



Privacy Impact Assessment for
USA Staffing

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Contact Point

Jennifer Minor

Business Program Manager
USA Staffing

Reviewing Official

Becky Ronayne
Senior Agency Official for Privacy



Abstract

USA Staffing® is the U.S. Office of Personnel Management's (OPM) talent acquisition system for Federal agencies. The USA Staffing Program Office offers USA Staffing as an agile software service Talent Acquisition System. USA Staffing automates the application of policies, practices, and laws to the full range of the Federal hiring process and is the primary interface for Federal human resources (HR) professionals, hiring managers, applicants, and new hires interacting with the hiring process. USA Staffing supports government-wide requirements for the entire end-to-end hiring process from classification through onboarding. USA Staffing supports the OPM mission by combining the benefits of shared services with the knowledge of and compliance with all Federal HR and Information Technology policies in one solution, enabling agencies to complete the full scope of talent acquisition and onboarding in a single system to achieve a trusted Federal civilian workforce. This Privacy Impact Assessment is being updated and renewed because USA Staffing continues to collect, maintain, and use personally identifiable information (PII) about applicants for Federal employment.

Overview

USA Staffing

USA Staffing® is the U.S. Office of Personnel Management's (OPM) talent acquisition system for Federal agencies. The USA Staffing Program Office, in partnership with the Office of the Chief Information Officer, offers USA Staffing as an Agile software service to other federal agencies.

As an Internet-enabled software-based enterprise, USA Staffing automates the application of policies, practices, and laws to the full range of Federal hiring and is the primary interface for Federal human resources (HR) professionals, hiring managers, applicants, and new hires interacting with



the hiring process. USA Staffing supports government-wide requirements for the entire end-to-end hiring process from classification through onboarding. Federal agencies purchase the services of USA Staffing from OPM's USA Staffing Program Office through an interagency agreement under the provisions of the Revolving Fund, 5 U.S.C. §1304 (e)(1), which permits OPM to perform HR management services for Federal agencies on a cost-recovery basis.

There are two interfaces for USA Staffing users: 1) a public-facing web page for applicants and new hires in the onboarding process, which they reach by authenticating with their USAJOBS account; and 2) a separate non-public interface for the subscribing agencies to perform core HR and hiring manager functions. Agencies use USA Staffing to develop and post job opportunity announcements, create web-based assessment tools, store and reuse assessment and announcement templates, refer and select candidates, manage employee onboarding, and develop a variety of standard and custom reports. Of note, USA Staffing is fully integrated with USA Hire, its online assessment platform delivering high-quality, professionally developed assessments. Access to each aspect of the non-public portion of USA Staffing is controlled by permission profiles, with the proper profile for each user determined by the subscribing agency.

USA Staffing allows agencies to review applications, resumes, and other documents online, rate and rank applicants using single or multiple assessment methods, and electronically refer candidates to hiring officials for review and selection. HR professionals can use USA Staffing to notify applicants of their status throughout the hiring process. USA Staffing is fully integrated with USAJOBS® and USA HireSM; which provides a secure process for exchanging information among the systems and helps to streamline the overall application process.

USAJOBS is the Federal Government's official employment site, serving as a unified place for US citizens to find Federal job opportunities. Federal HR professionals can post job opportunity announcements to the USAJOBS



website for public notification. Applicants sign in to the USAJOBS website to begin the application process. USA Staffing then accepts the USAJOBS account information and USAJOBS application materials, collects additional information from the applicant and responses to custom-designed assessment tools, all of which are used by agency HR professionals to rate job applications. USA Staffing also shares limited information with USA Hire that allows USA Hire to contact the applicant and administer any required testing.

Once a job announcement is closed for receipt of applications, HR users create lists of qualified and/or highly qualified candidates for the job and make the lists available for viewing by the applicable subscribing agencies' hiring managers. These hiring managers can then select the most qualified candidates and register their selections. Then, USA Staffing performs the necessary processes to reflect the selection actions while providing an audit trail of the evaluation and selection process. Finally, USA Staffing facilitates the onboarding process from tentative job offer through entry on duty, automating the collection of form and other data for personnel security, benefits, payroll, provisioning, and other steps in the pre-employment, vetting and onboarding process.

OPM ensures the security of USA Staffing and the information from the subscribing agencies and applicants through compliance with the Federal Information Security Modernization Act, National Institute of Standards and Technologies Standards and Special Publications, Open Web Application Security Project recommendations for Internet application security, and HR industry best practices.

Zendesk Help Desk Ticketing System

The USA Staffing program uses Zendesk, a web-based service help desk and customer support tool, to centrally manage help ticket submissions from both HR users and applicants. Zendesk is used to submit, manage, and



track USA Staffing's trouble tickets for customer support and is also covered under this PIA.

This help desk functionality is integrated with USA Staffing and USA Hire to allow HR users and applicants using those systems to submit help desk inquiries or to request a USA Hire reasonable accommodation. For reasonable accommodation requests, the help ticket will also facilitate the collection of documentation to support the reasonable accommodation claim. Records related to the request for and adjudication of reasonable accommodation reside both in the Zendesk ticketing system and in the applicant's record in USA Staffing and these records are also covered by this PIA.

HR users and applicants submit help tickets for assistance through an application programming interface (API) accessible to users or applicants using the various components of the system. All help tickets created by HR users or applicants are managed in workspaces dedicated to that area of the system: USA Staffing, USA Hire, Reasonable Accommodation, and Applicant Support and are also covered by this PIA.

One other path for the API ticket submission is when an applicant requests a reasonable accommodation for a USA Hire job announcement by responding positively to the reasonable accommodation question in the online application. Once USA Staffing verifies the applicant is tentatively eligible, it checks with USA Hire to determine if the applicant has taken the same USA Hire assessments within the last 12 months. If they have, their existing scores will be re-used. If the applicant does not have previous scores and is tentatively eligible, the USA Staffing system will create a Reasonable Accommodation Zendesk ticket on the applicant's behalf. OPM's Reasonable Accommodation team will use the ticket to communicate the reasonable accommodation requirements to the applicant via email. If the applicant meets the requirements and has supporting medical or disability related information to substantiate a claim, they can provide that documentation via their help ticket. The document(s) will be available to



view for adjudication purposes within the Zendesk ticket. Once submitted, the document becomes a part of that help ticket and remains attached; however, it does not transmit back and forth as the Reasonable Accommodation team and applicant communicate. All containers/workspaces are controlled by permissions within Zendesk, so only the support team handling the reasonable accommodation help desk will have access to the documents submitted by the applicant.

Section 1.0. Authorities and Other Requirements

1.1. What specific legal authorities and/or agreements permit and define the collection of information by the project in question?

OPM and other Federal agencies rate applicants for Federal jobs under the authority of sections 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394 of title 5 of the United States Code.

1.2. What Privacy Act System of Records Notice(s) (SORN(s)) apply to the information?

The Privacy Act Systems of Records Notices that apply to the information contained in USA Staffing are: OPM/GOVT—5, Recruiting, Examining, and Placement Records; OPM/GOVT—6, Personnel Research and Test Validation Records; and OPM/GOVT—7, Applicant Race, Sex, National Origin, and Disability Status.

1.3. Has a system security plan been completed for the information system(s) supporting the project?

Yes. The system security plan was approved on January 16, 2024.

1.4. Does a records retention schedule approved by the National Archives and Records Administration (NARA) exist?

Yes, N1-478-11-004, item 2: destroy or delete when superseded or obsolete or 3 years after job closes whichever comes first.



1.5. If the information is covered by the Paperwork Reduction Act (PRA), provide the OMB Control number and the agency number for the collection. If there are multiple forms, include a list in an appendix.

Data in USA Staffing are obtained from multiple sources, some of which are not subject to the PRA and others that are and have OMB control numbers, including the USAJOBS interface (3206-0219) and the Staffing interface (3206-0278). Please see the list of onboarding forms: <https://abrc-usastaffing.opm.gov/hc/en-us/articles/45424445882899-USA-Staffing-Onboarding-Forms>

Section 2.0. Characterization of the Information

2.1. Identify the information the project collects, uses, disseminates, or maintains.

USA Staffing collects the following mandatory information from applicants: vacancy identification number, title of job, first name, last name, address, city, state, zip code, e-mail, country, citizenship, lowest grade, occupational specialties, geographic availability, veterans preference (where applicable), and dates of active duty for military service (where applicable).

Agency users can configure USA Staffing to request or require applicants to enter additional information about themselves. This will be done depending on what is needed to determine the appropriate candidate for each vacancy.

Additional information which is more commonly requested from applicants includes: middle initial, telephone number, contact time, fax number, fax extension, permanent phone number, permanent phone number extension, place of employment, work address, work state, work country, work city, work zip code, employment availability (full time employment, temporary employment, jobs requiring travel, part time employment, special accommodation, other employment questions), background information, sex, date of birth, languages, hiring eligibility, professional skills, test location, availability date, service computation date, job preference,



transition assistance plan, job related experience (years, months), and education information (college or university).

Additional documents which are more commonly requested from applicants include a: BIA-4432, cover letter, DD-214/statement of service, diploma/GED, disability letter (Schedule A), disability letter (Veterans Affairs), Executive Core Qualifications (ECQs), OF-306, PCS orders, performance appraisal, professional certification, proof of enrollment, proof of marriage status, separation notice (reduction in force), SF-15, SF-50/Notification of Personnel Action, supplemental application, transcript, and writing sample.

Some positions require applicants to complete assessments or written tests. When third-party assessments are required, the USA Staffing system may send minimal applicant data, such as the system indicated applicant ID and personal email, to third-party assessment providers, who will return assessment results which may be maintained in USA Staffing.

Other documents in the system may also include information that was not requested by the agency since USA Staffing cannot control the documents provided by an applicant.

All the above information can be accessed by the agency HR office that posted the vacancy announcement. The information a hiring manager views is controlled by the HR office issuing the list of job candidates and is limited to application materials that are relevant to making a hiring decision.

USA Staffing can also be used to collect information from individuals once they are selected for a position. This includes the acceptance of their job offer and information needed for their employment, such as their social security number (SSN), benefits selections, and financial/payroll information.

USA Staffing receives Help Desk ticket information, including the nature of the problem experienced and contact information for job applicants and USA Staffing end users. OPM's reasonable accommodation team uses Zendesk to manage the process of tracking and processing applicants' claims for



Reasonable Accommodation in support of the USA Hire program. Reasonable accommodation requests include the applicant's documentation to support a reasonable accommodation request for a job announcement that used USA Hire assessments.

2.2. What are the sources of the information and how is the information collected for the project?

The USA Staffing Interface allows individual applicants and HR staff to manually enter applicant data into USA Staffing via a supported Internet browser.

Applicants may choose to transfer their resume, optional demographic data, and other supporting documents from USAJOBS to USA Staffing in real time. For some job announcements, USA Staffing also receives assessment score data from USA Hire or third-party assessment providers. The secure process for exchanging all applicant information is defined in Memorandums of Understanding between USA Staffing, USAJOBS, USA Hire, and third-party assessment providers.

Information obtained via Zendesk is collected directly from applicants who may request reasonable accommodation, or HR specialists and applicants who experience technical or functional issues with USA Staffing and require help desk support.

2.3. Does the project use information from commercial sources or publicly available data? If so, explain why and how this information is used.

USA Staffing does not use any commercial or publicly available data.

2.4. Discuss how accuracy of the data is ensured.

As data is collected in USA Staffing, accuracy is ensured by a combination of field restrictions and user confirmation. Field restrictions are when the system only allows users to enter data that has certain restrictions, such as choosing a valid United States state name from a list or limiting announcement fields to the number of characters that can display on USAJOBS. User confirmation is when the system will ask the user to validate



that the data that they have entered is accurate, before they can proceed to other sections.

2.5. Privacy Impact Analysis: Related to Characterization of the Information

Privacy Risk: There is a risk of collecting inaccurate or falsified information from the applicants and this may result in unfavorable hiring decisions, or hiring decisions based on falsified records.

Mitigation: The risk of collecting inaccurate information is mitigated by field restrictions that permit applicants to enter data only within certain parameters and with user confirmation, in which USA Staffing asks the user to validate that the information submitted is accurate. Generally, applicants have an interest in ensuring that the information they provide is accurate and USA Staffing does not otherwise validate the information collected from the users and applicants. The risk that applicants will provide falsified information to obtain more favorable hiring decisions is mitigated by providing them with notice to fill out information on the site completely and truthfully with a warning that knowingly falsifying or concealing a material fact is a felony, which may result in fines and/or up to five (5) years imprisonment.

Privacy Risk: There is a risk that USA Staffing will collect more information than is necessary, including unnecessary PII, to make appropriate hiring decisions.

Mitigation: USA Staffing mitigates this risk by allowing agencies to modify the customized PII requests such that only PII relevant to the specific application is requested. For example, sex is only collected as part of an application when necessary for certain law enforcement positions. Applicants are also notified as to whether requested information is required or optional. This risk cannot be fully mitigated because applicants are permitted to upload documents that may contain information not required by USA



Staffing or the participating agencies. Applicants are cautioned, however, not to provide sensitive PII unless it is specifically requested.

Section 3.0. Uses of the Information

3.1. Describe how and why the project uses the information.

The information collected and maintained in USA Staffing is used to effectively recruit, assess, certify, and onboard candidates for Federal positions across the Government. USA Staffing operates to refer interested and qualified applicants to hiring managers for vacancies to which they have applied and provides subscribing agencies the ability to acquire, assess, certify, select, and onboard qualified candidates precisely, efficiently, and cost-effectively. All applicant information provided to USA Staffing is needed to make the necessary suitability, eligibility, and qualification determinations and perform referrals. To reduce the risks associated with collecting SSNs, USA Staffing has developed a process to assign a unique identifier to users thus eliminating the collection of SSNs during the application process. When an applicant is selected for a position, the collection of the full SSN occurs during the Onboarding phase as the number is required for pre-employment processing and vetting, i.e., suitability checks, medical testing, drug use screening and finger printing.

Information collected in the Zendesk system is used to resolve technical and functional issues experienced by HR and applicant users and to collect information required to adjudicate requests for Reasonable Accommodation for USA Hire online assessments.

3.2. Does the project use technology to conduct electronic searches, queries, or analyses in an electronic database to discover or locate a predictive pattern or an anomaly? If so, state how OPM plans to use such results.

Yes, USA Staffing provides advanced searching capability for HR users and Power BI as business intelligence solutions for data reporting and analysis. This technology is not used to make hiring decisions or decisions about a specific individual.



3.3. Are there other programs or offices with assigned roles and responsibilities within the system?

USA Staffing maintains secure interconnections with the following OPM solutions:

- USAJOBS - Shares applicant information with USA Staffing during the application process. The applicant's biographic information, veterans' preference is transferred to USA Staffing prepopulating the application questionnaire for that job announcement. The documents contained in the USAJOBS account can also be selected and transferred to USA Staffing at the time of application. Once the application is complete, USA Staffing shares application status information with USAJOBS which displays in the applicant's account.
- USA Hire - USA Staffing and USA Hire share application data and assessment scores necessary to administer USA Hire's online competency-based assessment.
- Official Personnel Folder (eOPF)- New Hires complete an Onboarding questionnaire and that data populates the required forms for that position. Those forms can be signed electronically or printed. Once the onboarding process is complete the documents are uploaded to that person's electronic eOPF. The eOPF system maintains each federal employee's official personnel folder.
- Zendesk - USA Staffing collects Help Desk ticket information, including the nature of the problem experienced and contact information for the applicant. OPM's Reasonable Accommodation team uses Zendesk to manage the process of tracking and processing applicant's claims for Reasonable Accommodation in support of the USA Hire program.



3.4. Privacy Impact Analysis: Related to the Uses of Information

Privacy Risk: There is a risk that unauthorized individuals may access the information in USA Staffing and use it for an unauthorized purpose.

Mitigation: This risk is mitigated using access controls that restrict the ability to retrieve data based on an individual's authorization and access permissions that are built into the system. The system can be uniquely configured by agencies to maintain access roles that restrict or grant access to information and functionality to support the unique business process needs of a subscribing agency.

Privacy Risk: There is a risk that the information in USA Staffing will be used outside of the scope of the purpose for which the initial collection was made.

Mitigation: This risk is mitigated by providing access, (through access controls built into USA Staffing), only to authorized and registered agency users. When agency users are authorized to access USA Staffing, they are informed regarding the appropriate use of the information it contains and agree to adhere to the Rules of Behavior. USA Hire program staff have access to USA Staffing to adjudicate Reasonable Accommodation requests.

Section 4.0. Notice

4.1. How does the project provide individuals notice prior to the collection of information? If notice is not provided, explain why not.

Once applicants and new hires are routed from USAJOBS to USA Staffing, USA Staffing provides notice to individual applicants through the Privacy Act Statement available through a link in the footer of USA Staffing's applicant and new hire interfaces. Agencies must make an alternative application method available to applicants. Information about that process is included in the job announcement. The SORNs referenced in Section 1.2 provide notice to individuals concerning the purpose for collecting PII and identify the routine uses of that information.

When applicants request reasonable accommodation for USA Hire



assessments, Zendesk sends an automatic email that explains what is needed to adjudicate a reasonable accommodation claim, the deadline for submitting documentation, and other relevant information.

4.2. What opportunities are available for individuals to consent to uses, decline to provide information, or opt out of the project?

When applicants sign in to USAJOBS, they are provided a link to the login.gov Privacy and Security information site (<https://www.login.gov/policy/>) and consent to the online Full Terms and Conditions of Use. USAJOBS provides a link to their privacy policy in the website footer: <https://www.usajobs.gov/Help/Privacy/>. USAJOBS also publishes their terms and conditions in their Help system: <https://www.usajobs.gov/Help/terms-and-conditions/>.

For vacancies that require USA Hire online assessments, or third-party administered assessments the applicant is informed that information will be shared with USA Hire or third party assessment providers. Applicants who do not want to consent to the outlined uses may choose not to apply.

4.3. Privacy Impact Analysis: Related to Notice

Privacy Risk: There is a risk that individuals will not receive adequate notice concerning why their information is being collected and how it will be used.

Mitigation: This risk is mitigated through the Privacy Act Statement, Full Terms and Conditions of Use, and the Privacy Policy that is provided to the applicants when they sign into USAJOBS, through relevant vacancy announcements, and when they submit their application to USA Staffing.

Section 5.0. Data Retention by the Project

5.1. Explain how long and for what reason the information is retained.

The NARA Records Schedule Number for USA Staffing is N1-478-11-004, item 2: destroy or delete when superseded or obsolete or 3 years after job closes whichever comes first. USA Staffing is building a purging capability to



allow agencies to remove applicant information according to their internal policies.

Help desk information (Zendesk) is maintained according to GRS 5.8, Item 010 - Technical and administrative help desk operational records. The records are to be destroyed one year after resolution, or when no longer needed for business use.

5.2. Privacy Impact Analysis: Related to Retention

Privacy Risk: There is a risk that the information in USA Staffing will be retained for longer than necessary to fulfill the business need for the information.

Mitigation: This risk is mitigated because USA Staffing is building purging features to allow agencies to manage their own data retention and to accommodate litigation holds and other requirements.

Section 6.0. Information Sharing

6.1. Is information shared outside of OPM as part of the normal agency operations? If so, identify the organization(s) and how the information is accessed and how it is to be used.

OPM establishes Interconnection Security Agreements and Memorandum of Understandings with multiple federal agencies to exchange data to expedite the processing of requests to fill vacancies and other staffing and onboarding actions. All information that an applicant provides to USA Staffing is accessible to the relevant agency users who posted the job vacancy that the applicant applied for and who are responsible for the activities associated with filling that vacancy.

6.2. Describe how the external sharing noted in 6.1 is compatible with the SORN noted in 1.2.

USA Staffing provides access to applicant information to appropriate agency users consistent with the purposes for which that information was collected. These purposes include those outlined in the relevant SORNs referenced in Section 1.2. For example, OPM/GOVT—5, Recruiting, Examining, and Placement Records, notes that the records are used to consider the



applications of individuals who have applied for Federal service, to make determinations of qualifications, and to rate and rank applicants applying for the same or similar positions. OPM/GOVT—5 specifically notes that



information will be provided to relevant Federal agencies for employment consideration and this use is reflected in the SORN's routine uses.

OPM/GOVT—6, Personnel Research and Test Validation Records covers the assessment tools that USA Staffing, and the subscribing agencies employ in their process. These records are used and shared with the appropriate subscribing agency consistent with the stated purpose to construct, analyze, and validate written tests and other assessment instruments used in the selection process.

OPM/GOVT—7, Applicant Race, Sex, National Origin, and Disability Status Records covers the use of the collected demographic information (called "Applicant Flow Data" or AFD). Agency users who have access to this information are required to comply with the stated purpose to implement and evaluate relevant agency programs and determine any adverse impacts in the selection process. Consistent with the SORN, AFD is deidentified, so applicant identities and their race, sex, national origin, or disability responses do not accompany their application data. Selecting officials do not have access to this information.

6.3. Does the project place limitations on re-dissemination?

All subscribing agencies are subject to the government-wide SORNs referenced in Section 1.2 and are constrained in their re-dissemination of information based on their terms (i.e., the enumerated routine uses), as well



as the limitations of the Privacy Act in general. In addition, agency users are subject to the Rules of Behavior that outline appropriate handling and use of USA Staffing information. Agency users with access to AFD are subject to additional Rules of Behavior (i.e., they may not have access to review, certify or select applicants for job vacancies in USA Staffing). The AFD Rules of Behavior state the data will only be disclosed in connection with the performance of official duties solely for authorized purposes and data will only be disclosed in the aggregate to other agencies or persons expressly authorized to receive or have access to it.

6.4. Describe how the project maintains a record of any disclosures outside of OPM.

Records of requests for and disclosure of USA Staffing data are managed by the USA Staffing Program office and recorded by the User Support Branch pursuant to the requirements of relevant Privacy Act provisions.

6.5. Privacy Impact Analysis: Related to Information Sharing

Privacy Risk: There is a risk that the information properly shared from USA Staffing outside of OPM will be misused by the recipients.

Mitigation: USA Staffing mitigates this risk by requiring all agency users to agree to Rules of Behavior that outline the appropriate use of the information and by also providing them with the System Use Notification, Privacy Policy, and Full Terms and Conditions of Use. Agency users sign the Rules of Behavior annually and are on notice that unauthorized user attempts or acts to accrue resources for unauthorized use, or otherwise misuse this system are strictly prohibited and may result in criminal, civil, or administrative penalties. In addition, each subscribing agency agrees to operate in accordance with USA Staffing's Statement of Service.

Section 7.0. Redress

7.1. What are the procedures that allow individuals to access their information?

Applicants arrive at USA Staffing through a single sign on at USAJOBS.gov. Once applicants have created an account and sign in through USAJOBS, they



can access their information in USA Staffing. In addition, each SORN identified in Section 1.2 provides individuals with information concerning how to request types of records that OPM or other Federal agencies may have about them.

7.2. What procedures are in place to allow the subject individual to correct inaccurate or erroneous information?

Applicants can update their profile information online via USAJOBS and those corrections are inherited by USA Staffing in the process of updating an existing application or creating a new application. To ensure fairness across the board, Applicants cannot change any information after the USAJOBS announcement closes. The USA Staffing system Help Desk also responds to applicant requests related to erroneous or inaccurate information and refers those applicants to the appropriate agency representative. Applicants who move to the onboarding process can update their information online in the new hire interface. In addition, each SORN identified in Section 1.4 provides individuals with information concerning how to request that erroneous or incomplete information be amended.

7.3. How does the project notify individuals about the procedures for correcting their information?

Once an application is submitted to the USA Staffing system, it cannot be altered. If the job announcement is still open to the receipt of applications, then the applicant can reapply or add additional supporting documents. If the job announcement is closed the applicant may contact the agency and request assistance. Any changes made to the application are at the discretion of the agency that advertised the position. In addition, individuals receive information from this PIA and the SORNs referenced in Section 1.2.



7.4. Privacy Impact Analysis: Related to Redress

Privacy Risk: There is a risk that individuals will not be able to amend incorrect or incomplete information, impacting the hiring decisions and the utility of USA Staffing.

Mitigation: This risk is mitigated by providing applicants with direct access to USA Staffing and the ability to ensure all data is accurate, relevant, and up to date as well as access to other resources, such as the USA Staffing Help Desk and subscribing agency personnel to assist.

Section 8.0. Auditing and Accountability

8.1. How does the project ensure that the information is used in accordance with stated practices in the PIA?

USA Staffing captures sufficient information in audit records to establish what events occurred, the sources of the events, and the outcomes of the events. These records are reviewed by staff in the USA Staffing Program Office for indications of inappropriate or unusual activity. The USA Staffing Program Office investigates suspicious activity or suspected violations, reports findings to appropriate officials, and takes necessary actions.

8.2. Describe what privacy training is provided to users either generally or specifically relevant to the project.

Every agency user is required to accept the USA Staffing Rules of Behavior on an annual basis and is also required to take the annual privacy and security training offered by their respective agency.

8.3. What procedures are in place to determine which users may access the information and how does the project determine who has access?

Each subscribing agency determines which individuals within their organization will be an authorized user of USA Staffing and assumes responsibility for ensuring that they choose the appropriate agency users.



The agency can further control access by the permission profile assigned to each user. Some profiles allow full access for the agency or organization; other profiles restrict the user to a certain office and even areas within the system. System access to USA Staffing is provided on an annual basis. Agencies determine how many USA Staffing licenses they need on an annual basis and enter into an Interagency Agreement with USA Staffing to purchase them. Only authorized users may obtain access to USA Staffing.

8.4. How does the project review and approve information sharing agreements, MOUs, new uses of the information, new access to the system by organizations within OPM and outside?

The USA Staffing Program Office grants annual access to USA Staffing subject to a Statement of Service and associated Interagency Agreement. Each agency also signs an MOU with OPM. In addition, agency users electronically sign the agreement that contains the privacy and security policies for USA Staffing and the Rules of Behavior for all information types.

Note that in cases where OPM's information exchange requirements differ from another agency, OPM may elect to compose and issue an information sharing agreement to cooperate with that agency, even though OPM may not technically require one.

Responsible Officials

Jennifer Minor

USA Staffing® Business Program Manager

Approval Signature

A handwritten signature in red ink, appearing to read "Becky Ronayne", is written over a faint, light-colored signature line.

Becky Ronayne

Senior Agency Official for Privacy