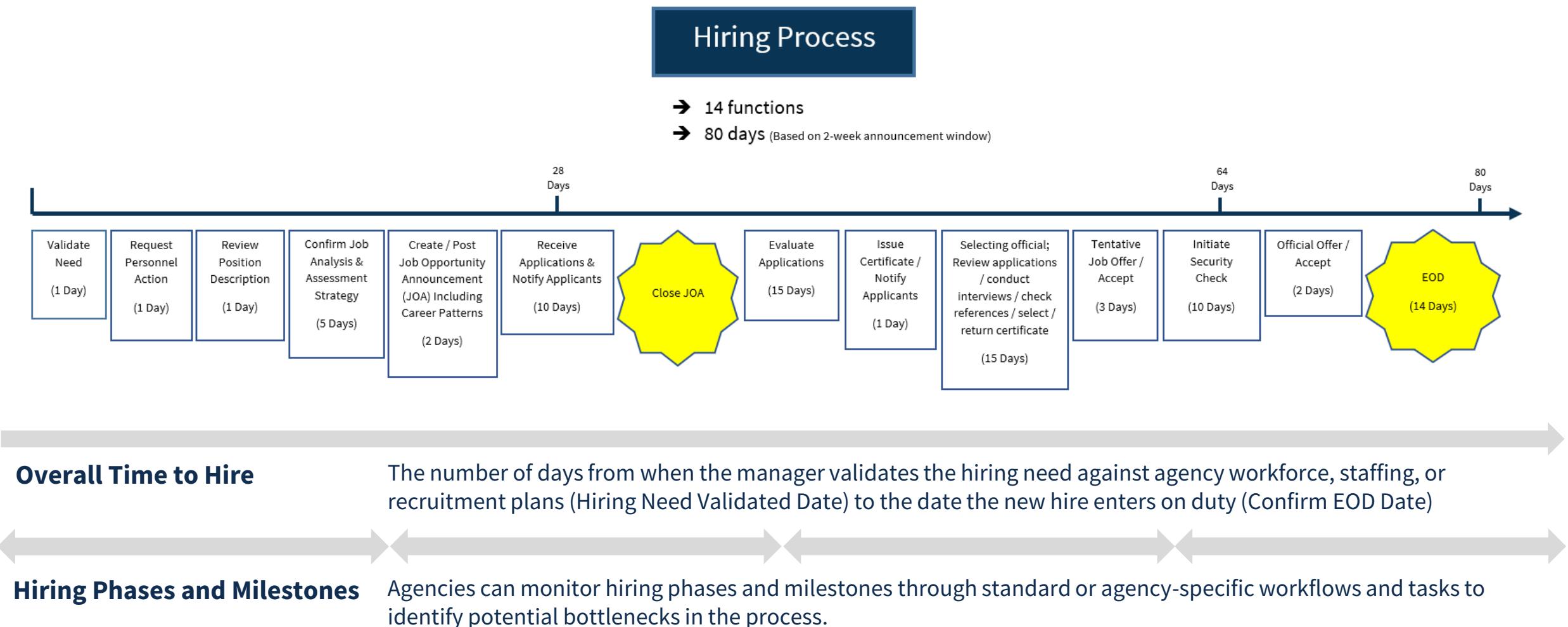
Time to Hire Overview
August 21, 2024

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Time to Hire

The Time to Hire package and its standard reports include **pre-calculated metrics** identifying the amount of time between milestones in the **OPM 80-Day Hiring Process Roadmap**.





Data Collection and Preparation

Time to Hire reporting has been automated to **improve the efficiency of data collection, strengthen data accuracy, and reduce the reporting burden.**

- As HR staff perform actions within USA Staffing, time to hire data is automatically collected and analyzed within the Time to Hire data warehouse.
- The Time to Hire data warehouse enables reporting on milestones identified in the OPM 80-Day Hiring Model as well as agency-specific hiring processes.
- Automated data collection and analysis is reliant on the use of workflows and tasks:
 - Identification of steps in the staffing process
 - Track activation date, completion date, and task owner (e.g., HR User, Hiring Manager, New Hire)
 - Document expected time to complete each milestone
- Visit the USA Staffing Resource Center for guidance and templates for creating workflows and tasks: <https://help.usastaffing.gov/ResourceCenter/index.php/Resources> – see the “Workflows and Tasks” section



Populating Time to Hire Data

Overall time to hire is automatically calculated for all requests. Data on **hiring phases and milestones** is only available if **workflows and tasks are set up** appropriately.

1. USA Staffing Workflows

- A workflow is a bundle of tasks that can be assigned at the same time and includes established due dates for each task.
- Tasks are assignments that must be completed by an HR User, Hiring Manager, Onboarding User, and/or New Hire in order to complete the staffing process.
- Agencies can use system-wide or create custom workflows and/or tasks.

Workflow Name
OPM 80-day

Workflow Properties Workflow Activities

Activities (9)

	Task Name	Task Rules	Purpose	Owned By
1	Complete Assessment Package	1	Staffing	Human Resources
2	Release Announcement	1	Staffing	Human Resources
3	Review Applicants	1	Staffing	Human Resources
4	Issue Certificates	1	Staffing	Human Resources
5	Send Certificates	1	Staffing	Human Resources
6	Notify Applicants Of Referral	1	Staffing	Human Resources
7	Make And Return Selections	1	Staffing	Hiring Manager
8	Audit Certificates	1	Staffing	Human Resources
9	Notify Applicants Of Referral Disposition	1	Staffing	Human Resources



Populating Time to Hire Data

2. Initiate a Request and Assign a Workflow

- The Hiring Need Validation date, specified for the request, is the starting point for Time to Hire reporting
 - The date is either:
 - Identified by the HR User when creating the request; or
 - Collected from an agency via an interconnection; or
 - Calculated as 2 days prior to the Request Approval Date (system-generated)
- Workflow assignment is required to create a vacancy

The screenshot shows a software interface for managing a request. At the top, there is a header with the request number 'Request 20141006-11867', the customer 'Office of the Chief Financial Officer', the request type 'New Vacancy', and a status dropdown set to 'Incomplete'. Below the header, there are tabs for 'Request Information', 'Location Information', and 'Staffing Approach', with 'Staffing Approach' being the active tab. On the right side, there are buttons for 'Documents (0)', 'Notes (0)', and 'History'. The main content area is titled 'Vacancy to be Created' and contains a table with the following data:

Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/> Case Exam	NARA	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input checked="" type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit Promotion	<input checked="" type="checkbox"/> OPM 80-day	<input checked="" type="checkbox"/> 0201-9(Classification) <input checked="" type="checkbox"/> 0201-11(Classification) <input checked="" type="checkbox"/> 0201-9(Employee Relations) <input checked="" type="checkbox"/> 0201-11(Employee Relations)



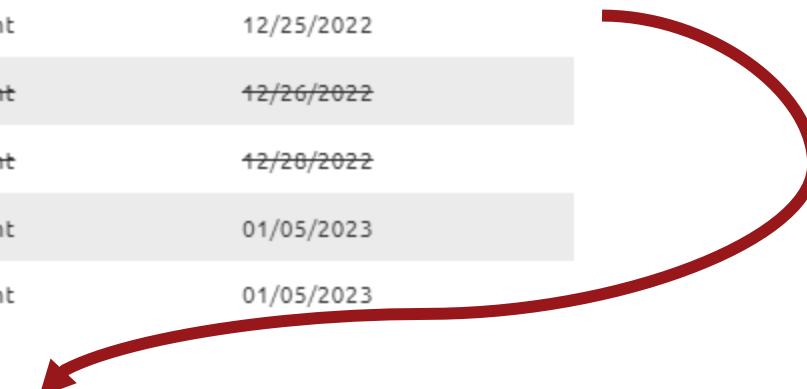
Populating Time to Hire Data

3. Complete Tasks

- As HR Users and Hiring Managers work through the staffing process, tasks are completed and Time to Hire data is automatically populated.

Tasks (17)

Task	Owner	Due Date
Notify Applicants Of Referral Disposition	Kristi Balant	12/24/2022
Audit Certificates	Kristi Balant	12/24/2022
Schedule Drug Test for Monica Pierce	Kristi Balant	12/25/2022
Complete Assessment Package	Kristi Balant	12/26/2022
Release Announcement	Kristi Balant	12/26/2022
Make And Return Selections	Kristi Balant	01/05/2023
Review Applicants	Kristi Balant	01/05/2023



Request Number	Hiring Need Validation Date	Hiring Need Validated to Request Approval	Request Approval to Announcement Open	Announcement Open to Close	Announcement Close to Certificate Issued	Certificate Issued to Certificate Returned
18MAR6ECW4YN01X123115	03/01/2018	1	10	4	4	6
18MAR6ECW4YN01X123117	03/01/2018	1	10	7	2	6
18MAR6ECW4YN01X123119	03/01/2018	1	10	3	1	4



Populating Time to Hire Data

4. New Hire Enters on Duty

- When the new hire successfully completes onboarding tasks and enters on duty, HR Users and/or Onboarding Users complete the "Verify the New Hire Arrived for their First Day of Duty" task, which completes time to hire measurement for the request.

Tasks (8)						Assign Workflow	Add Task
	Task Name	Owner	Status	Due	Completed Date		
<input type="checkbox"/>	Set Document Type for New Hire Documents	Marius Acklin	Complete		03/05/2021		
<input type="checkbox"/>	Send Tentative Offer	Marius Acklin	Complete	03/06/2021	03/05/2021		
<input type="checkbox"/>	Send Official Offer	Marius Acklin	Complete	03/06/2021	03/05/2021		
<input type="checkbox"/>	Receive Tentative Offer Response	Marius Acklin	Complete	03/07/2021	03/05/2021		
<input type="checkbox"/>	Receive Official Offer Response	Marius Acklin	Complete	03/07/2021	03/05/2021		
<input type="checkbox"/>	Verify the New Hire Arrived for their First Day of Duty	Marius Acklin	Complete	03/25/2021	03/05/2021		
<input type="checkbox"/>	Transmit Documents to eOPF	Marius Acklin	Complete	06/03/2021	06/14/2021		
<input type="checkbox"/>	Transmit Forms to eOPF	Marius Acklin	Complete	06/03/2021	06/14/2021		



Time to Hire Reporting

The **Time to Hire data warehouse** includes **detailed data** as well as **standardized, pre-calculated metrics** for time to hire reporting.

- Data is updated ~3 times per day
- A library of reports is available to all reporting users. Reports are designed to provide high level metrics and/or detailed data, as well as to respond to mandatory time to hire reporting requirements.

The screenshot shows a SharePoint library interface titled 'Time to Hire'. The top navigation bar includes 'Content' and a search bar. The library lists three items:

- MCO Staffing Resource Chart**
The Mission Critical Occupation (MCO) Staffing Resource Chart displays Time to Hire in the f...
- Time to Hire Detail Report**
The Time to Hire - Detail Report displays detail level data on the milestones of the hiring pro...
- Time to Hire Summary Report (Completed Requests)**
The Time to Hire - Summary Report displays summary level data on the milestones of the...

Each item includes a 'Last Accessed' timestamp and a blue 'More' icon.

Time to Hire



MCO Staffing Resource Chart
Displays time to hire in the format required by OPM for annual time to hire reporting.

MCO Staffing Resource Chart

Organizations:	Office of Personnel Management, OPM Program			
Fiscal Year:	2021			
Request Types:	New Vacancy, Onboard New Hire			
Additional Occupations or Commonly Filled Positions:	All parameter options			
OPM Program				
Mission Critical Occupations and Series	(T2H-1) Total Number of Hires (Oct 1, 2020 - Sep 30, 2021)	(T2H-2) Average number of calendar days per hire from manager's hiring need validation to when Tentative Offer was accepted (Oct 1, 2020 - Sep 30, 2021)	(T2H-3) Average number of calendar days per hire from manager's hiring need validation to Entry on Duty (Oct 1, 2020 - Sep 30, 2021)	(T2H-4) Average number of calendar days per hire from when the JOA closed to when Tentative Offer was accepted (Oct 1, 2020 - Sep 30, 2021)
All Hires	12	20.2	67.8	-3.0
Government-wide MCOs				
0201 - Human Resources Management	7	29.7	45.4	17.5
Cybersecurity (all occupations, including 2210)				
Agency or Sub Agency Specific MCOs and Any Additional Occupations or Commonly Filled Positions				
0343 - Management And Program Analysis	2	0.0	1.0	-44.0
0487 - Animal Science	1		8.0	
0650 -	1	2.0	485.0	
4602 -	1	2.0	0.0	
SES Leadership				

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Time to Hire



Time to Hire Detail Report

Report displaying detail level data on the milestones of the hiring process and the overall time to hire.

Time to Hire Detail		Data Definitions																																																																																																																																																																																								
Time to Hire Detail Report																																																																																																																																																																																										
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Fiscal Year:	2023	Vacancy Types:	All parameter options																																																																																																																																																																																							
Month(s):	All parameter options	Request Numbers:	All parameter options																																																																																																																																																																																							
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<table border="1"><thead><tr><th>Staffing Organization Name</th><th>Staffing Office Name</th><th>Request Number</th><th>Request Type</th><th>Vacancy Number</th><th>Vacancy Type</th><th>Vacancy Announcement Types</th><th>Announcement Number</th><th>New Hire Name</th><th>New Hire Number</th><th>New Hire Creation Date</th><th>New Hire Veterans Preference Status</th><th>New Hire Customer Name</th><th>New Hire Pay Plan</th><th>New Hire Series</th><th>New Hire Grade</th><th>Hiring Need Validation Date</th><th>Request Personnel Action Date</th><th>Request Approval Date</th><th>JOA Review Sent Date</th><th>JOA Review Returned Date</th><th>JOA Open Date</th><th>Announcement Close Date</th><th>Announcement Open Date</th><th>Announcement Close Date</th><th>Certificate Issue Date</th></tr></thead><tbody><tr><td>OPM Program</td><td>Program Office</td><td>20221031-60542</td><td>Onboard New Hire</td><td></td><td></td><td></td><td></td><td>Thirty-First, Tester</td><td>HLEJ9-ZH8C</td><td>10/31/2022</td><td>NV - No Preference Claimed</td><td>Testing Division</td><td>GS</td><td>4749</td><td>8</td><td>10/29/2022</td><td>Oct 30, 2022</td><td>10/31/2022</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>OPM Program</td><td>Program Office</td><td>20221201-71626</td><td>Onboard New Hire</td><td></td><td></td><td></td><td></td><td>Smith, Ariana</td><td>HK9DH-2GQW</td><td>12/01/2022</td><td></td><td>Testing</td><td>GS</td><td>0020</td><td>5</td><td>12/01/2022</td><td>Dec 1, 2022</td><td>12/01/2022</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>OPM Program</td><td>Program Office</td><td>20221221-28554</td><td>Onboard New Hire</td><td></td><td></td><td></td><td></td><td>Hobbs, Buddy</td><td>H9IYN-L8H4</td><td>12/21/2022</td><td>NV - No Preference Claimed</td><td>Account Management Branch</td><td>GS</td><td>5001</td><td>8</td><td>12/21/2022</td><td>Dec 21, 2022</td><td>12/21/2022</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>OPM Program</td><td>Program Office</td><td>ACCT510-15-DJ</td><td>New Vacancy</td><td>10002835</td><td>Case Exam</td><td>DE, ST</td><td>FY16-10002835-DJ</td><td>Brown, Tammy</td><td>H78MC-2SVA</td><td>02/18/2016</td><td>NV - 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Time to Hire



Time to Hire Summary Report (Completed Requests)

Report displaying summary level data on the milestones of the hiring process and the overall time to hire.

Organization and Office Month and Week Series Overall T2H Dashboard Hiring Phase Dashboard Data Definitions

Time to Hire Summary Report (Completed Requests)

Organizations: OPM Program, OPM Reimbursable, RPI Testing Organization **Request Types:** All parameter options

Fiscal Year: 2023 **Vacancy Types:** All parameter options

Month(s): All parameter options **Series:** All parameter options

Note: Negatives may occur when milestone dates occur more than once (e.g. certificates re-audited).

Staffing Organization Name	Staffing Office Name	Requests Count	Hiring Need Validated to Tentative Offer Accepted	Overall Days to Hire (Hiring Need Validated Date)	Request Approval to JOA Review Sent	JOA Review Sent to JOA Review Returned	JOA Review Returned to Announcement Open	Announcement Open to Close	Announcement Close to Certificate Issued	Certificate Issued to Certificate Returned	Certificate Returned to Certificate Audited	Certificate Audited to Tentative Offer Sent	JOA Closed to Tentative Offer Accepted	Tentative Offer Sent to Official Offer Sent	Official Offer Sent to Entry on Duty
OPM Program	Program Office	5	3.3	531.6				92.5	-135.0			4.0	-129.0	0.0	86.0
	User Support Office	1	427.0	445.0				5.0	22.0			305.0	399.0	18.0	0.0
OPM Program - Summary		6	109.2	517.2				63.3	-56.5			154.5	135.0	9.0	57.3
OPM Reimbursable	Philadelphia Services Branch	14	2.5	203.0				89.0	-113.3	0.0	0.0			-10.0	0.0
	San Antonio Services Branch	3	3.0	1,147.3				72.3	-0.5	42.0		1.0	0.0	1,323.0	-2.0
OPM Reimbursable - Summary		17	2.6	369.6				82.8	-68.2	10.5	0.0	1.0	-6.7	441.0	-0.2
Overall - Summary		23	41.4	408.1				77.5	-64.9	10.5	0.0	103.3	50.0	268.2	15.5

Organization and Office Month and Week Series Overall T2H Dashboard Hiring Phase Dashboard Data Definitions

Time to Hire Summary Report (Completed Requests)

Staffing Organization Name: OPM Program New Hire Actual Start Calendar Month: New Hire Series: Go Note: Negatives may occur when milestone dates occur more than once (e.g. certificates re-audited).

Overall Days to Hire by Organization (Avg)

Organization	Avg Days to Hire
OPM Program	414
OPM Reimbursable	369.6

Requests Count by Organization

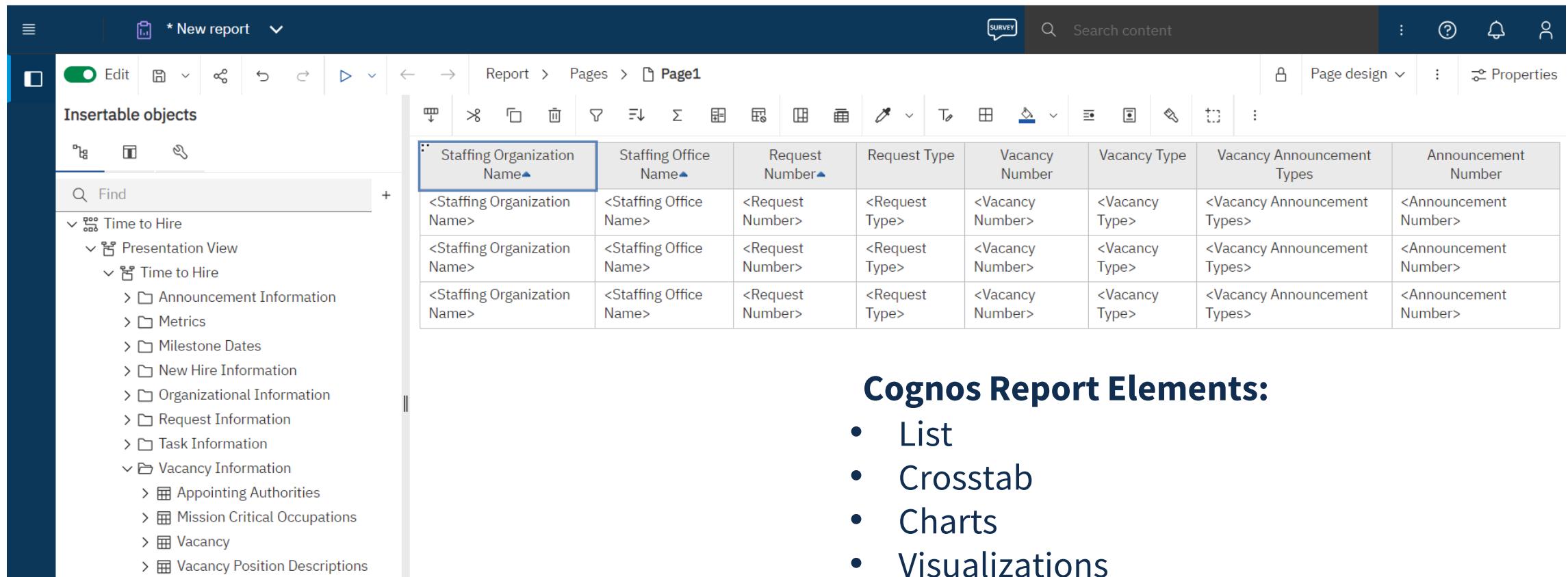
Organization	Requests Count
OPM Reimbursable	17
OPM Program	6

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Custom Reports

Users with **report author access** have the ability to modify existing reports and develop custom reports based on USA Staffing data packages.



The screenshot shows the Cognos Report Studio interface. The top navigation bar includes 'New report', 'SURVEY', 'Search content', and user icons. The left sidebar shows 'Insertable objects' with categories like 'Time to Hire', 'Presentation View', 'Vacancy Information', and 'Vacancy Position Descriptions'. The main area displays a table with columns: Staffing Organization Name, Staffing Office Name, Request Number, Request Type, Vacancy Number, Vacancy Type, Vacancy Announcement Types, and Announcement Number. The first column is highlighted with a blue border.

Staffing Organization Name	Staffing Office Name	Request Number	Request Type	Vacancy Number	Vacancy Type	Vacancy Announcement Types	Announcement Number
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>
<Staffing Organization Name>	<Staffing Office Name>	<Request Number>	<Request Type>	<Vacancy Number>	<Vacancy Type>	<Vacancy Announcement Types>	<Announcement Number>

Cognos Report Elements:

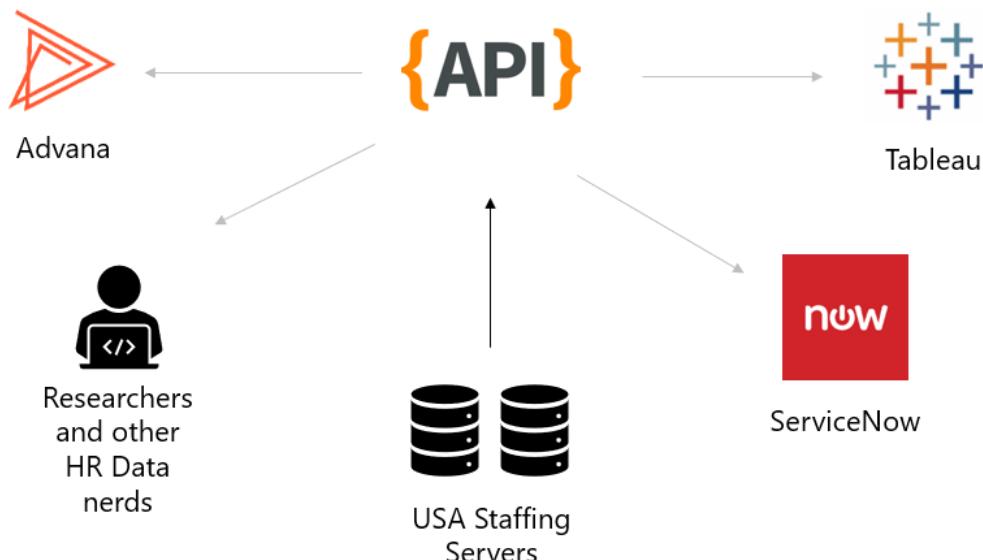
- List
- Crosstab
- Charts
- Visualizations

{API}

USA Staffing Data APIs

Time to Hire API

- Provides detailed data about the time it takes to complete sub-tasks related to hiring a federal employee through USA Staffing.
- Returns data about each request, including days to hire and critical time to hire dates.
- Provides direct links to associated APIs for the announcements, customers, offices, organizations, requests, new hires, and vacancies APIs.



Best Practices for Accurate Time to Hire Reporting

- **Workflows and Tasks**
 - Ensure workflows with the appropriate tasks are created and utilized for staffing and onboarding activities
 - When using the OPM 80 Day Workflow, the standard Time to Hire reports capture key milestones
 - When using custom workflows:
 - Custom reports can be developed to capture key milestones
 - Ensure each step/stage is created to eliminate gaps in time (i.e., one event is the end point of one step and the starting point of the next step)
 - **Data is only reportable if actions and information are being completed within or entered into the USA Staffing system!**
- **Tags**
 - Appointing Authority and/or Mission Critical Occupation tags can be used to track different types of hiring (e.g., Direct Hire)
 - Tags can be applied to requests, vacancies, and/or new hires

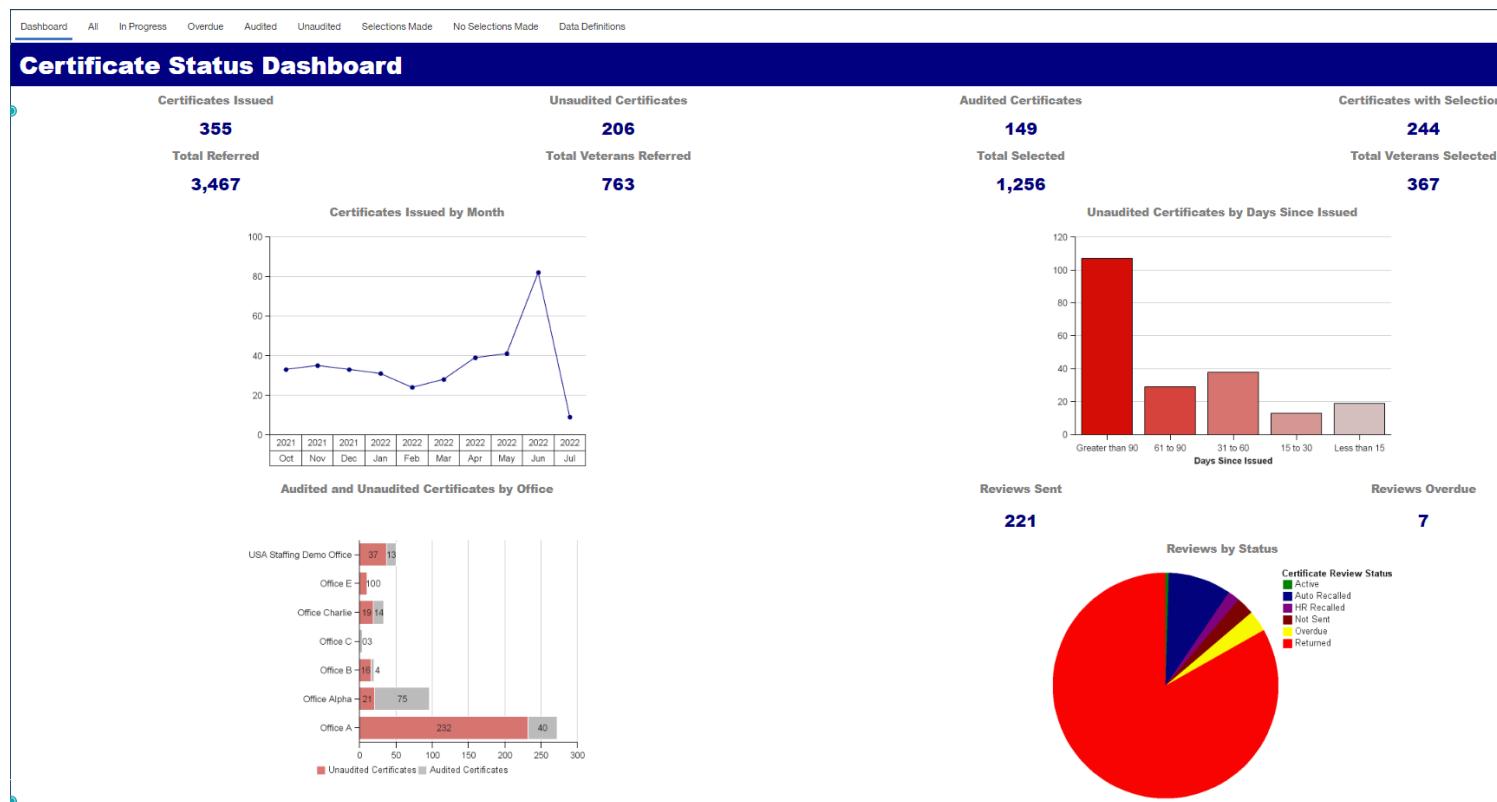
Best Practices for Accurate Time to Hire Reporting

- **Hiring Need Validation and Request Personnel Action Dates**
 - Ensure dates are accurate, especially if creating request numbers from a certificate using the Create Additional Requests button, to ensure accurate recording of the starting point for Time to Hire reporting
- **Verify the New Hire Arrived for their First Day of Duty**
 - Ensure this task is completed, and completed in a timely manner as it is the end point for Time to Hire reporting
- **Close Out Vacancies**
 - Complete all necessary steps (e.g., notifications sent, certificates audited, USAJOBS Job Status updated) are carried out to fully close out vacancies and requests and ensure robust reporting is available
- **Identify Checks and Balances**
 - Standard and/or custom reports can be used to identify when best practices are not applied.

Standard Reports for Checks and Balances

Certificate Status Dashboard

Dashboard and tabular data displaying the status of issued certificates, including metrics identifying the number of certificates issued, audited and unaudited, unaudited certificates by days since issued, and certificate review status.



Standard Reports for Checks and Balances

Vacancy Close-Out Report

Report to identify vacancies where some sort of action (e.g., updating USAJOBS Job Status, auditing certificates, sending applicant notifications) may be required to close out the vacancy.

[Hiring Complete](#) [Certificates Complete](#) [Data Definitions](#)

Vacancy Close-Out Report

Organization(s):

Demo Organization, Department of Automated Testing, Exceptional Staffing Administration, Organization One, Organization three, Organization Two

Announcement Closed Date Range:

Between Jan 1, 2022 and Jul 11, 2022

Office(s):

Eastern Region, Office A, Office Alpha, Office B, Office Beta, Office C, Office Charlie, Office D, Office E, OROF3, USA Staffing Demo Office, Western Region

Vacancy Number(s):

All parameter options

Customer(s):

All parameter options

Notes

- Vacancies included on this list meet the following criteria: 1) A tentative or official job offer has been marked "Accepted" by a new hire; 2) the new hire has been marked as "Selected and Hired"; 3) all requests attached to the vacancy have a status other than "Pending Recruitment" or "Active Recruitment"; and 4) the USAJOBS Job Status is not "Hiring Complete" or "Job Cancelled."
- Notifications sent prior to 2020 may not be accurately accounted for, as functionality to enable accurate reporting was not implemented until mid/late 2019.

Staffing Organization Name	Staffing Office Name	Vacancy Number	Announcement Number	Internal Contact Name	Announcement Open Date	Announcement Close Date	USAJOBS Job Status	Need to Audit Certificates?	Need to Send Applications Received Notifications?	Need to Send Notice of Results?	Need to Send Notice of Referrals?	Need to Send Dispositions?
Demo Organization	USA Staffing Demo Office	11348906	22-CBPK-11348906-CD	Dollard, Christy	01/07/2022	01/10/2022	Reviewing applications	No	No	Yes	Yes	No
		11368967	22-CBPK-11368967-RB	Bachmann, Robyn	01/26/2022	01/27/2022	Reviewing applications	No	Yes	Yes	Yes	Yes
		11422027	22-CBPK-11422027-CD	Dollard, Christy	03/09/2022	03/11/2022	Reviewing applications	No	No	No	No	Yes
		11446371	22-CBPK-11446371-CV	Viles, Christina	03/30/2022	04/06/2022	Reviewing applications	Yes	No	Yes	Yes	Yes

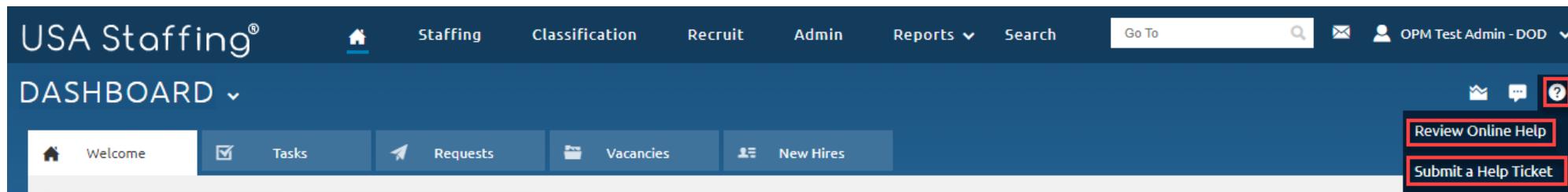
Resources and Contacts

- **Reporting and Analytics Workgroup**

A workgroup held with all agencies every six weeks to review updates to data models and reports, demonstrate new features, and answer your report author questions

- **Need Help?**

- **HR Users:** Review online help or submit a help desk ticket through USA Staffing.



- **Report Author Only and AFD Users:** Use the Data Resource Center's [ticket submission form](#). Or, contact your internal USA Staffing Lead or Account Manager to submit a ticket on your behalf.

- **Still need help?**

Send an email to USAStaffingData@opm.gov