

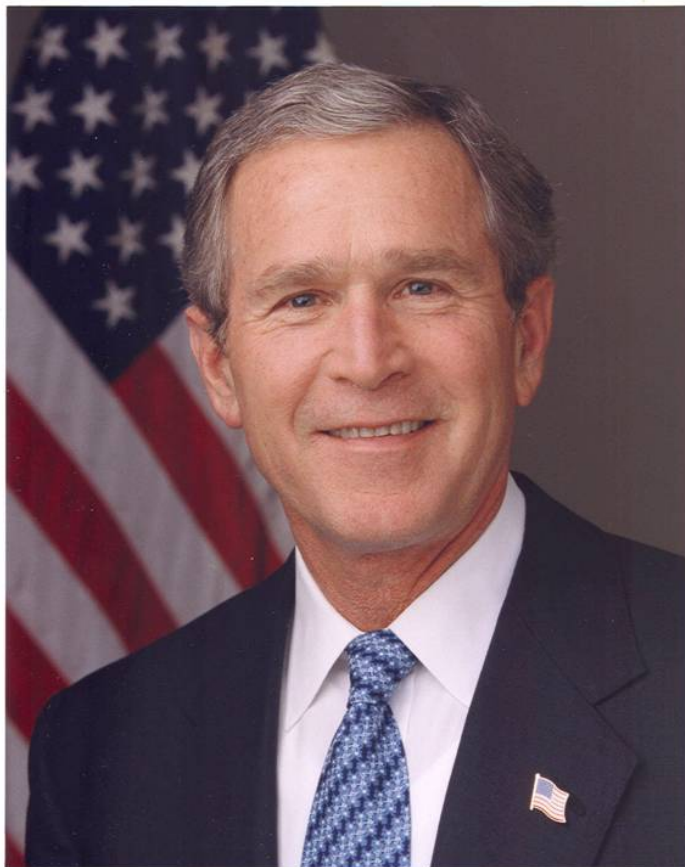


New Assessment Tools

Working for America



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT



“... I hope you’ll never take the honor of public service for granted. Some of us will serve in Government for a season; others will spend an entire career here. But all of us should dedicate ourselves to great goals: We are here not to mark time, but to make progress, to achieve results, and to leave a record of excellence.”

President George W. Bush



“Improved performance of the Federal workforce is the best thing that can happen to the image of public service.”

Kay Coles James
Director
Office of Personnel Management

Overview



- Assessment Wizard: An online guidance system assisting HR specialists in developing the best assessment strategy
- Category Rating: A new scoring approach to help agencies identify the best talent
- Recruitment One-Stop and e-Training: Online platforms providing new assessment capabilities



Assessment Wizard Features

- Development of a customized assessment solution through an interactive system
- Identification of critical competencies to be assessed
- Identification of appropriate assessment methods for critical competencies
- Generation of supporting guidance
- Warning of user decisions that violate standard practices



The Assessment Strategy Wizard



HELP



REFERENCE



CONSULTANT



REPORT

Which competencies that you have indicated are job-related will you assess?

Not Assessed:

Attention to Detail
History and Archaeology
Integrity/Honesty
Learning
Customer Service
Oral Communication
Reading
Writing

Add >>

Delete

Competencies To Be Assessed:

Competency Definition:

Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services

Step 8 of 14

CANCEL

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FINISH

Background on Job Analysis and Competency Assessment



- Competencies
- Job Analysis
- OPM's Approach to Occupational Analysis
- Competency Assessment
- Links to OPM's HR Manager, Delegated Examining Operations Handbook, Uniform Guidelines, Department of Labor website, and Society for Industrial/Organizational Psychology professional standards



Category Rating System

- Background and purpose of category rating
- Traditional rating and ranking procedures
- New category rating procedures
- Benefits of category rating
- Application of category rating vs. traditional procedures
- Agency success stories and lessons learned



Traditional Rating/Ranking Procedures



- Determine assessment score
- Identify Veteran's status
- Combine assessment score and Veteran's Preference points
- Apply "rule of three" by selecting from top three ranked applicants



An Alternative: Category Rating

- Establish two or more job-related quality categories
- Place applicants into appropriate category based on assessment of job-related Knowledge, Skills, and Abilities (KSAs)/competencies
- Rank candidates according to preference eligibles and non-preference eligibles
- Apply Veteran's Preference within each category and place all of the preference eligibles at the top of the quality category
- Certify all eligible candidates in the highest category
- Select candidate from highest category



Agency Success Stories: IRS and USDA



- Choosing the occupations
- Determining the quality categories
- Developing the assessment strategy
- Evaluating managers reactions
- Lessons learned

OPM's e-Gov Program

Mission and Vision Statements



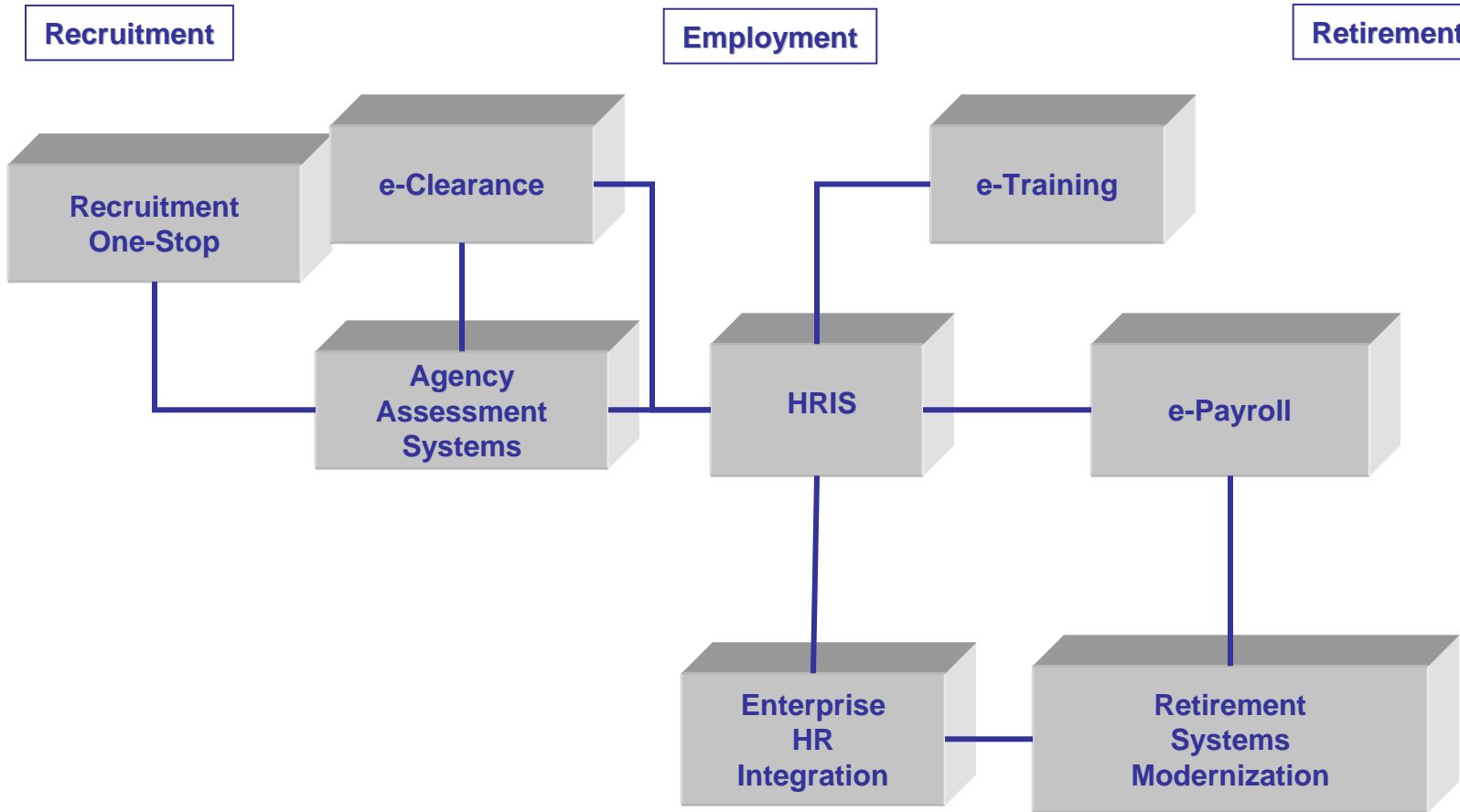
MISSION

- OPM's e-Government Program is dedicated to carrying out the mandate of the President's Management Agenda, the e-Government Act of 2002, and the Federal Enterprise Architecture. The mission of OPM's e-Gov Program is to develop world class secure, modern, cross-agency, human resource solutions that transform the management of Federal human capital

VISION

- Federal agencies use OPM e-Gov human resource solutions to improve their ability to build successful, high performance organizations

Current Interrelationships among OPM e-Gov Initiatives



The Employee Life Cycle



Recruitment One-Stop

Objective

- Simplify the process of locating and applying for Federal jobs. Through enhanced job-seeker focused services, help Federal agencies meet the Human Capital recruitment challenges of the next decade

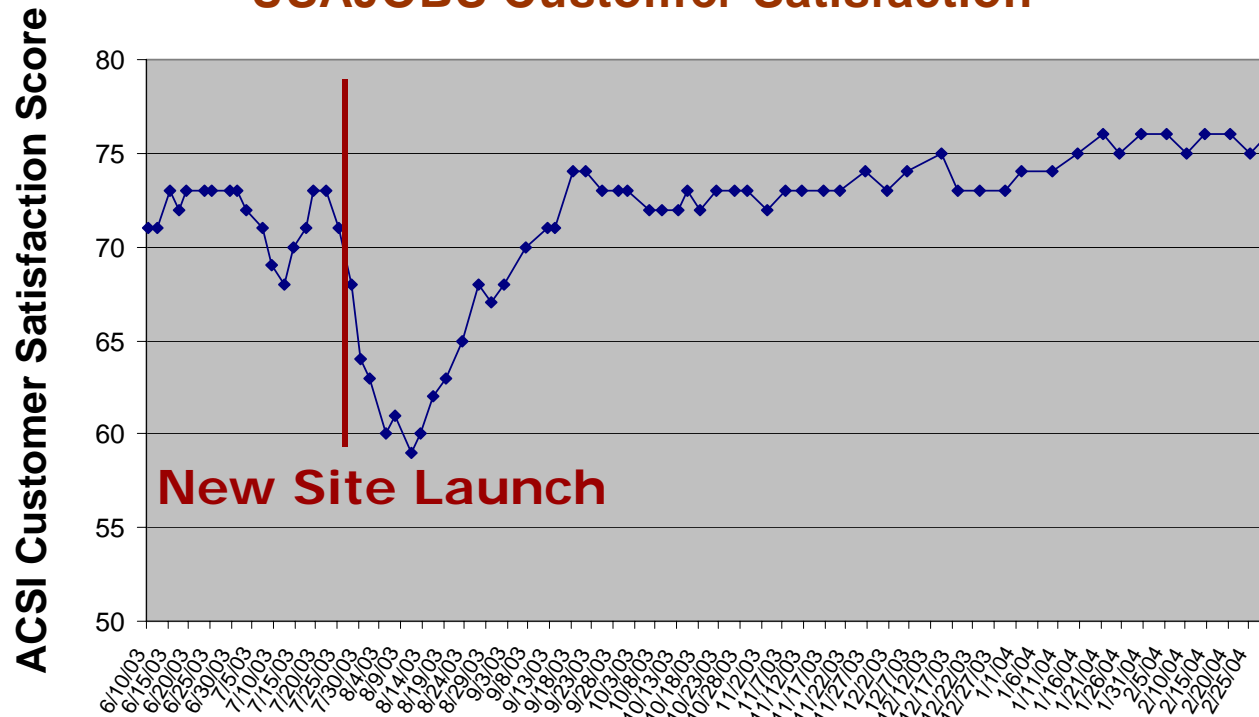
Benefits

- Increase public satisfaction with the Federal hiring process
- Expedite agencies' identification of qualified candidates
- Improve quality level of new hires

Monitor Continuously and Share Results with All Stakeholders



USAJOBS Customer Satisfaction



USAJOBS is
4 points above the ACSI Government Index
1 point above the ACSI Overall for all Public and Private Sites



e-Training

Objective

- Create a premier e-Training environment (GoLearn.gov) that supports the development of the Federal workforce through simplified and one-stop access to high quality e-Training products and services and, thus, advances the accomplishment of agency missions.

Benefits

- Provide users the convenience of online training
- Expand choices in courses offered
- Save from compressed learning time, and travel cost avoidance
- Reduce tuition costs by having to attend expensive in-class training



GoLearn Strategy

www.golearn.gov

Common IT Training; Common Ethics Training;
Common Budget Training

Social Security Administration
Agency-specific IT Training

Internal Revenue Service
Agency-specific Budget Training

U.S. Mint
Agency-specific Ethics Training

Department of Interior
Agency-specific Skills Training



GoLearn Assessment Capabilities



- Workforce Skills Analysis
- Gap Analysis
- Targeted Training
- Common Language
- Link to Strategic Plan
- Information Technology, Acquisitions, Finances, Human Resources



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