

eOPF Agency Touchpoint

June 24, 2026

Welcome!



Agenda

- Welcome and Agenda Review – Derek
- Opening Remarks – Michelle Earley
- Core HCM Update - Michelle Earley
- Robotic Process Automation/Bot Usage Guidelines– Thomas Merz
- Help Desk – Browser Settings - Amanda Thomas
- eOPF Training Calendar and Registration Policy Reminder – Derek Parker
- eOPF System Updates – Aditi Lowry
 - EDF (SSN)
 - System Enhancements and Bug Fixes
- Reporting – eOPF Search Feature Demo - Random Dolan
- OPF Request Survey Results – Derek Paker
- Document Request Service Overview – Clay Beasley | Charles George
- GPPA Navigator Tool Demo – Julie Driver
- Questions and Answers – eOPF PMO Team
- Resource Center Survey – Derek Parker
- Meeting Adjournment – Derek Parker

Opening Remarks

Michelle Earley

Core HCM Update

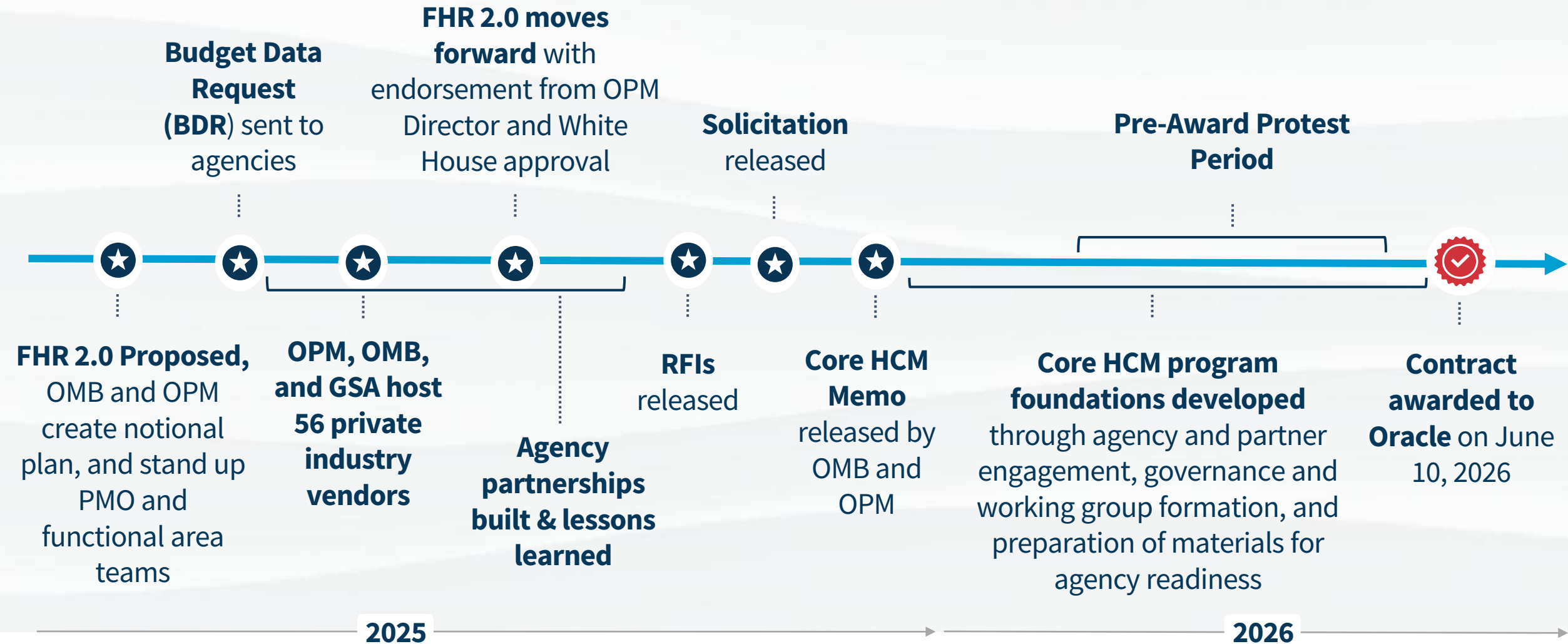
Michelle Earley



Contract Award Updates

- On Wednesday, June 10, 2026 the Core HCM contract was awarded to **Oracle** with a total contract value of \$395,810,490.00.
- By consolidating federal HR systems into one single shared platform, the initiative is **expected to reduce costs to taxpayers by more than 90 percent** while improving efficiency, security, and service delivery across government.
- Resources:
 - [OPM Press Release](#)
 - [Oracle Press Release](#)
 - Award announcement email from Core HCM

Core HCM – From Concept to Confirmed Platform



Robotic Process Automation/Bot Usage Guidelines

Thomas Merz

Automative BOT Usage Expectations

Process for authority to operate RPA/bot solutions in eOPF:

1. A completed and signed Robotic Process Automation / Bot Request Form and comprehensive Process Design Document (PDD) must be submitted via the eOPF Help Desk
2. eOPF Program Office and tech teams will review and make a determination based on appropriateness of actions being performed and potential risks
3. If approved, the eOPF Program Manager will sign the form and the agency notified of their authority to operate

The request form and example documentation will be available on the eOPF Resource Center.



Agency Responsibility

Any robotic process automation (RPA)/bot solutions are the responsibility of the agency to maintain and ensure the Statement of Service and Rules of Behavior are not being violated



AGENCY RESPONSIBILITY

eOPF Help Desk

Amanda Thomas

Browser Settings

Configuring Browsers to Preview and Print eOPF PDF Documents



eOPF Training Calendar (July – August)

eOPF Training Schedule for July and August

Monthly Personnel Recordkeeping Training

- July 14, Morning Session 9:00 AM to 1:00 PM EST (Full)
- July 16, Afternoon Session 12: PM to 4:00 PM EST
- August 18, Morning Session 9:00 AM to 1:00 PM EST
- August 20, Afternoon Session 12: PM to 4:00 PM EST

Quarterly eOPF Introductory Training

August 11, HR Specialist Training 10:00 to 11:00 AM

August 12, HR Admin Training 10:00 to 11:00 AM

August 13, Transfer Training 10:00 to 11:00 AM

Registration Reminders

- Training registration requests must come from you
- Requests submitted by individuals will not be processed
- When registering participants for training, please ensure that the training course aligns with their role and responsibilities



eOPF System Updates

Aditi Lowry

eOPF System Updates

- EDF now automatically removes SSNs from the Employee ID field on incoming submissions.
- Prevents sensitive personal information from appearing in reports and other system outputs.
- Enhances employee privacy by ensuring the Employee ID field remains free of PII.
- A follow-on fix is in progress to address a limited number of cases where SSNs may still be accepted.

SSN Removal for Employee ID Field



eOPF System Updates, Part 2

Implemented a daily automated cleanup process to remove duplicate employments and folders, reducing recurring system issues.

Improved access template validation and support for future-dated employments.

Enabled auto scrolling to document previews.

Added notifications alerting users when a duplicate transfer request is submitted.

Standardized system date formatting to MM/DD/YYYY.

Expanded POID validation for EDF and FDF data feeds.

Added user notifications to alert when duplicate transfer requests are submitted

Bug Fixes

SYSTEM BUG FIXES

Improving performance.
Enhancing reliability.
Delivering a better experience.



- Corrected report access issues that exposed results outside authorized permissions
- Fixed timeout errors during Agency-to-Agency transfers
- Resolved "Sorry, Something Went Wrong" errors on Employee Documents, Admin, and Recently Deleted screens
- Fixed transfer notifications displaying incorrect agency names

Bug Fixes, Part 2

SYSTEM BUG FIXES

Improving performance.
Enhancing reliability.
Delivering a better experience.



- Resolved reprocessing failures caused by missing email addresses in user profiles
- Corrected EDF logic related to role resets and erroneous termination processing
- Prevented EDF from creating duplicate future-dated employments

Reporting – eOPF Search Feature Demo Random Dolan

Reporting – eOPF Search Feature Demo

Which Reports are Self-Service vs Require a Help Desk Ticket

Data Needed	Self-Service	Helpdesk Required
Employee folder statuses	Yes, Via Employee Folder Search + CSV export	No
Document presence or form-type reporting	Yes, Via Employee Folder Search + CSV export	No
Transfer activities (Request Sent, New, In Progress, Review Required, Denied, Completed)	Yes, via the Transfer Report from the Reports screen	No
Documents that have been deleted by individual HR Professionals and per document owner with selected reasons	Yes, via the Deleted Documents Report from the Reports screen	No
Purged documents by individual HR Professionals and per document owner with selected reasons	Yes, via the Purged Documents Report from the Reports screen	No
Files loaded via EDF, FDF, or IDF during a specified time frame (the Filename field depends on criteria entered in all the other fields)	Yes, via the Data Feed Summary Report from the Reports screen	No
Users with their roles and access rights	Yes, via the Roles and Access Report from the Reports screen	No
User actions such as upload, access a folder, view a document, modify a document	No	Yes
Elements such as Date of Birth, Agency Name, End dates to Employment	No	Yes

- [eOPF Report Types – eOPF Resource Center](#)
- [Generate a Report from the Reports screen – eOPF Resource Center](#)
- [Search for an Employee Folder – eOPF Resource Center](#)

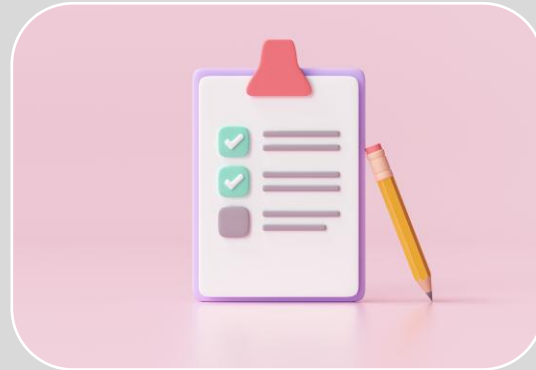
Personnel Records Request Survey

Derek Parker

Agency Survey: Overview



**329 Emails Sent
and Received**



**107 Responses
Received**

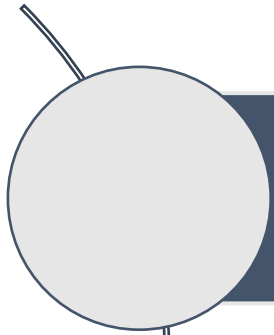


**32.9 %
Response Rate**

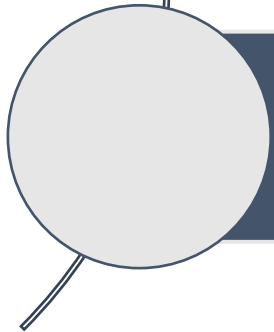


**Analysis Covers
Two Questions**

Agency Survey: Personnel Records Requests Questions



Please enter the total number of requests received from former employees seeking copies of their personnel records during the reporting period.



Please enter the total number of requests received from current employees who requested copies of their personnel records due to lack of access to Government-Furnished Equipment (GFE).

Agency Survey: Results

Former Employee Requests

- Total requests: 6,101
- Average: 62.9
- Median: 5
- Minimum: 0
- Maximum: 3,000



Most respondents reported very low volumes; a few organizations reported exceptionally high volumes.

Current Employee Requests (No GFE)

- Total requests: 2,087
- Average: 21.5
- Median: 0
- Minimum: 0
- Maximum: 1,300



More than half of respondents reported zero requests.

Agency Survey: Key Findings

01

Former employee requests were nearly three times greater than the number of current employee requests.

02

Both datasets were highly skewed by a small number of large-volume respondents.

03

Median values provide a better representation of the typical respondent.

04

Outliers suggest centralized processing functions or larger populations.

Document Request Service Overview

Clay Beasley | Charles George

What is the Document Request Service (DRS)?

- The DRS is a secure, public-facing way for separated federal employees to request their entire eOPF Employment Folder without needing internal government network access or submitting a FOIA request.
- It's not a general public portal; access is controlled, purpose-built, and limited to individuals entitled to their own records.
- **“Document Request Service”** is the formal name used in program communications and meetings.

How Does Request & Identity Verification Work?

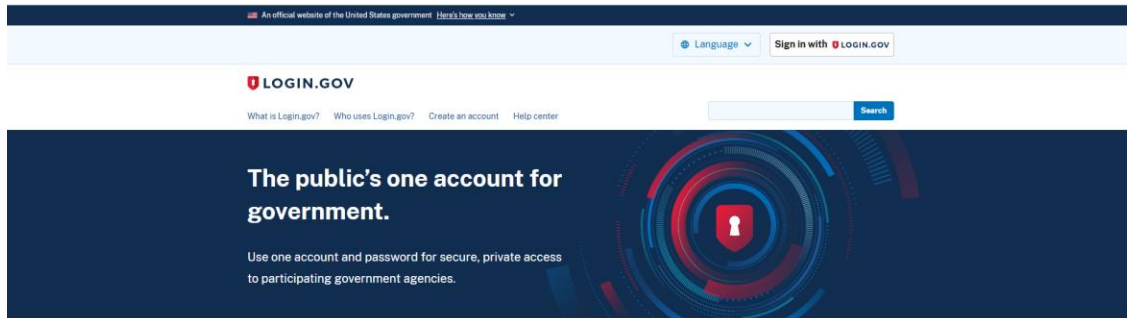
- Users authenticate with **Login.gov (IAL2 identity proofing)**; we use a dedicated, streamlined sign-in flow to protect user privacy and system integrity.
- After sign-in, a simple **chat-style web form** collects only what's needed and runs a **15-minute session timer** to guard against idle sessions; users confirm the email on record and can update it via Login.gov if needed.
- Within 24 hours and when the request is fulfilled, a **password-protected ZIP** via a **time-limited download link** (SAS token) will be sent to the users Login.gov provided email. If the link expires, the user can re-request; expired packages are automatically cleaned up.



Security by Design

- DRS is a **separate microservice** — intentionally isolated from internal eOPF HR systems—to minimize attack surface and prevent exposure of private APIs and data.
- We apply defense-in-depth: one-way NSG rules, private endpoints, resource-specific managed identities, short-lived SAS tokens, and Akamai WAF protection at the edge (same controls used for other OPM public sites).
- Identity claims are encrypted and stored only temporarily; one-time state tokens are deleted upon use to prevent replay.

Getting Started & Support



- **Simplified workflow:** Sign in with **Login.gov** → confirm email in the chat → submit your request → watch for the fulfillment email with your secure download link.
- **Support:** In-app a help link is provided; customers can reach the **eOPF Help Desk mailbox** for assistance during or after the request.
- **Rollout timing:** Production launch in late July (subject to final readiness).

The New Guide to Processing Personnel Actions (GPPA) Tool-Demo Julie Driver

What is the Guide to Processing Personnel Actions?

Primary resource for how to complete every type of HR action.

SF-50

Standard Form 50 Rev. 7/91 U.S. Office of Personnel Management FPM Supp. 296-35, Subch. 4												NOTIFICATION OF PERSONNEL ACTION											
1. Name (Last, First, Middle) SANCHEZ JR, JOHN M												2. Social Security Number				3. Date of Birth 04/07/94				4. Effective Date 04/02/17			
FIRST ACTION												SECOND ACTION											
5-A. Code 790				5-B. Nature of Action REALIGNMENT								6-A. Code				6-B. Nature of Action							
5-C. Code UNM				5-D. Legal Authority ORG CHRT DT 10 17 16								6-C. Code				6-D. Legal Authority							
5-E. Code				5-F. Legal Authority								6-E. Code				6-F. Legal Authority							
7. FROM: Position Title and Number TRANSPORTATION SECURITY OFFICER 90633887 032672												15. TO: Position Title and Number TRANSPORTATION SECURITY OFFICER 90749131 032672											
8. Pay Plan		9. Occ. Code		10. Grade or Level		11. Step or Rate		12. Total Salary		13. Pay Basis		16. Pay Plan SV		17. Occ. Code 1802		18. Grade or Level E		19. Step or Rate 00		20. Total Salary/Award 39,648.00		21. Pay Basis PA	

What is the GPPA Navigator?

Public part of a
structured, searchable,
maintainable system

Legacy GPPA

Chapter 14: Promotions; Changes to Lower Grade, Level, or Basis of Promotion

19

Table 14-B. Promotions in the Competitive Service

Notes and Remarks columns have been added.

Rule	If the Basis of Promotion Is	And the Promotion	Then NOAC Is	NOA Is	Auth Code Is	Auth Is (See Notes 1 and 4)	Required Remarks (See Note 3)	Notes	Remarks
1	Promotion of an Administrative Law Judge under conditions described in Reg. 930.204	Is on a temporary basis	703	Promotion- NTE (date)	SZR	Reg. 930.204(e)		1. In addition to any other authorities required by this table, you may cite "ZLM: Other Citation (law, E.O., or Reg.)" as a second authority when appropriate. If SF-59 was obtained from OPM for the action, also include authority "ABM: SF-59 approved (date)." Cite ABM as the last authority.	Jump to listing of Remarks required in special situations (Use as many remarks as are applicable)
2		Is not on a temporary basis	702	Promotion					
3	Competitive selection under agency Merit Promotion or Merit Staffing Procedures	Is on a temporary basis	703	Promotion- NTE (date)	N3M	Cite specific authority for action (i.e., Reg. 335.102 , Comp. , or an agency-specific authority)	K12		
4			702	Promotion					Jump to listing of Codes and corresponding remarks
5	To remove time limitation placed on a Promotion NTE by making it	Is not on a temporary basis	702	Promotion	N2M	Cite specific authority for action (i.e., Reg. 335.102 , or an	K13	2. This could be because competitive procedures are not required or	

GPPA Navigator

Table 14-B: Promotions in the Competitive Service

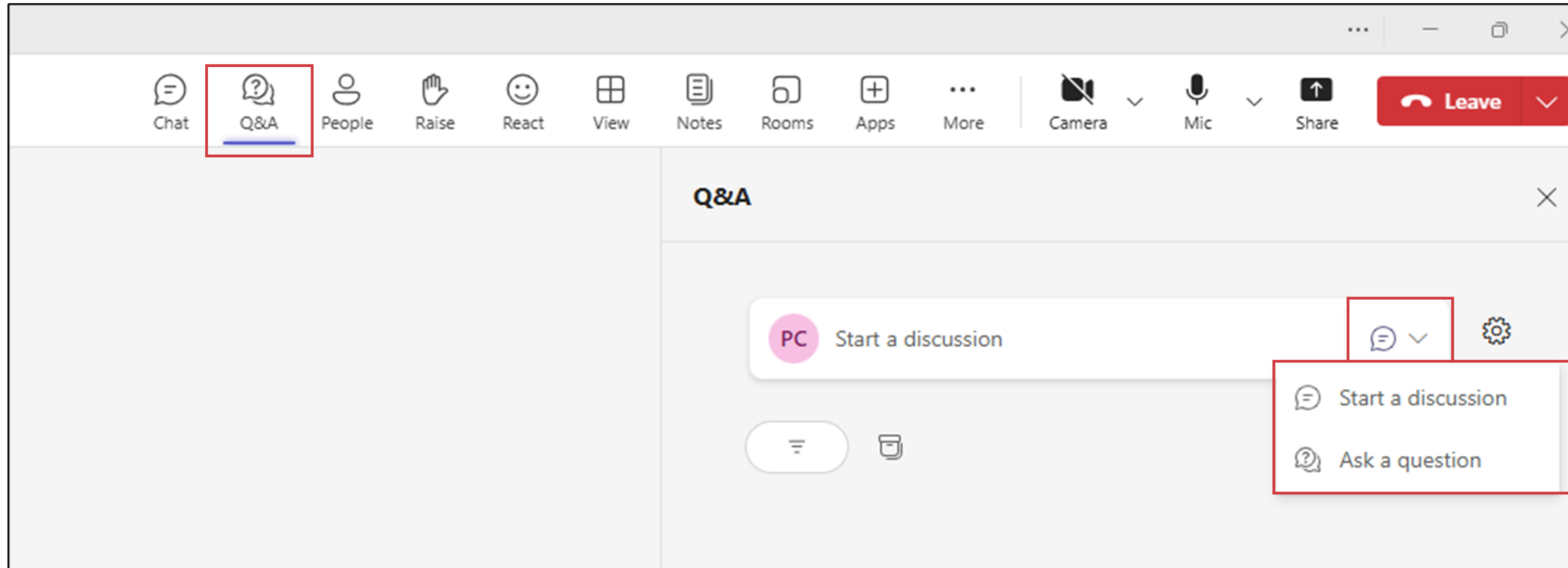
Select	Rule	If the Basis of Promotion Is	And the Promotion
☐	1	Promotion of an Administrative Law Judge under conditions described in 5 CFR 930.204	Is on a temporary basis
☐	2	Promotion of an Administrative Law Judge under conditions described in 5 CFR 930.204	Is not on a temporary basis
☐	3	Competitive selection under agency Merit Promotion or Merit Staffing procedures	Is on a temporary basis
☒	4	Competitive selection under agency Merit Promotion or Merit Staffing procedures	

Questions

Questions?



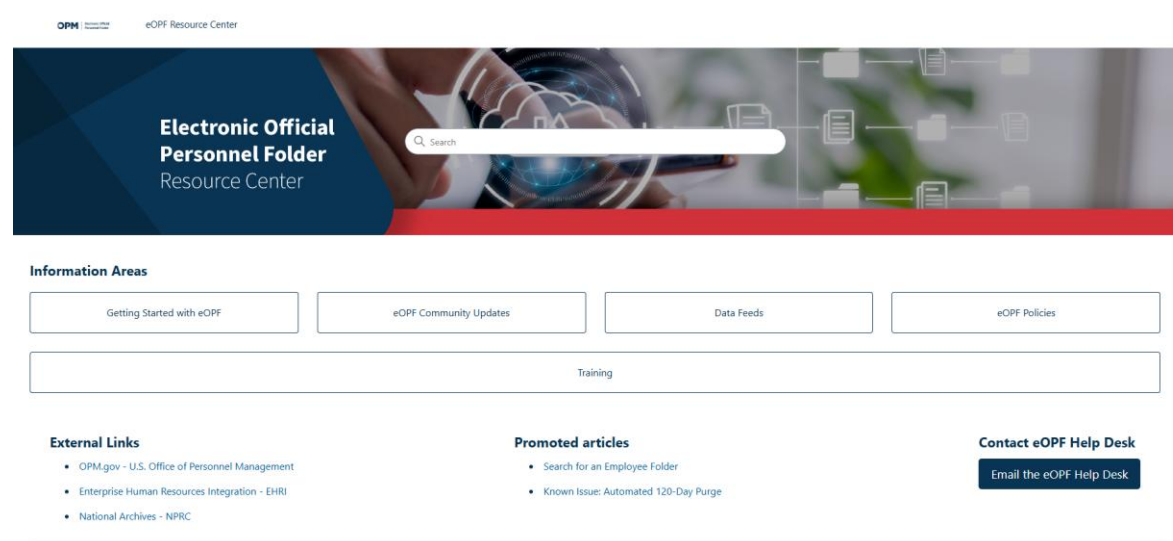
Using The Q&A Feature In Team



eOPF Resource Center Feedback Survey

eOPF Resource Center Feedback Request

- **Survey length:** 16 questions, about 5 minutes
- **Survey link:** [Help Shape the eOPF Resource Center](#)
- **Survey closes:** COB Wednesday, July 8, 2026



Next Agency Touchpoint

Next Agency Touchpoint

Date: September 23, 2026

Time: 2:00 PM EST



Thank you