



Privacy Impact Assessment for

USA Hire Program

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Abstract

The USA Hire Group in the Federal Staffing Center, in the Human Resource Solutions Division of the Office of Personnel Management (OPM), operates the USA HireSM Program. The program employs the USA Hire system to deliver online assessments used as criteria to determine applicant qualifications for positions for which they have applied. This Privacy Impact Assessment is being conducted because the program and the system it employs collects, maintains, and uses personally identifiable information about individuals who complete required online assessments, to include interviews, as part of their applications for Federal government positions.

Overview

OPM created the USA Hire program specifically to meet the hiring needs of Federal government agencies. OPM provides USA Hire services to other agencies, on a reimbursable basis, through inter-agency agreements under the provisions of the Revolving Fund, 5 U.S.C. §1304 (e) (1). This provision permits OPM to perform human resources management services for agencies on a cost-recovery basis. The program employs the USA Hire system to more easily identify the best job candidates and improve the efficiency of agency assessment processes. OPM uses the USA Hire system for the construction, analysis, and validation of written tests, online interviews, and other assessment instruments used in personnel selection and appraisal. OPM also uses USA Hire for research on and evaluation of personnel and organizational management and staffing methods, including workforce effectiveness studies. Additionally, OPM delivers proctored assessments through its vendor, PDRI.



Online Assessments

USA Hire provides an assessment option Federal agencies may use in combination with agency-specific staffing assessment questionnaires. The USA Hire system is used to deliver online assessments for use in Federal hiring. The online assessments are designed to measure critical general competencies required for the job and combine several multiple choice and simulation-based test types for delivery in an online, non-proctored setting or in an on-site, proctored setting. This permits more job specific assessments to be given to each applicant, depending on the job to which they are applying.

OPM personnel psychologists designed and developed USA Hire assessments using industry and professional best practices. Each of the more than 900 "off-the-shelf" assessment solutions distinctly target specific competencies, occupations, and/or job families. They customize a measurable assessment for each job skillset if there are competencies specific to a position or to an agency. USA Hire assessments are designed to assess general aptitude and are tailored to assess specific job skills, but to avoid possible discrimination, the assessments also measure other attributes, such as teamwork, problem solving, and judgment. The USA Hire system uses animation and videos to simulate challenges that could confront employees, testing their reasoning and problem-solving skills. The technology allows the assessments to be dynamic; a correct answer leads to a harder question and an incorrect one ratchets down to an easier option. Scoring is instantaneous, an advancement that can quickly winnow the pool of applicants.

Proctored Assessments

To ensure the security of test content, agencies may deliver some or all of their assessments in a proctored setting. With proctored assessments, applicants are monitored while taking their tests; this monitoring prevents



cheating or the release of sensitive test materials. Agencies proctor tests in an on-site testing center or at a hiring event that they host. Applicants schedule appointments to take their USA Hire assessments at one of thousands of test centers across the United States. With proctored testing, proctors will verify the applicant's identity with approved photo identification and then ensure they take the assessments without cheating or copying test materials.

Agencies also have the option of proctoring applicant tests remotely. Under this approach to test security, proctors monitor candidates taking the USA Hire assessments through the camera on their personal computer. The proctor will first verify the candidate's identity through review of photo identification. The proctor may also require the candidate to use the web camera to scan the room to ensure that there are no materials that could be used for cheating. The proctor will then record and monitor the candidate throughout the completion of the USA Hire assessments. Whenever remote proctoring is used, candidates will also have the option to take their USA Hire assessments in a physical testing center.

Outcomes of the proctored assessments follow the same technology path as assessments delivered online. Scores flow from USA Hire to USA Staffing for use in agency hiring decisions.

Online Interviews

The USA Hire system additionally provides online interviews to Federal job applicants. Online interviews can be combined with online assessments as part of the assessment stage of the hiring process or can be delivered to applicants placed on USA Staffing certificates as part of the selection process.

There are two types of online interviews available through the USA Hire system:



- Live interviews: Conducted over video between applicants and hiring personnel during scheduled time periods.
- On-demand interviews: Completed by applicants in a defined time period allowing hiring personnel to review their recorded responses.

Recorded on-demand interviews capture applicant audio and video responses to interview questions.

Assessment Delivery

The USA Hire system collects candidate information from USAJOBS and USA Staffing®. Applicants provide information to USAJOBS and USA Staffing during the application process. USA Staffing then sends an “order” to the USA Hire system that includes the applicant’s email, first name, last name, and a unique identifier. For those vacancies requiring an applicant complete USA Hire assessments or an online interview, USA Staffing sends each applicant an email directing them to complete their requirements in the USA Hire system or to schedule a timeslot in which they will complete their requirements.

The USA Hire system provides an individual applicant’s scores to USA Staffing. Within USA Staffing, the scores are associated with the individual’s application for a particular vacancy. The USA Hire system automatically returns scores to USA Staffing for any applicant that has previously completed the relevant assessments within a designated period of time. Online interview scores do not return to USA Staffing when online interviews are delivered during the selection process. Instead, scores remain in the USA Hire system as a record.

Along with the technology solution, USA Hire Project Managers work with agencies individually throughout the selection process to mitigate issues. These experts help agency officials determine the best solutions to meet hiring needs and provide ongoing support. Technical support is also offered via the USA Hire Help Desk for any applicants who experience issues when



completing assessments or interviews. The USA Hire system is compliant with Federal hiring regulations and meets Federal Information Technology (IT) security requirements.

TSA Contract Transportation Security Screener Hiring

One customer agency, the Transportation Security Administration (TSA), uses both Federal employees and private sector contractors to conduct security screenings at airports. TSA uses the same proctored assessment to evaluate the qualifications of candidates for both Federal employee and private sector contract positions. TSA provides USA Hire candidates' email, first name, and last name for the purposes of scheduling proctored test sessions to support the assessment of private sector contract screener candidates. USA Hire uses the information to send candidates email invitations to complete the assessments. When tests are taken at vendor proctor sites, candidates may provide a digital signature upon arriving for their test. The USA Hire system does not provide individual applicant scores to USA Staffing for private sector contract screener candidates. Instead, applicant scores are exported from the USA Hire system and shared directly with TSA for use in the remainder of its hiring process.

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?

The U.S. Office of Personnel Management (OPM) and other Federal agencies rate applicants for Federal jobs under the authority of 5 U.S.C. §§ 1104, 1302, 3301, 3304, 3320, 3361, 3393, and 3394. 5 U.S.C. § 1104 allows OPM to authorize other Federal agencies to rate applicants for Federal jobs. Additional authorities regarding the collection of information to meet the hiring needs of Federal government agencies are contained in 5 U.S.C. §§ 3109, 3302, 3305, 3306, 3307, 309, 3313, 3317, 3318, 3319, 3326, 4103, 4702, 4723, 5532, and 5533.



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

The OPM/ GOVT-5 Recruiting, Examining and Placement Records and OPM/GOVT-6 Personnel Research and Test Validation Records SORNs apply to the information in the USA Hire system.

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

Yes. A system security plan has been completed for the USA Hire system in connection with its authority to operate (ATO).

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

Yes. GRS 2.1, item 050 (DAA-GRS-2014-0002-0006), GRS 2.1, item 051 (DAA-GRS-2014-0002-0007) and GRS 2.1, item 070 (DAA-GRS-2014-00020012) are the current approved NARA schedules that apply to the information in the USA Hire system.

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.

The information collected by the USA Hire program is collected through OPM Form 1203-FX – Occupational Questionnaire (OMB Control Number 3206-0040) and through USAJOBS (OMB Control Number 3046-0046).

Section 2.0. Characterization of the Information

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

The USA Hire system collects, uses, disseminates, and maintains an individual's name, email address, and a unique identifier generated by the USA Staffing system. Other information maintained and used by the system includes test content (the test questions, instructions, and format), test



results and scores (the answers the user selected, calculated scores), account information for system users (username, password, role), information related to proctored tests, and applicant visual and audio likeness.

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

Job seekers voluntarily provide their information to USAJOBS and agency talent acquisition systems (e.g., OPM's USA Staffing) as part of the application process. When agencies use the USA Hire program to evaluate applicant qualifications, USA Staffing sends the name, email address, and unique identifier to the USA Hire system through a web interface. If the relevant assessments are contained in the USA Hire system, USA Staffing sends the individual's unique identifier to the USA Hire system; applicants provide answers to assessment questions directly into the USA Hire system, as applicable. For TSA private sector contract screeners, candidate names and email addresses will be provided directly to USA Hire for proctored assessment scheduling by the customer agency.

Applicants record their audio and video when completing on-demand interviews in the USA Hire system. Applicant video is also recorded when applicants complete remote proctored assessments.

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

The USA Hire program does not obtain nor use any publicly available information nor information from commercial sources.

2.4. Discuss how accuracy of the data is ensured.

The initial quality of the USA Hire program data is supported by validations at the source systems. The data collected directly from the applicant is validated for accuracy with built-in, system generated confirmations for the user's acceptance, as well as automated data confirmations of input fields.



To ensure accurate transmission and translation of data, the program conducts integration testing with each system release. Some agencies and positions require an in-person monitored assessment process. To accommodate this need, OPM offers agencies access to over 3,000 certified testing center locations, as well as remote proctoring services. Once assessments are completed, applicant responses and scores are securely uploaded through the USA Hire system.

To maintain accuracy from a technical perspective, the USA Hire system captures sufficient information in audit records to establish what events occurred, the sources of the events, and the outcomes of the events. The USA Hire program personnel also review and analyze application audit records for indications of inappropriate or unusual activity, investigates suspicious activity or suspected violations, reports findings to appropriate officials, and takes necessary actions.

In addition, each "order" from USA Staffing for an applicant to complete assessments in the USA Hire system, each application, and each individual applicant are assigned unique identifiers so the appropriate assessment scores are associated with the correct individual and that individual's relevant job application.

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

Privacy Risk: There is a risk the system will collect more information than is necessary to achieve its business objective.

Mitigation: The USA Hire program mitigates this risk by collecting information only about applicants in two ways: 1) applicants identified as meeting minimum qualification and eligibility requirements for the vacancies for which they have applied and 2) applicants required to complete USA Hire assessments. Only the information (name, email address, unique identifier) necessary to communicate with the individual concerning the required assessments or interviews and to provide scores back to USA Staffing is



collected. Additionally, applicants are notified at the point of collection and before the assessment test if the assessments are required or optional.

Privacy Risk: There is a risk the information in the system is not accurate and may result in individuals not being associated with the correct scores or position.

Mitigation: This risk is mitigated through validation measures, testing, and audit log monitoring, as described in Section 2.4. In addition, the use of unique identifiers associated with a particular USA Staffing orders and applications and the individuals who have applied for a particular position, are designed to accurately associate the relevant scores.

Section 3.0. Uses of the Information

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

Agencies can use the USA Hire program's systems to automate agency assessment content, to develop new custom online assessments or interviews, or to implement the USA Hire program's standard and premium assessments. The system operates to help agencies identify the most highly qualified candidates for positions, based upon job-related competencies. The USA Hire system uses the applicant's name and email address to identify and communicate with applicants for the purpose of scheduling and delivering assessments and interviews. The USA Hire system uses unique identifiers to store assessment scores and provide them to USA Staffing when requested or to designated customer recruitment programs on a limited basis.



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.

No, the USA Hire program does not use information it collects from the public to perform data analysis to discover a predictive pattern or anomaly.

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

OPM Industrial / Organizational Psychologists and Vendor Staff utilize the USA Hire system to configure applicant assessments. The psychologists and the OPM vendor develop the data for research on and evaluation of personnel and organizational management and staffing methods. OPM and agency hiring personnel utilize the USA Hire system to manage interview content, develop interviews, schedule applicants, and rate applicant interviews.

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

Privacy Risk: There is risk of PII being used outside of the scope of the initial collection, for an unauthorized purpose or by unauthorized personnel.

Mitigation: This risk is mitigated by mandatory requirements that OPM personnel and contractors with access to the system complete annual privacy training, as well as only allowing access by authorized users. Users of the USA Hire system are informed of appropriate uses of PII upon authorization to the system. All users are trained on the appropriate use of PII ensuring those responsible for administering and operating the system use PII appropriately. Users are also made aware of the USA Staffing Rules of Behavior. USA Hire personnel also review and analyze application audit records for indications of inappropriate or unusual activity, investigate suspicious activity or suspected violations, report findings to appropriate officials, and take necessary actions.



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.

The job opportunity announcement, onscreen instructions, and an invitation email all provide specific instructions on what applicants can expect and how applicants will complete next steps in the hiring process, including assessments and interviews.

Initially, job applicants are informed via the job announcement that, based on their application and responses to the application questionnaire, they may receive instructions to access the USA Hire system to complete online assessments or interviews. The job announcement further explains they will have a set amount of time (generally 48 hours) to complete the assessments, they can request a testing accommodation under the Americans with Disabilities Act (ADA), the results will be kept on record for use when applying for future jobs that require the same assessments, and they will not be allowed to re-take the assessments for a specified period of time.

USA Staffing, or approved agency platform, sends an email to those who apply for the job vacancy noting the applicant was informed by the job announcement that they may be required to take one or more online assessments or an online interview. The email provides the applicant with a link to the assessments and information regarding timing. It also provides information about how to contact the USA Hire help desk with any questions. TSA will use the same messaging content for private sector contract screeners as it does for the candidates for Federal employment who receive notifications from USA Staffing.

In addition, the fillable forms referenced in section 1.5 contain Privacy Act statements informing the applicants why the information is being collected from them and how it will be used. Applicants to job vacancies utilizing the USA Hire system are also presented with the OPM Privacy Act statement on



both USAJOBS and USA Staffing's application manager. These statements indicate what data OPM may collect for selection assessments.

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

For job vacancies that require USA Hire online assessments, individual applicants are informed information will be shared with the vendor hosted USA Hire system, they will be required to complete assessments, and that scores will be retained and re-used for other applications for one year. Additionally, applicants will be informed if an online interview is required as part of the assessment process. Applicants may choose to not apply based on this information.

4.3. Privacy Impact Analysis: Related to Notice

Privacy Risk: There is risk individuals will not receive appropriate notice concerning what information will be collected about them and how the information will be used.

Mitigation: This risk is mitigated in the following ways: displaying Privacy Act statements on relevant forms; providing information to individuals during the application process regarding the assessment requirement; and in email communication from USA Staffing or the USA Hire system when they are directed to complete the assessments or interviews. This risk is also mitigated through publication of this PIA.

Section 5.0. Data Retention by the Project

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

GRS 2.1, item 050 (DAA-GRS-2014-0002-0006), GRS 2.1, item 051 (DAA-GRS-2014-0002-0007) and GRS 2.1, item 070 (DAA-GRS-2014-00020012) are the current approved NARA schedules that apply to the information in the USA Hire program.



In accordance with the records schedules, the information in the systems is destroyed 2 year(s) after a selection certificate is closed or final settlement of any associated litigation, whichever is later. In certain cases, where files showing the circumstances of loss, nature of the recovery action, and corrective actions when Civil Service or job-specific test questions are erroneously made potentially available to candidates, these records are destroyed 5 year(s) after date of final report.

5.2. Privacy Impact Analysis: Related to Retention

Privacy Risk: There is a risk that USA Hire information will be retained for longer than is necessary to meet the business needs for which it was originally collected.

Mitigation: This risk is mitigated by following the established retention schedule and documented guidance from NARA, which clearly defines retention requirements by record type.

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.

The results of applicant assessments and online interviews, in the form of numerical scores, are shared with Federal agencies who are customers of USA Hire, but only for the agency's own job vacancies. Agencies access this information either through USA Staffing or exports of assessment results from the USA Hire system for specific job vacancies. All user information provided to USA Staffing is shared with its customer Federal agencies for the referral of applicants and candidates for federal vacancies for which they have applied.



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

The results of applicant assessments and online interviews, in the form of numerical scores, are shared with Federal agencies who are customers of USA Hire, but only for the agency's own job vacancies. This is compatible with the purposes set forth in the OPM Govt-5 SORN to use records in considering individuals who have applied for positions in the Federal service by making determinations of qualifications for positions applied for, and to rate and rank applicants applying for the same or similar positions. The records are also used to refer candidates to Federal agencies for employment consideration, including appointment, transfer, reinstatement, reassignment, or promotion. This external sharing is permitted by routine uses b, e, and r in the OPM Govt-5 SORN.

This external sharing is also consistent with the purposes set forth in the OPM Govt-6 SORN, which states that records are collected, maintained, and used by OPM or other Federal agencies for the construction, analysis, and validation of written tests and other assessment instruments used in personnel selection and appraisal, for research on and evaluation of personnel/organizational management and staffing methods, including workforce effectiveness studies. Agencies and OPM may provide each other with data collected in support of these functions. This external sharing is permitted by routine uses a and i in the OPM Govt-6 SORN.

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

USA Staffing, or approved agency platform, sends applicant information to the USA Hire system. Once collected, USA Hire program data is accessed by Federal agencies through their existing USA Staffing accounts. The USA Staffing 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 to other agencies or persons expressly authorized to receive or have authorized access to it.



TSA follows a different process for its contract screeners. USA Staffing will not send applicant information to USA Hire, therefore the USA Staffing Rules of Behavior are not applicable. Instead, OPM will collect USA Hire Rules of Behavior forms for the persons TSA designates to exchange data with USA Hire for the purposes of assessments.

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

Agency personnel primarily review applicant assessment results through USA Staffing. USA Staffing records and retains all user activity in the system, to include the opening of applicant records. In addition, the USA Hire system logs system activity. Agency personnel may review applicant online interview results in the USA Hire system when interviews are conducted as part of the selection process.

6.5. Privacy Impact Analysis: Related to Information Sharing

Privacy Risk: There is risk that information will be shared for a purpose other than that for which it was originally collected.

Mitigation: Federal personnel access USA Hire data through USA Staffing. 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 users with the System Use Notification, Privacy Policy, and Full Terms and Conditions of Use. Agency users sign the Rules of Behavior annually and are notified 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.

Privacy Risk: There is a risk that information appropriately shared with third parties will be misused by the recipient or further disseminated without regard to its appropriate use.



Mitigation: Federal personnel access USA Hire data through USA Staffing. 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 users with the System Use Notification, Privacy Policy, and Full Terms and Conditions of Use. Agency users sign the Rules of Behavior annually and are notified 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?

Certain testing and examination records in this system are exempt from the access and amendment provisions of the Privacy Act because disclosure of the material would compromise the objectivity or fairness of the testing or examination process. The specific material exempted below, include, but are not limited to, the following:

- a. Answer keys
- b. Assessment center exercises
- c. Assessment center exercise reports
- d. Assessor guidance material
- e. Assessment center observation reports
- f. Assessment center summary reports
- g. Other applicant appraisal methods, such as performance tests, work samples and simulations, miniature training and evaluation exercises, structured interviews, and their associated evaluation guides and reports



- h. Item analyses and similar data that contain test keys and item response data
- i. Ratings given for validating examinations
- j. Rating schedules, including crediting plans and scoring formulas for other selection procedures
- k. Rating sheets
- l. Test booklets, including the written instructions for their preparation and automated versions of tests and related selection materials and their complete documentation
- m. Test item files
- n. Test answer sheets

Individuals seeking access to non-exempt records may review information on their applications through their USAJOBS account, as USA Staffing updates USAJOBS on application status throughout the hiring process. For more detailed information, applicants may proceed from their USAJOBS account into USA Staffing application manager. Access is granted when an applicant comes through USAJOBS to USA Staffing after entering a correct username and password. Applicants can also contact the USAH Help Desk at HelpDesk@USAHire.opm.gov.

Applicants may review all information on their applications through their USAJOBS account, as USA Staffing updates USAJOBS on application status throughout the hiring process; these updates reflect the results of USA Hire assessments. Generally, applicants are not permitted direct access back into USA Hire once they have completed the required assessments.

In addition, individuals wishing to request access to their records should contact OPM or the agency where the job application was made or examination was taken. Individuals must provide the following information for their records to be located and identified:

- Name.
- Date of birth.



- Social security number.
- Identification number (if known).
- Approximate date of record.
- Title of examination or announcement with which concerned.
- Geographic area in which consideration was requested.

Individuals requesting access must also comply with the OPM's Privacy Act regulations on verification of identity and access to records (5 CFR part 297).

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

Certain testing and examination records in this system are exempt from the access and amendment provisions of the Privacy Act because disclosure of the material would compromise the objectivity or fairness of the testing or examination process. The specific material exempted include, but are not limited to, the following

- a. Answer keys.
- b. Assessment center exercises.
- c. Assessment center exercise reports.
- d. Assessor guidance material.
- e. Assessment center observation reports.
- f. Assessment center summary reports.
- g. Other applicant appraisal methods, such as performance tests, work samples and simulations, miniature training and evaluation exercises, structured interviews, and their associated evaluation guides and reports.
- h. Item analyses and similar data containing test keys and item response data.



- i. Ratings given for validating examinations.
- j. Rating schedules, including crediting plans and scoring formulas for other selection procedures.
- k. Rating sheets.
- l. Test booklets, including the written instructions for their preparation and automated versions of tests and related selection materials and their complete documentation.
- m. Test item files.
- n. Test answer sheets.

Applicants may update their non-exempt information through USAJOBS and USA Staffing. Relevant to USA Hire, this enables the applicant to ensure a current email address is available and that their name is correct. Applicants may also contact the USA Staffing or USA Hire help desks to address inaccuracies in their data. Applicants with concerns about the accuracy of their test results, or the technical performance of their testing session, may contact the USA Hire help desk. An individual may contact the agency or the Office where the application was filed at any time to update qualifications, education, experience, or other data maintained in the system. Changes will be made to the information in USA Staffing, and then updates will be made in USA Hire with an automated process. In addition, individuals wishing to request amendment of non-exempt other records under the provisions of the Privacy Act should contact the agency or OPM where the application was made or the examination was taken. Individuals must provide the following information for their records to be located and identified:

- Name.
- Date of birth.
- Social security number.
- Identification number (if known).



- Approximate date of record.
- Title of examination or announcement with which concerned.
- Geographic area in which consideration was requested.

Individuals requesting amendment must also comply with the OPM's Privacy Act regulations on verification of identity and amendment of records (5 CFR part 297).

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

USA Hire correspondence with applicants includes contact information for the USA Hire help desk, an online help desk with personnel available to that instruct applicants on how to obtain assistance. Job vacancies also contain information on whom to contact concerning their applications and examination. Applicants are also provided with names of Program Office representative or their respective agency HRM personnel contact information to obtain assistance. This PIA and the SORNs listed in Section 1.2 also provide notification of procedures.

7.4. Privacy Impact Analysis: Related to Redress

Privacy Risk: There is a risk that individuals will not know how to access and update their information.

Mitigation: This risk is reasonably mitigated by providing notice of redress procedures in the SORNs listed in Section 1.2, this PIA, and the USA Hire program interfaces. An individual may contact the agency or the Office where the application was filed at any time to update qualifications, education, experience, or other non-exempt data maintained in the system. For example, applicants are provided with names of a Program Office representative or their respective agency's HRM personnel contact information to obtain assistance to view and correct information, if necessary.



In addition, individuals have direct access to their non-exempt information online and may update their non-exempt personal information through USAJOBS and USA Staffing at any time during the application process to ensure all data is accurate, relevant, and up-to-date. Applicants may contact the USA Hire help desk to address concerns about their personal information or assessment results. USA Hire vendor staff may also correct errors, should any be found.

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?

Role-based access controls are employed to limit access to the information and administration of USA Hire and USA Staffing based on the need to know the information for the performance of official duties. USA Hire also enforces separation of duties, to prevent unauthorized disclosure and to prevent unauthorized modification of information. Strict adherence to access control, records management and privacy policies is routinely enforced by the system. In addition, all customer agencies are bound by MOUs and ISAs that document the appropriate access, use, and dissemination of the information.

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

OPM personnel research psychologists, USA Hire vendor personnel, and OPM and agency hiring personnel have direct access to the USA Hire system. All of these personnel are required to take the annual IT security and privacy awareness training. USA Hire personnel will train agency proctors on specific protocols, also described in the Rules of Behavior agreements all proctors must sign. USA Hire personnel will additionally train OPM and agency hiring personnel to manage interview content, develop interviews, schedule applicants, and rate applicant interviews in the USA Hire system.



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

Agencies establish user accounts for HR personnel in USA Staffing. The customer organization is prohibited from assigning rights or delegating access to the system to persons not authorized and assumes all responsibility for the licensed users it provides access. Federal IT Security requirements restrict access to USA Staffing through a dual-authentication process. TSA has USA Hire user accounts for those employees authorized to serve as test proctors. Contractors are allowed to use the systems at the customer agency's discretion. Only OPM or USA Hire vendor personnel have access to the USA Hire system to configure assessments or review applicant assessment data. OPM and USA Hire vendor personnel, as well as agency hiring personnel, have access to the USA Hire system to manage interview content, develop interviews, schedule applicants, and rate applicant interviews. Access to the USA Hire system is restricted through a multi-factor authentication process.

Applicants create their initial account in USAJOBS and will receive an account in USA Staffing application manager if they apply for a Federal job.

Applicants have access to only their information in USAJOBS or the USA Staffing application manager. When a hiring agency utilizes USA Hire for a job vacancy, USA Staffing will send information (first name, last name, email address) to the USA Hire system for only qualified applicants. Applicants have access to the assessments in the USA Hire system for only the specific vacancy for which they have applied, for an amount of time established by the hiring agency or OPM.

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?

Access to the information through USA Staffing is granted as a part of the IAA and Statement of Service agreement process entered into on an annual basis. Authorized agency personnel and the Program Manager sign a written



agreement that contains the privacy and security policies for USA Staffing and the Rules of Behavior for all information types. This process is followed for organizations within OPM and outside. Where the USA Hire system interconnects with other agency systems, the USA Hire Program Manager and responsible agency officials complete Interconnection Security Agreements that govern the behavior of agency personnel; OPM and Agency Information System Security Officers review Interconnection Security Agreements on an annual basis.

Responsible Officials

Patrick Sharpe

USA Hire Program Manager

Approval Signature

Kirsten J. Moncada

Senior Agency Official for Privacy