Recommended Strategies for Managing Employee Moves in USA Performance

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Interagency Transfers

An Interagency Transfer occurs when an Employee moves from one Agency to an entirely different, unrelated agency (e.g. VA to IRS) or when an Employee moves from one Organization to another Organization with the same "Agency" but the gaining organization is managed in separate instance of USA Performance (e.g. VA Organization to VA OIG).

Scenario 1: An employee moves from one Agency to an unrelated Agency

This scenario occurs when an employee moves to an entirely new agency and there is no conflict creating a new profile as the Employee's SSN can be used in more than one agency simultaneously.

Below are the recommended actions losing and gaining Admins should take in this scenario:

1. **Losing Organization Admin** deactivates Employee profile when the Employee departs.
2. **Losing Organization Admin** works with the Employee's officials to close out existing performance actions and submits required records to eOPF. This can occur when the Employee's profile is Active or Deactivated.
3. **Gaining Organization Admin** creates the Employee's new profile. No conflict should exist if the Employee profile does not include an email that is currently in the system.

Scenario 2: An employee moves from one Organization to another Organization that is a part of the same Agency, but managed in different instances of USA Performance

This scenario occurs when an employee is required to maintain the same email address they used at their losing organization. USA Performance does not allow more than one user profile to contain the same email address. In this event, the only workaround is for the 'losing' Agency to assign the Employee's profile with a dummy email address.

Below are the recommended actions losing and gaining Admins should take in this scenario:

1. **Gaining Organization Admin** identifies a new Employee profile cannot be created due to their email already existing in the system.

2. **Gaining Organization Admin** notifies the **Losing Organization Admin** requesting they assign a dummy email address to the losing profile.
    a. The customer should develop their own logic for the dummy formula, but we can recommend that agencies use the following formula:

        FNAME.LNAME.<NOAC><AgencyAcronym>@<MailServer>

        For example, if an employee was moving from EPA to EPA OIG, the dummy email would be listed as follows: FNAME.LNAME.721OIG@EPA.GOV
        This formula uses the Notification of Action Code (NOAC) of 721, or reassignment, to signify where said employee was moved to.
3. **Losing Organization Admin** works with the Employee's officials to close out existing performance actions, submit required records to eOPF, and changes the email address in the Employee's old profile.
4. **Gaining Organization Admin** creates the Employee's new profile. No conflict should exist now that the Employee profile does not include an email currently in the system.
5. If the **Gaining Organization Admin** does not know who to contact, we recommend they contact their **USA Performance Account Manager** to assist with working with the **Losing Organization Admin**.

Intra-agency Transfers

An Intra-agency Transfer occurs when an employee moves from one organization to another organization or a sub-Agency within a common Parent Agency in USA Performance (e.g. OPM Employee Services to OPM Office of Communications.)

Scenario 1: An Employee's Profile is reassigned to another Organization within the same Agency

This scenario is chosen if the Agency does not require complete historical records (including the user profile) be maintained at the organizational level. Performance plans will be accessible according to their original associated organizations regardless.

Below are the recommended actions losing and gaining Admins should take in this scenario:

1. **Gaining Organization Admin** submits a request to a **Top-Level Agency Admin** to move the Employee's profile.
2. **Top-Level Agency Admin** requests the **Losing Organization Admin** close out any performance actions in progress as well as submit records to eOPF if required.
3. Once actions are complete, the **Top-Level Agency Admin** moves the profile to the new organization.

Scenario 2: An Employee's Profile is Archived at the Losing Organization, and a New Profile is Created at the Gaining Organization

This scenario occurs if the Agency requires complete historical records (including the user profile) be maintained at the organizational level. USA Performance does not allow more than one user profile to contain the same email address in the entire system. USA Performance also does not allow more than one user profile to contain the same SSN or Agency Identifier within the same agency. All three values must be completely unique to avoid any conflict.

Below are the recommended actions losing and gaining Admins should take in this scenario:

1. **Gaining Organization Admin** identifies a new Employee profile cannot be created due to their email already existing in the system and their SSN and Agency Identifier already in the agency.
2. **Gaining Organization Admin** notifies the **Losing Organization Admin** requesting they assign a dummy email address, SSN, and clear the Agency Identifier in the losing profile.
    a. The customer should develop their own logic for the dummy email, but we can recommend that agencies use the following formula:

       FNAME.LNAME.<NOAC><AgencyAcronym>@<MailServer>

       For example, if an employee was moving from EPA to EPA OIG, the dummy email would be listed as follows: FNAME.LNAME.721OIG@EPA.GOV
       This formula uses the Notification of Action Code (NOAC) of 721, or reassignment, to signify where said employee was moved to.
    b. The customer should develop their own logic for the dummy SSN. Since this only needs to be unique within the agency it does need to be overly complex to avoid duplicate values.
        1. If a placeholder SSN value isn't acceptable and the customer must have the field cleared, a ticket may be opened for the developers to intervene manually and delete any SSN values in the profile. This is resource intensive and should not be a regular practice if at all avoidable.
        2. API 2.0 will allow for clearing of SSN values and is slated for release 38.
    c. The Agency Identifier is not a required field and may be cleared entirely.
3. **Losing Organization Admin** works with the Employee's officials to close out existing performance actions, submit required records to eOPF, and changes the email address, SSN, and Agency Identifier in the Employee's old profile. The eOPF submissions must take place while the old profile still contains an accurate SSN. Until the eOPF submissions are completed, they can omit an SSN entirely in the new profile.
4. **Gaining Organization Admin** creates the Employee's new profile. No conflict should exist now that the Employee profile does not include an email, SSN, or Agency Identifier currently in use in the system.
5. If the **Gaining Organization Admin** does not know who to contact, we recommend they contact their **USA Performance Account Manager** to assist with working with the **Losing Organization Admin**.