

---

**From:** (b) (6) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4670E09716BE420BB013D145827B9A6D-(b) (6) [redacted]]  
**Sent:** Mon 2/24/2025 12:38:02 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [redacted]; (b) (6) [redacted]@opm.gov  
**Subject:** RE: What did you do last week?

- Worked on various elements related to my detail
- Collaborated with stakeholders related to assigned detail projects
- Tested software capabilities related to assigned detail projects
- Briefed supervisor on progress and updates of project
- Performed all other duties as outlined in my position description and my detail agreement

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) =EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A1E13C2FA8914E0CA2839F4E006E6382-(b) (6)  
**Sent:** Mon 2/24/2025 12:38:26 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) ; (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Here is what I did last week:

- Reviewed workpapers of staff auditors for my current audit.
- Had 2 staff members provide me a draft of their finding write-ups for their review sections and provided guidance on how to write an audit finding. I reviewed their findings and made notes for them on where they need to improve.
- Started a draft audit report of my current audit.
- Participated in a meeting with representatives from a PBM that will help us to complete the audit.
- Met with a team leader who is in charge of revamping the design of our audit reports to go over different design and layout concepts.

Thanks,  
(b) (6)

---

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=15E6EB71DFA14A6A82FC1CFA F90AC250.(b) (6)  
**Sent:** Mon 2/24/2025 12:38:51 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6); (b) (6) opm.gov]; (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

As requested:

- (b) (6)

- Meeting held with National Guard (NG) and (b) (6)

Additionally, once added, agency is requesting that the forms currently in eOPF be re-indexed retroactively for multiple agency in eOPF.

- Attended internal meeting regarding eOPF Cost Transparency.

- (b) (5)
- (b) (5)
- (b) (5)

- Sent my agencies their latest Agency Cleanup Reports. This report show's how they are progressing with the forms cleanup effort. Agencies were asked to reindex their forms that are in exception status. The goal is to ensure that forms are correctly indexed before they are transferred into the modernized system. Additionally, I meet with my agencies 1:1 to discuss their report. I met with (b) (6) last week.

- Working with USA Staffing regarding agency specific forms that are erroring out during their transmission. The forms are not found on the forms list. Will work with them to resolve this issue.

(b) (6)  
eOPF Agency Advisor

Program Management Office  
Office of Human Capital Data Management and Modernization  
[www.OPM.gov](http://www.OPM.gov)

(b) (6)  
(b) (7) [opm.gov](http://opm.gov)



[Information for Agency HR Staff:](#)

Please visit the [eOPF Toolkit](#) for valuable operational guidance, user guides, training videos, and other resources. Please contact me if you require access.

For assistance with technical issues involving the eOPF application, please contact our help desk at [eOPFhelpdesk@opm.gov](mailto:eOPFhelpdesk@opm.gov).

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**From:** HR <[hr@opm.gov](mailto:hr@opm.gov)>  
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**Sent:** Mon 2/24/2025 12:39:29 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Good afternoon.

I am the (b) (6)

(b) (6) Five supervisors report to me. I report to the Group Chief, (b) (6). Our work unit has the most varied and greatest number of operational job functions in all of RS. Our team consists of about 72 employees. Our department handles nearly all non-disability post-retirement annuity reissues, changes, corrections and adjustments. We also handle nearly 100 percent of written correspondence sent to RS. In addition, we handle life insurance changes, representative payee work and all tax inquiries to include 1099-r issues. Lastly, we process all employee FERS/CSRS deduction refunds when employees leave service as well as all Service Credit payments for federal employees. Several years ago we established a cellular approach to our work and it has afforded us the best ongoing timeliness and handling ever for this department. (b) (6)

#### **This past week:**

- I met with supervisors and (b) (6) about ways to improve timeliness and efficiency for our representative payee function as well as ensuring the right staff for this role is in place
  - Directed to begin training five employees in early February
  - Follow-up weekly
  - Inventory is nearly gone and expected to be entirely caught up by 3/10/25
  - New electronic Rep Payee Hub to be demoed this week and begin initial use on or about 3/17/25
- I met with supervisors and (b) (6) about changes in the process workflow within the Refund section to also make more-timely and efficient as well as staffing properly with impending retirements in April
  - Upwards of 90 percent of applications need correction
  - *Team started upfront screening and development and new ways to determine what is needed*
    - Agencies slow in sending needed documentation
    - Former employees have little guidance leading to errors
- I directed and/or distributed high-profile remands, appeals, OIG requests and other expedited inquires to the five supervisors on my team to assign to staff for resolution
- I assisted Healthcare and Insurance (H&I) department on numerous occasions with resolving customer life insurance issues
- I closed out several Office of Inspector General priority requests – (we are very timely

with these)

- I am currently training (including last week) one of the supervisors on how to navigate our report to be ready for my impending departure

#### Other

- I met with Senior RS leadership and provided updates to efficiencies we are implementing in the above workloads
  - I prepared all CI reports for senior leadership
  - I met one-on-one with two supervisors regarding staff issues, staffing and provided other guidance to the supervisors (i.e. reasonable accommodations, etc.)
  - I had a brief discussion with the (b) (6) union president regarding employee concerns
  - I check-in with supervisors each week / most days to gauge any new issues
- 
- I am on the Digital File System (DFS) team (no meeting last week)
  - I am on the Representative Payee Hub (RPH) team (no meeting last week) – Demo this week

---

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**Sent:** Mon 2/24/2025 12:39:09 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) .(b) (6) @opm.gov]  
**Subject:** Re: What did you do last week?

- I helped manage several relocation tasks for the Return to Office (RTO) initiative, such as organizing help desk support for IT hardware setups for returning managers and working with Facilities Management to handle waste removal from unoccupied desks.
- I oversaw the restructuring of Asset Management to prepare for incoming equipment from departing employees and surplus hardware due to the RTO initiative. I guided the Asset Manager and Help Desk team to optimize storage space and reorganize IT assets for redistribution or future needs.
- Coordinated the execution of final phase of the space move of the IT Support Help Desk (walk-in support) from Room (b) (6) to Room (b) (6) and ensured the notification was delivered to all TRB employees were informed.
- I handled coordination and escalations of several critical tasks including support requests for the Office of the Director staff for expedited resolution and approval requests for IT procurement for the Office of the Director, including purchases of iPads, accessories, and Mac laptops. Also provided guidance to senior leadership on the process for requesting approval on procurement requirements to ship/receive IT assets from employees that accepted the Deferred Resignation Program (DRP).
- Managed the completion of key onboarding tasks for the Office of the Director and off-boarding processes for departing employees, coordinating resources to ensure the Customer Support team acted promptly to complete each task and informed senior leadership on the progress through its completion.

Thank you,

(b) (6)

Branch Chief

ITIL v.3 | Service Operations | FAC-COR 1

CIO | Customer Support | Help Desk

Desk: (b) (6) | Cell: (b) (6)

(b) (6)

US Office of Personnel Management

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---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:45:48 PM

**Subject:** What did you do last week?

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**Sent:** Mon 2/24/2025 12:39:20 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [(b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

1. Answered phone calls and emails from customers both retirees and former spouses.
2. Entered court orders and garnishments.
3. Filed documents, ordered cases .
4. Logged in/out cases. Assigned senior paralegals and paralegal workloads.
5. Looked for and assigned congressional inquiries and OIG complaints.

(b) (6)  
Customer service specialist  
Court ordered benefits branch  
Ph: (b) (6)  
Fax: (b) (6)

---

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**Sent:** Mon 2/24/2025 12:39:18 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) @opm.gov  
**Subject:** Re: What did you do last week?

To Whom It May Concern:

During the work week of 2/17/2025-2/21/2025, I completed 100% of the duties and tasks that are expected of me based on my position description in the Retirement Operations Center. Those include but are not limited to:

- Gained access and completed training on the Mainframe system used to look up cases.
- Catalogued and indexed documents to ensure they were easy to find when needed.
- Pulled cases from various areas to be integrated into one area. This will ensure increased efficiency and productivity when searching for files.
- Audited coworkers' work before the integration process was completed. Corrected any discrepancies.
- Demonstrated teamwork to ensure tasks were completed in a timely matter.

(b) (6)

Contact Representative  
Integration  
Office of Personnel Management  
Retirement Operations Center  
1137 Branchton Rd  
Boyers, Pa 16020

(b) (6) @opm.gov

(b) (6)



---

**From:** HR <hr@opm.gov>  
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**Sent:** Mon 2/24/2025 12:39:23 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) | (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

To whom it may concern:  
Please see my accomplishments below.

- I fully and successfully complied and faithfully executed my oath of office in serving the American people to the best of my ability and in adhering to federal laws and regulations.
- I fully and successfully performed all tasks and duties required of me by my position description and in accordance with the successful implementation of 5 C.F.R 412 as required by law. This included conducting data analysis of program evaluation information to assess Return on Investment (ROI) and program impact to substantiate the benefit and value to the VA and American taxpayer of the management programs conducted.
- I fully and successfully performed tasks and duties in fulfillment of the *Government Employees Training Act* as codified in Chapter 41 of title 5, United States Code (U.S.C.). This included developing cost-effective training solutions that optimize the federal workforce and ensure accountability, productivity, efficiency, and effectiveness at all levels.
- I fully successfully completed work that my manager and I have agreed to based on my performance plan and critical elements.
- I fully successfully complied with taking holiday leave for President's Day and successfully completed leave taken on Thursday February 20<sup>th</sup> and Friday February 21<sup>st</sup>.

(b) (6) **PCC, CPCC**  
Faculty Chair, Single Custom Engagements  
Faculty Chair, Presidential Management Fellows (PMF) Program

U.S. Office of Personnel Management  
HR Solutions / Federal Executive Institute (FEI)  
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**From:** (b) (6) (FEB)/[O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C76785F36E8D4B6E89E06DDE0FA16CAB-B4F990C7-B2]  
**Sent:** Mon 2/24/2025 12:39:44 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (FEB);(b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

**Accomplishments for the week of February 17-20, 2025**

- Preparing to sunset programs that the President has eliminated – Communicated to agency executives that the Federal Executive Board will be eliminated as per the presidential memo and provided any guidance necessary.
- Working with agency executives seeking assistance with identifying space for employee returning to the office.
- Attended OPM/WPI meetings to stay abreast of next steps
- Provided Federal Executive Board Members in New Orleans and Oklahoma with NWS inclement weather briefings and resources for employee assistance.

**Began the process of closing the South Florida Federal Executive Board office in Sunrise Florida which entails the following:**

- Collecting and packaging any documents that must be sent to OPM
- Packing and inventorying OPM equipment
- Cleaning out all desks, file cabinets etc.
- Ensuring office meets all expectation for upcoming walk through.

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**From:** (b) (6) [REDACTED] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2404865EF07547DE8CB5E5646918E203-C01C81E0-57]  
**Sent:** Mon 2/24/2025 12:39:59 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon

- Processed formal EEO complaints for Investigation in accordance with 29 CFR 1614.106 and 108.
- Labeled, scanned, and stamped exhibits to develop the Report of Investigative (ROI) Record in accordance with 29 CFR 1614.108(b)
- Summarized Affidavits from the parties to include in the ROI in accordance with 29 CFR 1614.108(b)
- Edited, reviewed to finalize the Report of Investigation(ROI) for review/approval in accordance with 29 CFR 1614.108(b)
- Updated the EEO database regarding events according to 29 CFR 1614.106-110

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**Sent:** Mon 2/24/2025 12:40:48 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) .(b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Attended training sessions on RIF procedures
- Wrote comprehensive position descriptions for various customers (Americorps, DOI OLES, USMC)
- Closed out existing contract for customer and sent in request for processing for deobligations (EXIM)
- Contacted and communicated with encumbered contacts to initiate desk audit process (ODNI)
- Researched position descriptions background information to determine classification decisions on customers' work

(b) (6)  
HR Specialist  
U.S. Office of Personnel Management  
HR Solutions / Federal Classification Center  
c: (b) (6)  
(b) (6) [opm.gov](mailto:opm.gov)  
[OPM.gov](http://OPM.gov)



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**Sent:** Saturday, February 22, 2025 1:46 PM  
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**Sent:** Mon 2/24/2025 12:42:10 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Researched private and public sector group charters for adoption in a federal enterprise-wide human capital community to promote efficiency in operations.
2. Per 5 USC 1103 (c), reviewed methodologies and tools for evaluating agency human capital programs.
3. Met with (b) (6) representatives in continuing mandated efforts to identify cyber functions being performed in positions at a more granular level.
4. Reviewed OPM agency guidance on human capital reporting and, based on current administration priorities, determining what to include in upcoming revision.
5. Met with interagency partners to ascertain common challenges, ways to reduce redundancies, and identify practices for adoption across the federal enterprise.

(b) (6)

**U.S. Office of Personnel Management  
Workforce Policy and Innovation  
Strategic Workforce Plng/Forecasting, Methods & Talent Mgmt**

**C:** (b) (6)

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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<https://surveys.opm.gov/se/5B5534D408B696EB>

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**Sent:** Mon 2/24/2025 12:42:39 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

Completed my Unphone rotation last week. This week back to working in RIO at the call center.

- \* Kept the inbox cleaned out by close of business daily
- \* Print and mail or fax all 1099R requests in the inbox
- \* Print and mail or fax all VOA requests in the inbox
- \* Print and mail or fax all VOLI requests in the inbox
- \* If UNPHONE box is cleaned out, then process CXone emails for the rest of the day.
- \* Assist CIB with anything I can help with including but not limited to processing request received by mail or fax, duplicate death packets, 8.b's received requesting 1099R, VOA, VOLI being sent, updating taxes and so on.

Sincerely,

(b) (6)  
Customer Service Specialist  
Retirement Information Office  
Office of Personnel Management  
Email: (b) (6)@opm.gov  
Phone number: (b) (6)



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**Sent:** Mon 2/24/2025 12:42:50 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [redacted] opm.gov]; (b) (6) [redacted] (b) (6) [redacted] opm.gov]  
**Subject:** RE: What did you do last week?

Greetings,

1. Conducted incident response activities related to FBI notification.
2. Removed insider threat risk by eliminating all users in USB-exception list.
3. Facilitated cross-functional alignment and integration session between SOC, NOC, and EIS, to reduce operational overlap, enhance cooperation, and improve response efficiency and communications.
4. Led initiatives to reduce false positive alerts within SIEM, implementing new rule tuning procedures to improve incident response efficiency and reduce analyst fatigue.
5. Engaged with the EA Council to align the strategic deployment of the MSSP, to ensure integration with existing infrastructure, best practices, and organizational objectives – to optimize SOC capabilities, scalability, and resiliency.

(b) (6)



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**Sent:** Mon 2/24/2025 12:43:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Assisted in audit planning documents
- Finalized fieldwork testing steps
- Assisted in updating outstanding audit recommendations
- Prepared and submitted NFR for review and issuance
- Updated Contractor onboarding documentation

(b) (6)  
Auditor  
U.S Office of Personnel Management  
Office of the Inspector General

Phone: (b) (6)  
Email: (b) (6) opm.gov

1900 E Street NW, (b) (6)  
Washington, DC 20415  
<https://oig.opm.gov/>

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=89BF39339FC740F58ED74C63B18C3E36-(b) (6)]  
**Sent:** Mon 2/24/2025 12:43:47 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

In accordance with 5 U.S.C. 4311-4315, 5 U.S.C. 4501 - 4509 and 5384, 5 CFR Parts 451 and 534, Subpart D, and 5 CFR Part 430, Subparts C and D covering the Senior Executive Service (SES) performance management, and, 5 U.S.C. 4301, 4302, 4304, 5 CFR Part 430, Subparts A and B covering Senior Level and Scientific Professionals (SL/ST) performance management, accomplished the following actions:

- Conducted review of agency SES/SL/ST performance management system certification submissions, as well as non-executive performance management systems, to ensure compliance, detect discrepancies, and identify missing documents/information.
- Analyze ratings, pay and awards data submitted by agencies for certification purposes.
- Engaged agency partners to resolve identified discrepancies and collect additional information required for analysis completion.
- Engaged OMB for review and concurrence of appraisal system certification recommendation.
- Prepared, coordinated, and submitted OPM responses to agencies.

v/r,

(b) (6)

Human Resources Strategist  
Agency Operation and Services (AOS)  
Executive Services and Workforce Development (ESWD)



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*How is our customer service?* Please click on the following link for a brief survey that should take you less than 3 minutes to complete. My organization is **Agency and Operation Services**. Your input is valuable and will help us improve our processes and products so we can support you most effectively and efficiently. Your response is anonymous. [\(WPI\) CS Survey](#)

---

**From:** HR <hr@opm.gov>

---

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D1F4088CA34F45FD83C5D0BD6 EC5274B-(b) (6)]  
**Sent:** Mon 2/24/2025 12:44:14 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Reviewed emails and provided customers with answers to their questions.
- Collaborated with an employee in another office to help address and resolve an on-going concern from an annuitant.
- Successfully Processed 15 cases, updated the Tracker, and updated case actions for those cases.
- Researched C.F.R 838, title 5 to help address a customer concern and provide knowledge as to the process and related definitions accordingly, and rerouted the inquiry to the appropriate office.
- I was also able to get some answers and status updates for an aged inquiry for another customer from Survivor Department which brought the customer some relief.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---

**From:** (b) (6) [O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EDD19E0E2A8641A8B44A67A1C CC89B41-(b) (6)]  
**Sent:** Mon 2/24/2025 12:44:57 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

I was out of the office on leave last week.

(b) (6)

OPM OIG Auditor

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) S[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9234ABA102B249DDB71462DF2FD74977-(b) (6) ]  
**Sent:** Mon 2/24/2025 12:46:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [(b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Per this request, I have listed a few of my taskings from last week:

- Research and resource collection for upcoming RIF project for other agencies.
- Met and collaborated with Department of Veteran's Affairs for reimbursable project to consolidate and standardize existing PDs to improve efficiency and effectiveness in hiring.
- Performed quality control reviews of consultant work to ensure accuracy and quality before returning to the customer.
- Participated in RIF and Competitive Level Code Training in preparation to assist with RIF activities for other agencies.
- Provided training and guidance to developmental subordinate staff.
- Attended leadership meetings to discuss RIF planning to assist other agencies in the process.
- Pulled workload report for team staff and made work assignments as needed.

Respectfully,

(b) (6)  
**Lead Human Resources Consultant (Classification)**  
U.S. Office of Personnel Management (OPM)  
Human Resources Solutions (HRS)  
Federal Classification Center (FCC)  
(b) (6) [opm.gov](mailto:opm.gov)  
[www.opm.gov/HRS](http://www.opm.gov/HRS)



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 1:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C1F3DF922B0144DE978ED4748D6E789C-(b) (6)  
**Sent:** Mon 2/24/2025 12:46:16 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6); (b) (6) opm.gov  
**Subject:** Re: What did you do last week?

- Reduction-in-Force (RIF) Management and Preparation: Met with agency customer to provide consultation on RIF preparation; reviewed prospective RIF checklists and made recommendations for changes/updates; met with internal stakeholders to make plans on assignment of resources and project teams for RIF work and consultation; attended RIF overview training.
- People Management: Resolved multiple employee complaints and concerns regarding workload allocation, taskers for the week, and workplace concerns (e.g., return to work policies, exemption requests, etc.); provided resource allocation and workload management for agency services and deliverables; conducted 1 on 1 meetings with subordinates to advise on and obtain information on performance and progress of ongoing work assignments.
- Project Management: Provided management oversight on multiple projects for agency services; provided technical consultation and problem resolution on controversial issues elevated to me by the customer and employee; discussed with employees project billing, tracking of revenue and contract period of performance; advised employees on communicating with customers and resolving contracting issues.
- Administrative Work: Approved leave, timesheets and work schedules; submitted travel requests for employees; developed plans and procedures on behalf of employees in preparation for return-to-office directive; communicated with other OPM offices to coordinate return-to-office for employees located in other geographical areas.
- Business Operations/Sales: Met with prospective agency customers to obtain information on services required and begin the negotiation of a prospective contracts.

Thanks,

(b) (6)

(b) (6)

Supervisory HR Specialist (Classification)  
U.S. Office of Personnel Management  
HR Solutions / Federal Classification Center

c: (b) (6)

MS Teams: (b) (6)

(b) (6) [opm.gov](https://opm.gov)

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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45 PM  
**Subject:** What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [redacted].[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8A42EEDED1FD47B999510C79C0A0E124-(b) (6)]  
**Sent:** Mon 2/24/2025 12:46:15 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [redacted]@opm.gov]  
**Subject:** RE: What did you do last week?

Dear HR Personnel:

Per Your Request:

- Verified financial records from agencies against a register to ensure the validity of these records.
- Prepared annuity applications for annuitants of several Federal agencies and scrutinized the records for completeness.
- Prepared daily and weekly management information reports.
- Provided support to other units by ensuring timely processing of various records and annuity applications.
- Performed various computer functions to retrieve data used to complete a retirement application.

Thank You,

(b) (6) [redacted]

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

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**From:** (b) (6) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2361F7E7393B4902B68A4CA60411F51C-(b) (6) [redacted]]  
**Sent:** Mon 2/24/2025 12:46:41 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [redacted] (b) (6) [redacted]@opm.gov]  
**Subject:** RE: What did you do last week?

Hello All,

Please see the five (5) bullets listed below:

- Facilitated the transition to a new workload tracking system to include uploading case work and project data for tracking purposes.
- Reviewed RIF (Reduction in Force) policies and procedures to align with administration priorities.
- Continued to refine and update internal processes to enhance operational efficiency and support case files.
- Collaborated with cross-functional teams to ensure compliance with new regulatory requirements.
- Scheduled meetings with key stakeholders for project management to discuss upcoming changes, schedule training sessions, and gather feedback.

Thanks,

(b) (6) [redacted]  
Human Resources Specialist

U.S. Office of Personnel Management  
HR Solutions / Staff Acquisition



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=18C0F4E78AE14CC580F24CD68CD3F65D-(b) (6)  
**Sent:** Mon 2/24/2025 12:47:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Processed investments for the FEHB and FEGLI trust funds
- Reviewed the daily work of a staff of 7
- Reviewed the updated plans to automate select year end accounting closing schedules
- Researched select USSGL account variances
- Reviewed accounting reports and transactions and provided feedback to the contractor responsible for maintaining and updating the report.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE  
ADMINISTRATIVE GROUP  
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9AD04B6224C14CFEBDD37453A  
B6B9BBA-(b) (6)

**Sent:** Mon 2/24/2025 12:48:43 PM (UTC-05:00)

**To:** HR10[HR10@opm.gov]

**Cc:** (b) (6) (b) (6) opm.gov]

**Subject:** RE: What did you do last week?

To whom it may concern,

5 things I accomplished last week include:

- Processed and completed Y-adjustment (survivor benefit) cases
- Reviewed and triggered other completed Y-adjustments
- Certified, copied, and mailed out FE6-DEP forms to go to FEGLI and letters to annuitants
- Trained on the new postal health benefits process and new systems
- Processed annuitants requests for life insurance cancelations

Thank you,

(b) (6)

Customer Service Specialists

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EC5A5670591E485DB3F2B5F200D4C95D-(b) (6)]  
**Sent:** Mon 2/24/2025 12:49:04 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

1. Adjudicated CSRS retirement cases
2. Processed Health and life insurance changes.
3. Reissued cases for annuitants that paid deposits or redeposits after they retired.
4. Paid out excess contributions to annuitants who exceeded 41years 11 months of service.
5. Returned Phone calls and email to annuitants with question regarding their retirement
6. Sent required information to Social Security in order to get annuitants Social Security Offset
7. Reached out to several Federal agencies requesting information needed to finalize their employee's retirement cases that was submitted incomplete or with errors.

**Respectfully**

(b) (6)

**Legal Administrative Specialist  
Retirement Operations Center**

(b) (6) OPM.GOV

(b) (6)

(b) (6)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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**From:** (b) (6) [O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=632DD367CC5D4D4F9EA812D2A05B1A4B-47C3F77E-C9]  
**Sent:** Mon 2/24/2025 12:48:57 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6), (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Data Capture for RIF
- Responded to inquiries from customers
- Reviewed PDs for comp level code accuracy
- Reviewed employees eOPF for accuracy
- Corrected errors and discrepancies found in employee records

v/r,

(b) (6)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F76125C4749446D0A080F11DC6DB5B29-0B261A54-23]  
**Sent:** Mon 2/24/2025 12:49:54 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** Re: What did you do last week?

Please find a list of my accomplishments from last week.

1. Interviewed government clients to determine any risks from senior executive personnel changes
2. Drafted reports for government clients with recommendations about how they can continue to support their mission while mitigating risks from personnel changes
3. Coordinated with OPM's Talent Acquisition Analytics Group to improve a modernized tool built in Microsoft PowerApps that isolates succession planning risks and suggests risk mitigation pathways
4. Streamlined documentation process for client focus groups by developing templates
5. Began developing surveys to collect workload data and understand workload needs of certain federal clients

Best,

(b) (6)

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45:48 PM  
**Subject:** What did you do last week?

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**From:** (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=460196AE80074EEEABC155BD36B0FEB1-(b) (6)]  
**Sent:** Mon 2/24/2025 12:49:52 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Articulated and communicated to project team members the expectations for upcoming focus groups and project milestones.
- Provided oversight and guidance on individual succession planning reports.
- Drafted succession planning reports with prioritized recommendations.
- Confirmed and scheduled focus groups with customer to ensure project is moving forward.
- Provided guidance and recommendations on a new succession planning tool that was created in Microsoft PowerApps to understand succession risks and ways to mitigate those risks.

(b) (6)  
Team Lead, Workforce Planning

U.S. Office of Personnel Management  
HR Solutions / HR Strategy and Evaluation Solutions  
c: (b) (6)  
(b) (6)@opm.gov  
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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FA3269D817994EDFBE97F889EFA33C43-164558AD-AA]  
**Sent:** Mon 2/24/2025 12:51:21 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [redacted]@opm.gov]  
**Subject:** RE: What did you do last week?

1. Provided SharePoint site support
2. Sent Notifications of Public Financial Disclosures for all new personnel
3. Provided all previous administration off boarded personnel with ELS/W4s documents
4. Answered questions about unemployment claims
5. Created OCHCO Separation Packages for Terminated Probationary personnel

(b) (6) [redacted]  
HR SPECIALIST, EXECUTIVE RESOURCES  
OPM Human Resources | U.S. Office of Personnel Management  
1900E. St. NW | Washington DC 20415  
Office: (b) (6) [redacted]  
Phone: (b) (6) [redacted]  
Email: (b) (6) [redacted]@opm.gov  
[OPM.gov](https://www.opm.gov)



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**From:** HR <hr@opm.gov>  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=783935EBDFC74BA59249CB9C3EAE6B54-BDEEB148-6E]  
**Sent:** Mon 2/24/2025 12:51:24 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) ; (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

Last week was a holiday and I was out on leave, so I was only here 1 day and one hour. In that time, I helped many annuitants. On a daily basis the call center representatives 1. Change direct deposit information for annuitants 2.Explain how their life insurance policies work and what the costs are. 3.Help the annuitants understand their monthly annuity payments 4. Process death reports for families of annuitants that passed on 5. Help annuitants understand their health benefit costs and reach out to carriers on the annuitant's behalf if need be. That is a small representation of what the call center does.

---

**From:** HR <hr@opm.gov>  
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**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3B7A2AEC21D14A6B831B461B5DC00714:(b) (6) ]  
**Sent:** Mon 2/24/2025 12:51:05 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

In RS/SPS weekly caseload:

- answer phone calls and emails
- calculate annuitant's lump sum death benefit and pay following the federal order of precedence
- determine and calculate survivor death benefit eligibility
- determine and calculate if surviving spouse is eligible for an annuity supplement
- calculate debt of annuitant

---

**From:** HR <hr@opm.gov>  
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**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FA1C126571764245AEB19155A869E07C.(b) (6)]  
**Sent:** Mon 2/24/2025 12:51:12 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** Re: What did you do last week?

- Continued to lead the Talent Networks Pilot Program where Five Agencies are using a new an innovative recruiting platform within the Agency Talent Portal
- Consulted with members of the (b) (6) within USAJOBS as well as the Search project team to discuss timelines for the Search redesign project and how the A/B testing will move forward with the coming sprint cycles
- Began working on drafting a survey for the participants of the Talent Networks Pilot Program
- Began working on drafting a focus group protocol for the Talent Networks Pilot Program
- Assessed the risk of the many changes occurring within the program office and how that impacts my current projects and their timelines

---

(b) (6) | J.D.

Project Manager

OPM Human Resources Solutions | USAJOBS

P: (b) (6) | (b) (6)

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov) | [OPM.gov](https://www.opm.gov)



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 1:45 PM  
**Subject:** What did you do last week?

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Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C3FFAE758F1341E8A6B99A30148274E0-(b) (6)]  
**Sent:** Mon 2/24/2025 12:51:42 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- processed the personnel actions into the system.
- worked on the special projects.
- responded to customer inquiries.
- made the quals review from the PDs.
- worked more than 40 hours.

(b) (6)  
Human Resources Specialist (Info Systems)  
Records and Processing  
Talent Acquisition, Records & Processing Division (TARP)  
Office of the Chief Human Capital Officer  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2396D9D2256D4A53951F5C300F EAC90E-(b) (6)]  
**Sent:** Mon 2/24/2025 12:52:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (p) (o) opm.gov]  
**Subject:** RE: What did you do last week?

1. Analyzed staff losses for the Office of Audits and resulting impact on our audit agenda
2. Discussed plan for meetings with Congressional committees
3. Met with team conducting annual risk assessment and discussed strategy
4. Met with and provided Acting CIO an overview of OIG roles and responsibilities
5. Completed review of a final audit report and forwarded to Acting IG

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**From:** (b) (6) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=46F053C6730D4003B10CD741EF3D1539:(b) (6) [redacted]]  
**Sent:** Mon 2/24/2025 12:53:39 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [redacted] (b) (6) [redacted] opm.gov]; (b) (6) [redacted] (b) (6) [redacted] opm.gov]  
**Subject:** RE: What did you do last week?

- Separated employees leaving the agency/cancelled investigations
- Answered phone calls and emails of employees and investigators
- Initiated contractors for Continuous Vetting in NBIS
- Reviewed and submitted investigations to DCSA
- Ran weekly and daily reports

(b) (6) [redacted] | Security Assistant

U.S. Office of Personnel Management  
Office of Facilities, Security, and Emergency Management | Personnel Security

(b) (6) [redacted] [OPM.gov](#)



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---

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**From:** (b) (6) (FEB)[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5969A328A87E4C028E2C59A5971D7A7D-FBB90D42-7D]  
**Sent:** Mon 2/24/2025 12:54:04 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (FEB); (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

As directed, the following 5 bullets encompass activities I conducted last week (note, Monday, 2/17 was a holiday, and I was out on (b) (6)(b) (6) Friday, 2/21 with multiple (b) (6) appointments):

- Tuesday, 2/18: Conducted weekly virtual Open Office Hours (12 PM – 5 PM every Tuesday), with 5 federal career seekers and 7 federal partners, calling into the virtual line (MS Teams), and assisted another 25 online (primarily through social media - LinkedIn), answering questions, and providing quick reviews of federal resumes. Open Office Hours is a pilot program initiated by the Federal Executive Boards: Western Region (FEBWest), and gives an opportunity for federal partners, federal career seekers, as well as state and local stakeholders to connect directly with the FEBWest to receive assistance that the caller may not be able to get through other channels. This assistance includes (but is not limited to) directing federal career seekers or partners to OPM or other federal resources; connecting state and local partners with federal POCs; answering general federal hiring questions (requirements for a federal résumé, busting myths, etc.); answering questions about FEBWest programs (like SkillBridge) and events; and requests by federal partners to be added to FEBWest distribution lists. Federal partners confirm that these reviews have had a substantive effect on the quality of applicant resumes, which have translated into job offers to highly qualified candidates.
- Tuesday, 2/18: Facilitated the Oregon Federal Executive Board Discussion Forum regarding Return to Office (RTO), giving senior federal leaders and agencies within the Oregon Federal Executive Board area an opportunity to discuss their progress with return-to-office implementation plans and share ideas. This gave federal partners the opportunity to discuss and collaborate on anticipated needs pertaining to office returns, such as transportation and reacclimating employees to in person work, etc.
- Tuesday, 2/18: Spoke (virtually) at a meeting of the Project Management Institute (PMI) Portland Chapter, partnering with the Portland District, U.S. Army Corps of Engineers' Talent Manager, to share insights into the federal government hiring process, resume writing tips, and career opportunities with the US Army Corps of Engineers within the Portland district.
- Wednesday, 2/19: Presented the FEBWest's two hour long "Sharpen Your Competitive Edge: Federal Résumé Writing Webinar," a virtual event focused on helping current federal agency employees and federal career seekers develop and refine their federal resumes, so they are more competitive when applying for positions or promotions within the federal government. This event had 50 registrants/ participants, including 10 current federal employees, 16 members of Military (all branches), 1 employee of the Legislative Branch, and 3 state employees (one each from Ohio, California, and Indiana), joining from locations across the country (10 in CA; 5 each in OH, OR, and TX; 4 in VA; 3 in NC; 2 each in MD, PA, and NY; 1 each in CO, FL, GA,

HI, IN, LA, MI, MN, MS, NE, NJ, and PR). Accolades from this and previous events include:

- “The webinar was comprehensive, and the speaking team were spectacular. They were all engaged and came off very organic and genuine. The emphasis on veteran advocacy is great.” Event attendee.
- “I have been in Human Resources for over 30-years and I have attended various webinars and (b) (6) presentation was the absolute best that I have ever attended!! 😊”. Federal HR Specialist with the (b) (6).
- “I appreciated how thorough (b) (6) was. Out of all the previous Fed webinars I've attended, this is by far the best one. He went above and beyond making sure that every and all questions were answered, and he was very patient with everyone. His presentation was clean and easy to view via Zoom and the entire process was well organized. As a trainer, I was blown away by how good this webinar was.” Federal career seeker.
- “All of the information was very informative and clear. I had no idea what to expect and (b) (6) did a wonderful job explaining the ins and outs of a federal resume. I felt a bit overwhelmed as I have no federal affiliations or knowledge, but again, (b) (6) did a fantastic job breaking the information down.” Federal career seeker.
- “I greatly appreciate this webinar and hope there are more in the future. I am thankful for the connections made across federal agencies, as I am located in Louisiana and will not be attending the CA job fair.” Federal career seeker.
- “This webinar is a must-attend for anyone looking to elevate their resume and increase their chances of landing their desired job.” Federal career seeker.
- “The presenter demonstrated a high level of expertise and deep knowledge of resume writing best practices. Their ability to explain complex concepts in a clear and concise manner made the session highly informative and engaging.” Federal career seeker.
- Thursday, 2/20: Coordinated with federal agency and state partners with the California National Guard, to ensure a proper and effective hand-off of job fair and event advertising materials, points of contact, etc., for the planned 2025 hiring events, to ensure that the events would still take place (with any federal agencies who are not affected by the hiring freeze). In 2024, FEBWest, planned, coordinated, and executed 2, in-person 100% federal hiring and career fairs, at no cost to the federal government, taxpayers, or career seekers, each event having over 300 participants. FEBWest had 4 events in 2025 planned in collaboration with the National Guards of HI and CA, one each in Honolulu, HI; San Diego, CA; Fairfield, CA; Los Angeles, CA.

I will have access to this email until the end of the week. For questions after March 1<sup>st</sup>, please contact me at (b) (6) [yahoo.com](mailto:(b) (6)@yahoo.com) or (b) (6)

Thank you,

(b) (6)

(b) (6)

Program Specialist (OFEB)/  
Regional Veterans Federal Employment Coordinator

Federal Executive Boards: Western Region (#FEBWest)  
Office of Workforce Policy and Innovation  
U.S. Office of Personnel Management  
Pacific Time Zone

(b) (6) [opm.gov](https://www.opm.gov)



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**Sent:** Mon 2/24/2025 12:53:47 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

- Participated in meetings to discuss contract reductions and cost savings
- Gathered and authored contract termination documents
- Updated PWS documents for multiple contracts to realign with contract footprint reduction
- Collaborated with program managers to align current contracts with new EOs and agency goals
- Advised on paths forward to meet HCDMM goals while consolidating and reducing current contracts

(b) (6) MBA  
Acquisition Advisor  
HCDMM Resource Management Office  
US Office of Personnel Management  
(b) (6)



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**From:** HR <hr@opm.gov>  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=513FA08606774257A7D2BC6235AA62D8-(b) (6)]  
**Sent:** Mon 2/24/2025 12:54:19 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

In reply to the email below of five things I accomplished last week:

1. Answered inquires of New Employee's seeking assistance.
2. Answered inquired of individuals that have been terminated seeking assistance.
3. Reviewed EOPF's data
4. Captured employees Data information
5. Reconciled employees Records and Competitive codes.

Thanks.

(b) (6)

(b) (6)

Human Resources Specialist  
Talent Acquisition B  
Talent Acquisition, Records & Processing Division (TARP)  
Office of the Chief Human Capital Officer

(v) (b) (6)

(b) (6)

[opm.gov](mailto:opm.gov)



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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=1B19F032FB1E47FFA4A60B66E645FA93-(b) (6)]  
**Sent:** Mon 2/24/2025 12:54:37 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Completed 100% of continuity for Open Opportunities files and documents so that when I'm gone (Feb 28) others can find them.
- Implemented Open Opportunities shutdown plan notifying customers, clients and stakeholders about the March 15 shutdown date.
- Developed reporting needs for [Open Opportunities](#) Communities in preparation for March 15 platform shutdown.
- Provided customer support ensuring managers can collect their program data before the platform shuts down 3/15.
- Working with Open Opportunities customers to wind down business operations including ensuring funds are not transferred for platform use through the original close date of 09/30.

---

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**From:** (b) (6) [redacted] [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=57049E8C97FB403FB5F4C6769C13E9C1-(b) (6) [redacted]]  
**Sent:** Mon 2/24/2025 12:54:41 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [redacted] (b) (6) [redacted]@opm.gov  
**Subject:** Re: What did you do last week?

- Met with GSA POCs to discuss next steps for the HCIM community review
- Began work to descope and cancel HCDMM contracts, including the HRLOB/QSMO support contract
- Held weekly data team meeting to review contractor work
- Met with my supervisor to review/submit RA request
- Responded to HCIM questions from Workday

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**From:** HR <hr@opm.gov>  
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**Subject:** What did you do last week?

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=FF401BDAB1A744739312314CE83FF0FD-(b) (6)]  
**Sent:** Mon 2/24/2025 12:55:00 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Effectively communicated with customers (Survivor Spouse's or family members, Agencies, Payroll Benefit Officers, Health Benefit Specialists, and the National Personnel Records Center) by telephone and email in a friendly and helpful manner to obtain retirement information that is necessary to ensure cases are correct and complete.
- Processed survivors' benefits for the families of federal employees by applying the retirement and insurance laws, rules, and regulations to adjudicate their survivor claims. Provided explanations of eligibility for survivor annuitants and other external customers.
- Prioritized assignments and managed my time appropriately to be proficient in accessing patterned letters and agency forms. Composed professional and grammatically correct emails and letters to a variety of internal and external customers.
- Processed forms to enroll the survivors and children into Federal employee Health Benefits in a timely manner. This is very important as we do not want any disruptions to their coverage while mourning the loss of their family member.
- Processed Post Adjudication claims for cases that need a determination or adjustments to the annuity.

(b) (6)  
Legal Administrative Specialist  
Survivor Processing Section  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
(b) (6) (Phone)  
(b) (6)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7C67AEDB9AFF4E27981AC65E17563B9A:(b) (6) ,]  
**Sent:** Mon 2/24/2025 12:55:01 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** Re: What did you do last week?

What I did last week. Week of 02/16/25 to 02/22/2025.

1. I reviewed the full amount of F.E.R.S. Survivor Claims assigned to me for review and approved the cases that met the criteria for activation.
2. I returned any cases that did not meet the criteria for activation.
3. I communicated with the case Adjudicator(s) the necessary action(s) the case(s) required to meet the criteria for activation.
4. I ensured the proper physical placement of said cases in our facility and documented the case status in our system.
5. I addressed the communications that I received on cases that are or were assigned to me and processed any documentation received accordingly.

Respectfully,

(b) (6)  
Legal Administrative Specialist  
OPM/ROC/SC2  
Phone: (b) (6)  
(b) (6)  
Email: (b) (6) opm.gov  
Mail: P.O. box 45  
Boyers PA 16017-0045

[www.OPM.gov](http://www.OPM.gov)



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**Sent:** Mon 2/24/2025 12:55:07 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

As requested:

1. I managed and supervised the refund and rollover of federal retirement deductions, service credit deposits and redeposits, and tax 1099R workloads: I assigned work and led a team of 19 employees in the processing of upwards of more than 100 applications and inquiries daily.
2. I researched, responded to, and followed up on over 30 congressional inquiries, inspector general complaints, director inquiries, and other escalations in reference to refund of retirement deductions and tax 1099R inquiries; contacted customers for missing documentation, explained statutory requirements pertaining to their situation, followed up on those with missing documentation/records, assigned work to staff, and resolved escalated inquiries
3. I authorized and approved the issuance of thousands of dollars daily in refund of retirement deductions for former federal employees, rollover of retirement funds to other retirement accounts, and transferred retirement funds to other federal retirement systems
4. I received and responded to over a 254 emails from human resource representatives and federal employees from various federal agencies to assist them in completing service credit applications, receipt of service credit and refund applications, and updates on status of existing applications: I educated HR personnel on service credit laws
5. I approved employee leave, reviewed and approved payroll, reviewed employees' performance and held them accountable for their production: ensured employees had the tools and knowledge to accomplish their work and meet our goals, and to serve the federal and former federal employees as they deserve. And I assessed and compiled the weekly processing reports, identifying the number of receipts per workload and number of applications processed as well as reports compiled into monthly and annual roll up reports

(b) (6)  
Program Manager  
(b) (6)

**WARNING: Any intentionally false or misleading statement or response you provide is a violation of the law punishable by a fine of not more than \$10,000 or imprisonment of not more than 5 years or both (18 USC 1001).**

---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

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**Sent:** Mon 2/24/2025 12:55:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Reviewed and updated all agency PDs that mentioned 'gender'
2. Created/edited PDs in response to manager requests
3. Performed pen and ink changes to comp level codes on PD coversheets
4. Edited multiple career ladder PDs
5. Assisted with data capture for RIFs

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**From:** (b) (6) (b) (6) O=EXCHANGELABS/OU=EXCHANGE  
ADMINISTRATIVE GROUP  
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DB9C17AC014B47F29934AB3D9  
77D32C4-(b) (6)  
**Sent:** Mon 2/24/2025 12:55:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Reviewed Postal data.
- Corrected RS records.
- Reviewed all files and correspondence relevant to transition.
- Forwarded useful documents to colleagues who did not take the deferred resignation.
- Conducted duties associated with the deferred resignation.

---

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**Sent:** Mon 2/24/2025 12:55:45 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

- Discussed updates to the OPM OIG FY 2025 budget projection
- Reviewed upcoming critical procurements actions for the OPM OIG
- Reviewed priority travel for the OPM OIG
- Reviewed OPM OIG January 2025 Purchase Card transactions
- Reviewed current facility work in the OPM OIG Office locations

(b) (6)  
OPM OIG Budget Officer  
(b) (6)

---

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AE4C066B72A1431F846857B47A097D1A:(b) (6) ]  
**Sent:** Mon 2/24/2025 1:01:23 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

Good afternoon,

I hope this message finds you well. Here is a summary of my key accomplishments for the week:

• **Space Management:**

- Successfully collaborated with management and peers to assign 99 Office of the Chief Information Officer (OCIO) and Human Resources Solutions (HRS) employees to their respective cubicles and offices in Macon, GA ensuring an organized and efficient workspace.
- Collaborated with Facilities, Security and Emergency Management (FSEM) team to identify potential space in Slippery Rock, PA for an OCIO.

• **Human Resources:** Coordinated with HR's ER/LR office on bargaining unit employee negotiations for workstation selection in TRB, facilitating a fair and transparent process for all involved parties.

• **Email Management:** Efficiently processed and responded to over 150 emails received while I was on vacations, ensuring timely communication and resolution of pending matters.

• **Administrative Support:**

- Updated OCIO's staffing plan aligning personnel resources with organizational objectives
- Assisted OPM HR in locating contact information for departing employees, ensuring smooth transitions and accurate record keeping.

• **Financial Coordination:** Worked with the Federal Aviation Administration (FAA) to de-obligate funds from an Interagency Agreement (IAA) owed to the General Services Administration (GSA), ensuring accurate financial management and compliance with G-Invoicing requirements

Please let me know if you require any further details on these activities.

Best regards,

(b) (6)

Administrative Officer  
U.S. Office of Personnel Management  
Office of the Chief Information Officer  
Resource Management

c: (b) (6)

o: (b) (6)

(b) (6) [OPM.gov](https://www.opm.gov)



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**From:** HR <hr@opm.gov>

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**Sent:** Mon 2/24/2025 1:01:33 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

- Updated federal and state tax withholding for multiple retirees
- Assisted caller in trying to figure out why he received a W2 for \$14K. He never received the money advised to contact DFAS to have them send corrected W2 showing he did receive this payment.
- Updated address and sent duplicate 1099R to multiple retirees
- Process report of death for multiple retirees
- Change bank account info for multiple retirees and survivors

Sincerely,

(b) (6)  
(b) (6)

Customer Service Specialist  
Retirement Information Office  
Ph: (b) (6)



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?

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**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) /O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=6C31EE15CCD54AA39D38FDEC83BE52A6-(b) (6)  
**Sent:** Mon 2/24/2025 1:01:38 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Week of February 17:

- Completed FEGLI changes
- Completed FERS Recalculations
- Completed FEHB changes
- Answered incoming calls from Annuitants
- Directed incoming mail to correct departments, requested cases for departments.

Thank you,

(b) (6)

Legal Administrative Specialist  
Office of Personnel Management  
Retirement Operations Center  
Customer Inquires Branch



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**WARNING: Any intentionally false or misleading statement or response you provide is a violation of the law punishable by a fine of not more than \$10,000 or imprisonment of not more than 5 years or both (18 USC 1001).**

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D93E1E3B152F48309C47A394684A0F80-E676118F-4C]  
**Sent:** Mon 2/24/2025 12:55:52 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) @opm.gov  
**Subject:** RE: What did you do last week?

Last week's accomplishments

1. Conducted one UIUX and Usability session. Feedback will be used to enhance next version of USAP.
2. Start reviewing and assessing UIUX feedback from Verint to support supersized USAP. Will provide findings by 2/28.
3. Brief Digital Director (b) (6) on developments of UES and shared UIUX feedback, focus group questions and other material to support transition.
4. Reviewed and finalized list of requirements for USAP Learning Management System/Content Management System.
5. Drafted detail list of duties flyer for data analyst and UIUX expertise for USAP, and approved LMS invoices.

(b) (6)

(b) (6) **Ed.D.**  
User Experience & Support Lead, USA Performance  
U.S. Office of Personnel Management  
HR Solutions / USA Performance  
c: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
[OPM.gov](https://www.opm.gov)



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**Sent:** Mon 2/24/2025 12:56:02 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- Individual rating of responses to assessment center exercises and consensus discussions to finalize ratings for a customer agency
- Analysis of usage data for an apprentice exam used by a customer agency
- Furthered development of a writing assessment for an entry-level law enforcement position for a customer agency
- Furthered development of an assessment questionnaire for a law enforcement position for a customer agency
- Reviewed and revised assessment content for an SJT to ensure compliance with the President's recent executive orders

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AF933D585A97465FB520659ED8205D70-5B5A2123-D5]  
**Sent:** Mon 2/24/2025 12:56:55 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon

As requested,

- Manage work assignments timely in an effective and efficient manner. Reviewing designation forms and other documents to start the process for FERS/CSRS survivor claims. Filing out the appropriate forms to change or cancel benefits, review applications, write letters to applicants if any deficiencies on application is noted, and logging cases to appropriate location to continue processing.
- Work is consistently completed in accordance with required guidelines, polices, and procedures. Work is good quality and rarely returned for corrections. I requested additional 8 hours' worth of cases in my section to assist with an increase of volume that the agency is experiencing.
- Taking initiative to perform tasks in a positive, courteous attitude, and business-like demeanor. Making sure that all internal/external customers are treated with the highest standard of customer service. Addressing concerns that a customer may have and assisting with getting appropriate documents to the correct individuals within the agency to maintain workflow. When I send applications to survivors, I take the time to highlight items to assist them with completing the application to draw attention to certain documents that may be needed to process their claim. This helps to avoid delays in the process if all sections of the application are complete and appropriate documents are provided to continue processing. I attempt to make it easier for the survivor to complete the application especially since they have already experienced a loss of a loved one and may be waiting on benefits to be processed.
- I work and communicate effectively with other sections within the agency. I have come in on my scheduled day's off to work in another section of the agency where they had an increase of work to complete. This last Saturday I assisted with blue request; this is locating cases that were requested within the agency that a coworker needs to process claims. Sometimes when I work in that section it is doing SUR drops. It depends on what they need assistance with. I am a team player that takes pride in assisting the agency to serve the American people that need the services the agency provides.
- I have gladly readjusted my workday when supervisors have asked me to complete an additional task that needs to be addressed that day. I can adapt to the changes in the day with still completing my assigned work.

Thank you for your interest in the work that I provide. If there are any questions or if you need clarification on anything noted above, please let me know.

Enjoy your day,

(b) (6)

Contact Representative  
Survivor Processing Claims  
U.S. Office of Personnel Management



---

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**Sent:** Mon 2/24/2025 12:56:44 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Last week I performed the following:

- Daily updated and tracked deliverables for the current audit.
- Sent out requests for information to the auditee.
- Held meetings staff auditors to verify understanding of the documentation received from the auditee.
- Daily reviewed workpapers completed by the staff auditors for accuracy and to provide feedback.
- Communicated with the auditee and audit coordinator to discuss the status of the audit and discuss outstanding requests.
- Created a travel authorization for approval.

(b) (6)

---

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**Sent:** Mon 2/24/2025 12:57:57 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) irs.gov (b) (6) irs.gov]  
**Subject:** RE: What did you do last week?

Good Morning

- Completed: Understanding Travel Policy Refresher Training (Required for Government Travel Card Holders)
- Correspondence with Vendors Related to Data Standards and Mapping
- Correspondence with Vendor Related to Workflow Community of Practice and Future State
- Correspondence with Vendors and Agencies Related to Workforce Reorganization, Reduction in Force Potential commercial Vendor Solution
- Research to Develop Business Requirements for Potential Commercial Vendor Solution for Reduction in Force

(b) (6)  
Business Analyst (Detailee), HR Quality Services Management Office  
nnel Management  
(b) (6) [opm.gov](mailto:opm.gov)



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**Sent:** Mon 2/24/2025 12:58:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

This is what I accomplished last week

- Received incoming calls from annuitants and survivors regarding their retirement and various other benefits.
- Responded to customer inquiries from emails adjusting and resolving questions using available resources .
- Made adjustments in benefits resulting from post-retirement changes such as changes in marital status, federal and state taxes, and personal information affecting benefits, payment and entitlements.
- Contacted individual health care providers to correct health care changes .
- Sent out tax information and answered question about 1099r tax documents.

(b) (6)

Contact Representative  
Retirement Information Office  
Office of Personnel Management



---

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**Sent:** Mon 2/24/2025 12:59:00 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Accomplishments for 2/17-2/21

In accordance with 5 U.S.C. 3394, 5 CFR 317.601, and 5 CFR 213.3301 and 3302, accomplished the following:

- Conducted review of agency 1019 and 1652 (noncareer appointments) submissions to ensure compliance, detect errors, and identify missing information.
- Conducted review and analysis of agency submissions for Senior Executive Service Limited Term Appointments
- Engaged agency partners to resolve identified discrepancies and collect additional information required for processing.
- Updated tracker to ensure all appointments have been addressed.
- Processed agency requests providing signature and returning to agencies.

Thank you

---

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**Sent:** Mon 2/24/2025 12:59:23 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

1. Reviewed and/or organized files and documents to facilitate an orderly transition of duties and responsibilities.
2. Met daily with various members of my staff to review workload and facilitate the orderly transition of departing staff's roles and responsibilities.
3. Met daily with other managers in my group to facilitate the orderly transition of my roles and responsibilities.
4. Worked on out-processing requirements for my departing staff. Inventoried and documented OPM IT equipment in my possession and attempted to obtain shipping labels to return the equipment no later than February 28 as specified in the deferred resignation agreement.
5. Spent approximately 11 hours in meetings related to an orderly transition of duties, administrative responsibilities, and project-related work.
6. Reviewed project-related work and deliverables.

(b) (6) Ph.D.  
Manager, Employee & Customer Experience Assessment

U.S. Office of Personnel Management  
HR Solutions / Assessment & Evaluation  
c: (b) (6)  
(b) (6)@opm.gov  
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**Sent:** Mon 2/24/2025 12:59:26 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Engaged in strategy sessions with CE leadership on ways to streamline, automate and create efficiencies the assessment and authorization and continuous monitoring processes that would result in cost savings.
2. Ensured the confidentiality, integrity, and availability of the OPM network and data, through preparing security risk assessments reports and recommendations for change requests submitted for implementation into the environment.
3. Participated in OPM Cybersecurity Audits (CAP, FISMA, NFR) sessions and provided responses and evidence that led to the remediation of several findings.
4. Engaged in information system continuous monitoring (ISCM) strategy sessions to ensure the effectiveness of controls implemented at the organization, mission/business process, and information system levels as required for OPM systems and data.
5. Researched vulnerability and compliance scans and strategized with system owners and engineers by developing mitigation and remediation plans to reduce the risk of the OPM network.

(b) (6)

Team Lead, Information System Security Manager (ISSM), Cybersecurity Division, Cyber Engagement

U.S. Office of Personnel Management  
Office of the Chief Information Officer  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
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**Sent:** Mon 2/24/2025 1:00:26 PM (UTC-05:00)

**To:** HR10[HR10@opm.gov]

**Cc:** (b) (6) (b) (6)@opm.gov; (b) (6) (b) (6)@opm.gov]

**Subject:** RE: What did you do last week?

Hello,

Please see my work report below.

- I receive a high volume of calls from Civil Service Retirees dealing with varying topics and levels of complexity.
- I regularly address Retiree calls on the following topics: reports of death/ completion of death benefit applications/ Y-adjustments, Tax/ 1099R, FEHB/ PSHB, Court Ordered Benefits, International payments, Payment issues, account changes, fraud, retirement status/ completion issues, life insurance/ beneficiary/ FOIA requests, Retirement Contribution Refunds, Survey status/ completion, Services Online troubleshooting, etc.
- I act as a liaison between Civil Service Retirees and internal government departments to facilitate the processing of Retiree requests and inquiries.
- I escalate Retiree concerns, processing delays, medical emergencies, financial hardships, etc to RIO management.
- I am exceeding the performance requirements for calls consistently. My current stats for the year are as follows:

Name	Week Ending	# of Calls Handled (Inbound)	Annual Talk Time (Inbound)	Working Rate %	NO
(b) (6)	10.1.24-12.31.24	3508	5:45	83.	

Thank you,

(b) (6)  
 Customer Service Specialist  
 U.S. Office of Personnel Management  
 Retirement Operations  
 (b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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**Sent:** Mon 2/24/2025 1:00:22 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) [(b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Logging caseloads to other sections and assigning caseloads within my section
- Faxing information to other agencies
- Filing incoming cases on shelves
- Sorting incoming written correspondence
- Managing my bi weekly timesheet

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**Sent:** Mon 2/24/2025 1:00:44 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov; (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Good afternoon,

Regarding my accomplishments last week: I was on scheduled, approved leave for the entirety of last week.

(b) (6)

Labor Relations Specialist  
Accountability & Workforce Relations (AWR)  
Workforce Policy & Innovation (WPI)  
US Office of Personnel Management



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**Sent:** Mon 2/24/2025 1:05:59 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

- Managed/facilitated the schedules of approximately 40 customer support personnel for maximum efficiency in supporting the resolution of over 1000 tickets daily
  - Coordinated schedules and facilitated logistics and access for 10 Customer Support personnel returning to the office in support of the President's Return to Office mandate
  - Reviewed and analyzed daily productivity reports for nine systems that facilitate and support hiring and retiring initiatives for the Federal government
  - Managed Production Operations objectives that support annuitant receipt of retirement and survivor benefit information
  - Reviewed, approved, and processed work reports for 10 Federal team members.
- Attended administrative and security meetings for applications and systems in support of organizational objectives

(b) (6)  
Information Systems Security Manager  
Supervisory IT Specialist (Acting)  
U.S. Office of Personnel Management  
OCIO/FITBS/HRSITPMO  
c: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



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**Sent:** Mon 2/24/2025 1:06:41 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Per your request, I have compiled a list of my accomplishments from last week.

- I fully completed my assigned disability case bundle for the week consistent with all required procedures and proper coding. I submitted any cases that met all requirements to our review section and sent out correspondence to annuitants for any information or forms needed by mail, email and followed up with a phone call. I ensured that all cases were completed to the highest quality and expectations.
- Managed aged cases that I had by reaching out to annuitants by phone and email to receive answers in a timely manner. This allowed me to process cases quickly and allow annuitants to receive their full retirement sooner. This effort was successful in reducing the number of aged cases I had in my file exceeding organizational goals.
- I provided excellent customer service to annuitants who contacted me for further information. Last week I answered inquiries from annuitants with pending cases and those with finalized retirements. I answered their questions regarding required forms, retirement annuity amounts, health benefit and life insurance plans, and OWCP questions. I responded to annuitant inquiries in a timely manner with a positive and attentive attitude taking the time to listen to all question and concerns so that I may respond with effective guidance.
- In addition to my weekly retirement bundle, I also calculated regular retirement cases last week. I was able to go through these cases and complete them based on current guidance, procedures, and policies. I was able to complete all cases and submit them to our review section to be reviewed and finalized.
- I was able to assist our development section by 'working backwards' to fully develop incoming retirement cases for any missing information, forms, etc. For these cases I assembled the case according to the guidance on case order. I also went through all forms in the case to ensure that everything was completed up to the standard set by the development checklist. I reached out to agencies and payroll offices to get required information. This allowed for more cases to be sent to LAS's for calculation during our busy season/Tiger Teams.
- I also corresponded with OWCP multiple times to terminate annuitants' payment with them so that the annuitant may be transferred to OPM rolls per their request. This allowed for no overlapping payments to the annuitant and updated records for both OPM and OWCP.

Thank you,

(b) (6)

Legal Administrative Specialist  
U.S. Office of Personnel Management  
FERS Retirement Claims  
Phone: (b) (6)



---

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**Sent:** Mon 2/24/2025 1:06:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** Re: What did you do last week?

Good afternoon,

1. Wrote position descriptions for contract client, and researched applicable series and classification principles and appeals to apply in assigning appropriate title, series, and grade for the positions.
2. Attended training sessions on procedures for conducting Reduction in Force consultations with Federal agencies.
3. Performed and assessed desk audits received from contract clients, coordinated interviews to follow up with desk audits, and prepared new position descriptions for client review.
4. Entered project position management and classification data into appropriate PM systems for assigned projects.
5. Provided consultation to contract clients on position management and classification of new and existing position descriptions.

Thank you,

(b) (6)

(b) (6)

HR Specialist (Classification)

U.S. Office of Personnel Management

HR Solutions / Federal Classification Center

c: (b) (6)

MS Teams: (b) (6)

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

[OPM.gov](https://www.opm.gov)



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45 PM  
**Subject:** What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E46297B45FB14DE796562583C74684D4-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:11 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- Answered customers questions regarding life insurance.
- Solved complex retirement inquiries by using tools I have learned over the course of my career.
- Assisted agencies by giving them federal service times of their employees which they requested.
- Assisted management in distribution of workloads in section.
- As a part of my work unit, I made sure all daily required tasks were completed before the end of each day.

(b) (6)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=04DFEE04339F49F6A74BE99FB061900E-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:18 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

In my role as an (b) (6) at OPM, I have actively contributed to key projects and initiatives, demonstrating strong technical skills, problem-solving abilities, and a commitment to team collaboration. Below are some highlights of contributions during the week of February 17-21, 2025:

- Contributed to a high-priority initiative supporting the Hiring Freeze effort by implementing functionality to exempt designated organizations from Announcement Release confirmation. Successfully implemented and tested code changes across all staging environments, with deployment to production pending.
- Configured a local development environment to enable debugging of the new USA Staffing Application Manager while simultaneously gaining proficiency with the associated codebase.
- Provided dedicated support during an assigned rotation on the USA Staffing Production Help Desk, promptly addressing critical user inquiries and technical issues.
- Actively participated in code reviews, offering constructive feedback to enhance code quality, maintainability, and adherence to best practices.
- Attended daily sprint stand-up meetings, providing progress updates, identifying challenges, and aligning next steps to support team objectives.

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EEE8823DEB4A476593C64BB7A3AA7D42-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:20 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

To whom it may concern,

Please find below the list of last week's accomplishments:

- Completed personnel record reviews and submitted requests for prior service
- Processed various updates to Personnel Records
- Processed Terminations/Removals
- Conducted system testing for upcoming changes
- Respond to various customer inquiries

---

**From:** HR <hr@opm.gov>  
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**Importance:** High

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---

**From:** (b) (6) [O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=35F3A6470EF84D5FACA15E965E666C74-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:23 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- In support of SuitEA's mission to ensure a trusted workforce to serve the American people: Coordinated with agency and instructed removal actions of an employee
- In support of SuitEA's mission to ensure the suitability of persons working for the Government: Took suitability actions. (removals, findings of ineligibility, cancelation of eligibility and/or reinstatement rights, and imposition of debarments) in cases falling within OPM's jurisdiction
- To comply with OPM requirements: Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office
- In support of SuitEA's mission to ensure the suitability of persons working for the Government: Reviewed investigations and referrals containing suitability issues to determine if the individual's character and conduct warrant an unfavorable suitability action
  
- In support of SuitEA's mission to ensure the suitability of persons working for the Government: Prepared a written summary of the identified issues, supporting evidence, and pertinent additional considerations for an unfavorable suitability action

(b) (6)  
Personnel Security Specialist  
Operations  
Suitability Executive Agent Programs  
U.S. Office of Personnel Management  
(b) (6)



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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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and cc your manager.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F00CBD2C7F36406C86827CCE328A8643-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:32 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

1. Processed special handling cases from management
2. Processed CSRS/FERS death benefit packets
3. Certified Life Insurance to FEGLI
4. Opened mail and processed accordingly
5. Logged cases to appropriate file
6. Provided phone support to families so benefits can be paid

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=24126318EC5A4A80A142E57D40082715-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:33 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

As requested, here are my 5 bullets for last week-

- Bullet #1-Worked with Agencies (customers) to provide support and guidance on reduction in force procedures.
- Bullet #2-Facilitated meeting with Team Leads to create standardized training plan for staff and identify topics for upcoming Lunch and Learns to be presented by staff.
- Bullet #3-Attended internal meetings to discuss reduction in force process and ways to provide customer support.
- Bullet #4-Prepped for Delegated Examining re-certification test and traveled to/from testing facility to take test.
- Bullet #5-Attended meetings to learn about new workload tracking system, including the adoption of tracking system and learning implementation procedures.

Respectfully,

(b) (6)

Examining Solutions Manager

HR Solutions, Staff Acquisition Program Office

M: (b) (6)

(b) (6) [opm.gov](mailto:opm.gov) | [www.opm.gov/HRS](http://www.opm.gov/HRS)



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---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 3:46 PM

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**Subject:** What did you do last week?

**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3563A24231D24B3E8796578141B58CF2-(b) (6)]  
**Sent:** Mon 2/24/2025 1:06:49 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

To whom it may concern please see the below list of accomplishments:

- Reviewed roughly 180 eOPFs for missing service and requested missing pieces of service, both eOPF and OPF hard copy
- Processed roughly 40 actions both routine, terminations, and corrections after review
- Processed mass reports to changes to correct reporting structure
- Assisted with the RIF data collection
- Conducted several SCD and Veterans preference reviews to ensure accurate records

(b) (6)

Human Resources Specialist (Info Systems)  
US Office of Personnel Management  
Records and Processing  
Talent Acquisition, Records & Processing Division (TARP)  
Office of the Chief Human Capital Officer  
1-(b) (6)  
Email: (b) (6) [opm.gov]

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5272053DCD6648B19F535D511140756F-(b) (6)]  
**Sent:** Mon 2/24/2025 1:07:13 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Last week I worked on the following:

- Supervised the work on 3 audits/evaluations in different stages of completion. Supervision activities included reviewing audit planning documents, reviewing audit team workpapers, providing guidance to team members, and meeting with one of my teams about an upcoming project.
- Worked with other groups within my organization to coordinate a response on two external audit requests.
- Supported a request for organizational usage of a training vendor to earn continuing professional education (CPE) credits.
- Coordinated my group's response to questions regarding an open audit recommendation that is in the audit resolution process.
- Various other supervisory duties as assigned – addressed staff needs/reviewed timecards/reviewed leave requests/etc.



(b) (6)  
Group Chief - CAAG  
Office of the Inspector General  
Office of Personnel Management

Phone: (b) (6)  
Email: (b) (6)@opm.gov

1900 E Street NW, (b) (6)  
Washington, DC 20415  
<https://oig.opm.gov/>

---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=61C38A28042F4023877B1E75A451CFD6-(b) (6) ]  
**Sent:** Mon 2/24/2025 1:08:11 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Week of: **Feb 17, 2025 – Feb 21, 2025**

- Added code quality updates to the modernization of Application Manager software. Resolved over 300 warnings, fixed possible null exceptions, and updated vulnerable nuget packages.
- Helped team members with USA Staffing backlog stories resolving bugs, writing new features, and reviewing pull requests in git
- Helped team member with Virus Scanning solution for our Azure deployments.
- Closed tickets in Footprints Help Desk System dealing with applicant documents used when they applied to federal job applications
- Wrote SQL scripts to seed data for other developers on team to be able to run the Application Manager locally.
- Researched using bUnit unit testing framework for use in Blazor

---

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**Sent:** Saturday, February 22, 2025 4:46 PM  
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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5D5F95A31A734129B5A561FD8406F89A-AFB9444E-F4]  
**Sent:** Mon 2/24/2025 1:08:12 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]; (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Five accomplishments last week:

- Prepared debtor files for submission to Treasury for no payment activity > 120 days.
- Prepared write-off packages for review and approval.
- Set up new accounts
- Emailed debtor friendly reminder regarding payment agreement.
- Submitted LEXIS NEXIS request

Respectfully,

(b) (6)  
Financial Management Specialist  
Office of the Chief Financial Officer  
US-Office of Personnel Management  
W/(b) (6)

U.S. Office of Personnel Management – OCFO | 1900 E Street NW, Room 7500E | Washington, DC 20415 | Phone (b) (6)  
This message and any attachments are intended only for the use of the Addressee(s) and may contain information that is PRIVILEGED and CONFIDENTIAL. If you are not the intended recipient, dissemination, distribution or copying of this communication is prohibited. If you have received this communication in error, please erase all copies of the message and its attachments and notify (b) (6)@opm.gov immediately.. Thank you!

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C1ECCFB5DCE840319AF492F5A9711E4B-2A5FA2B6-3E]  
**Sent:** Mon 2/24/2025 1:02:01 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Please see below for items accomplished last week:

- Oversaw development and execution of shared service training relating to the trust fund budget execution module for OCFO managers and staff, related to the trust fund financial system, AIOS.
- Defined accounting and reporting requirements with managers for transactions within the trust fund financial system, AIOS, to automate specific accounting closing schedules related to the FEHB and PSHB programs.
- Attended the FY25 Financial statement audit kick off meeting with OCFO managers and KPMG LLP to define deliverables and timelines associated with the bridge contract. Discussed topics to include during the entrance conference to be held on 3/5/25.
- Met with representatives from Iron Mountain to explore opportunities to streamline and automate the check processing for trust funds management.
- Discussed month-end closing metrics with trust fund managers related to payment and collections processing, investment activity, and administrative funds.

Thanks!

(b) (6)  
*Associate Chief Financial Officer*  
*Financial Services*

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=12D0E44B1C5649DBB19497615A16BAFF-(b) (6)]  
**Sent:** Mon 2/24/2025 1:02:09 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- Performed data capture and quality control review of employee records in preparation for upcoming Reductions in Force (RIF).
- Determined employee appeal rights, severance pay entitlements and prepared RIF letters for impacted employees.
- Responded to employee inquiries on their rights and entitlements surrounding the RIF process.
- Trained my staff on new procedures regarding the Reemployed Priority List (RPL) and Career Transition Assistance Program (CTAP).
- Participated in the reduction in force of OPM's Procurement Operations Office.

(b) (6)

Supervisory HR Specialist

Talent Acquisition B

Talent Acquisition, Records & Processing Division (TARP)

Office of the Chief Human Capital Officer



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [mailto:(b) (6)@EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E40941460DCD404CB48F5001C27C1CE8-(b) (6)]  
**Sent:** Mon 2/24/2025 1:02:24 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Good day – Please see below; actions completed:

1. Proactively responded to and submitted corrections for critical eOPF items, including bargaining agreements, supervisory status, and changes in tenure for both exiting and current employees, ensuring precise and up-to-date records.
2. Responded to and submitted corrections for changes to performance plan templates, and updated performance plans for both exiting and current employees, thereby enhancing the accuracy and effectiveness of performance management.
3. Consulted with veterans regarding status changes to their records, and thoroughly researched and resolved complex issues to determine veterans' entitlement to preference in RIF, ensuring fair and compliant outcomes.
4. Methodically reviewed and submitted corrections for items affecting pay, such as incorrect addresses, to prevent any discrepancies and ensure accurate and timely compensation for all employees.
5. Collaborated closely with the HR Links team to realign staff remaining on rolls, assisted in preparing comprehensive standard operating procedures for Administrative Officers in HRB, and gathered critical data for managers realigning staff due to employees leaving based on Deferred Resignation Program (DPR).

This list represents only a portion of the critical tasks I successfully completed last week. Should you require further details or additional context on these or other impactful actions, please do not hesitate to reach out.

V/r,

(b) (6)  
*Management and Program Analyst (HR Liaison)*  
OPM HR Solutions, Human Resources Branch

1900 E St. NW, Suite (b) (6) Washington, DC 20415  
M: (b) (6)  
Office Hours: 7:30am to 4:00pm Pacific Time  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov) | [www.opm.gov/HRS](http://www.opm.gov/HRS)

***"It's your road and yours alone others may walk it with you, but no one can walk it for you." Rumi***

---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 1:46 PM

**Subject:** What did you do last week?

**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=9A54527C1EAD4BCB8F4A8898E6596C85-(b) (6)  
**Sent:** Mon 2/24/2025 1:02:59 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good Afternoon,

### **Employee and Executive Development**

In accordance with 5 U.S.C., 3373-3375, 3396, 4103, 4121, 5 CFR Part 334; 5 CFR Part 410; 5 CFR 412.202, 412.301, 412.302, 412.401 and various EOs on training and development, accomplished the following:

- Completed a review of current draft career paths to ensure language and guidance adhere to current EOs.
- Responded to agency inquiries regarding training policy requirements.
- Prepared government-wide guidance for agencies on creating career pathing models and frameworks.
- Prepared government-wide guidance for agencies on conducting training evaluation.
- Integrated leadership frameworks into career pathing guidance.

(b) (6)  
Sr. HR Strategist  
U.S. Office of Personnel Management  
Office of Workforce Policy and Innovation | Executive Services and Workforce Development | Talent, Learning & Development  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



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*How is our customer service?* Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is Talent, Learning & Development. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous.

<https://surveys.opm.gov/se/5B5534D408B696EB>

---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=90EBA57364914931A2F1BBCC007BC169.(b) (6)]  
**Sent:** Mon 2/24/2025 1:03:30 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) .(b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Processed new incoming retirement cases in accordance with our LAS standards.
- Communicated with agencies to retrieve missing information for retirement cases.
- Effectively managed my case workload by completing hold file cases that were awaiting missing information and/or awaiting deposits/redeposit payments.
- Spoke with multiple annuitants via phone and email in regard to questions about letters they have received, questions about their retirement case, health benefit questions, and /or helping to instruct with filling out forms which were originally filled out incorrectly.
- Met with a senior LAS to help with a difficult case in which we were unable to retrieve the missing information due to system failures and closed agencies.

(b) (6)

Legal Administrative Specialist  
Office of Personnel Management  
FERS Retirement Claims

1-(b) (6)

(b) (6) [opm.gov](mailto:opm.gov)

(b) (6)



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**From:** HR <hr@opm.gov>

---

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

**Importance:** High

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**From:** (b) (6) (FEB)[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=54E15845D3EB4D98845A9E1EC D65D93E-B6DDBE41-08]  
**Sent:** Mon 2/24/2025 1:03:31 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

- Provided input on new policy development to support Administration priorities
- Implemented new policy to support Administration priorities
- Provided input to adjust existing policies to align with current Administration guidance
- Provided technical guidance and assistance to stakeholder agencies to support Administration priorities
- Began sunseting activities to terminate the Federal Executive Board program per Presidential Executive Order

Thank you,

(b) (6)



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Deadline is this Monday at 11:59pmEST.

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=59C09F751F0544BCB55FE4D60E785A39-171484F5-5E]  
**Sent:** Mon 2/24/2025 1:04:13 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good day,

- Reviewed an agency request to pass over a 30% or more compensably-disabled veteran due to conduct issues, including the veteran's response, in support of SuitEA's mission to ensure a trusted workforce serve the American people.
- Implemented updated regulations throughout the SuitEA Training Course Workbooks providing operational guidance and translating policies into operational procedures, to help agencies effectively carry out their delegated suitability functions.
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office, to comply with OPM requirements.
- Performed clerical activities to support the efficient functioning of the office in support of SuitEA's mission to educate students in the Fundamentals course being offered the week of February 24<sup>th</sup>, to help agencies effectively carry out their delegated suitability functions.
- Created instructor tools to align with updated Fundamentals course to utilize during the Fundamentals course offered the week of February 24<sup>th</sup>, to ensure SuitEA operates efficiently in carrying out its mission.

(b) (6)

Training Specialist  
Training, Professional Development and Support Branch  
Suitability Executive Agent Programs  
Office of Personnel Management



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DE6F3A860B054720AEC1FAC4900EFC61-(b) (6)]  
**Sent:** Mon 2/24/2025 1:04:23 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

Hello,

Here are 5 bullets of what I accomplished last week:

1. Met with program / project team for status updates on current & future work, & data tracking for past work.
2. Provided assignments & guidance to program / project team on data collection / gathering in preparation for IT Product Manager action.
3. For HX blended agreement, communicated with each HRS program individually regarding February 2025 billing, & which representatives to include in new Teams channel about program / project reminders & updates.
4. Consulted with customer (HX Director) on billing & work priorities. Followed up with drafting billing statements / statements of work for monthly update.
5. Transition to a new workload tracking system, including providing guidance on adoption & implementation procedures / strategies, & getting my program / project codes setup & ready in the new system.

Thank you!

(b) (6)  
Cross-Government Hiring Solutions Manager

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HR Solutions / Staff Acquisition  
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**From:** HR <hr@opm.gov>

**Sent:** Saturday, 22 February, 2025 16:46

**Subject:** What did you do last week?

**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C343284294D946878AFF12CB65 F957FB-(b) (6)  
**Sent:** Mon 2/24/2025 1:04:30 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

### **Accomplishments for week of February 17-21, 2025**

In accordance with 5 U.S.C. 4311-4315, 5 U.S.C. 4501 - 4509 and 5384, 5 CFR Parts 451 and 534, Subpart D, and 5 CFR Part 430, Subparts C and D covering the Senior Executive Service (SES) performance management, and, 5 U.S.C. 4301, 4302, 4304, 5 CFR Part 430, Subparts A and B covering Senior Level and Scientific Professionals (SL/ST) performance management, accomplished the following actions:

- Conducted review of agency SES/SL/ST performance management system certification submissions, as well as non-executive performance management systems, to ensure compliance, detect discrepancies, and identify missing documents/information.
- Analyze ratings, pay and awards data submitted by agencies for certification purposes.
- Engaged agency partners to resolve identified discrepancies and collect additional information required for analysis completion.
- Engaged OMB for review and concurrence of appraisal system certification recommendation.
- Updated tracker to ensure all performance management activities have been addressed.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=23C1CE2FC1C64AB8B22350F4C FEA7111-(b) (6)]  
**Sent:** Mon 2/24/2025 1:04:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) @opm.gov]  
**Subject:** RE: What did you do last week?

- Processed Rapback results to identify seriousness of issues
- Processed CV Alerts
- Sent RSI requests for DCSA to obtain additional information related to recent/serious arrest information
- Sent Issue Summaries to GSA for serious issue rapback
- Compiled and sent reports to GSA related to the status of pending items

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**From:** HR <hr@opm.gov>  
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**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=717CC52150444FAFA9E69DD8C4E2BB17-(b) (6)]  
**Sent:** Mon 2/24/2025 1:04:56 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

All of the below work occurred at the Boyers Field Site.

- Created UPS shipping labels for equipment to be sent to users.
- Deployed Windows 11 machines for the upgrade project.
- Solved the last remaining issue with FSEM-used file to verify OPM personnel clearances at Boyers site.
- Researched and verified all network settings for new Pitney Bowes Mail Machine for Retirement Services.
- Cleared equipment, verified assets, and prepared 9 desks in preparation of "Return to Work" date.
- Began training on facility maintenance and upkeep since the Manager is leaving on February 28th.
- Discovered issue with SMTP upgrade on scanners at Boyers Field Site. Machines need firmware upgrade to accept longer username and password.
- In addition, I responded to, and worked on, all escalated tickets by the East Butler and Slippery Rock NTC Field Sites.

(b) (6)

IT Specialist

Manager Support | Identity and Access Management

(b) (6)

**US Office of Personnel Management**



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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5B476A3423FB4E2AB87EE11D8755E0F4-(b) (6)]  
**Sent:** Mon 2/24/2025 1:05:10 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- I worked with (b) (5) (b) (5) to administer their monthly customer experience assessments. These seven assessments collect qualitative and quantitative feedback on three assessment programs: the Regional Resilience Assessment Program (RRAP), the Infrastructure Visualization Platform (IVP) and the Multi-Asset & System Assessment (MASA) to improve CISA's assessments of infrastructure security across the country. We also discussed project-related information, including how best to use remaining funding and extending the interagency agreement.
- I worked with (b) (5) (b) (5) group to administer their quarterly customer experience assessments to 49 customer groups who they trained on cyber and infrastructure security prior to major events such as the Kentucky Derby, Superbowl, and political rallies. HRS collects and assesses feedback for them to improve the training provided and see how customers have incorporated lessons learned into their planning for future events. We also discussed, via email, project-related information, including remaining funding and extending the interagency agreement.
- I planned focus groups as part of an interagency agreement with the Access Board in order to collect qualitative data on how the agency can become more efficient and effective at their mission and improve leadership. These groups are based on the results of the 2024 Federal Employee Viewpoint Survey. I set up the groups, invited participants, and worked to build a protocol (questioning route) to effectively collect data. I also worked on the shell of the deliverable briefing.
- I took over nine clients from a colleague who is leaving the job on Friday. We transferred the clients, I contacted them to reschedule their sessions, I met with my colleague to receive background information in order to continue working with them and provide them with seamless service. The clients are from four agencies: (b) (5)
- I also set up services for three new clients from the (b) (5) (b) (5) prepping their assessments and creating the documents needed to begin the process for this week.

(b) (6) Ph.D.  
Lead Personnel Research Psychologist  
HR Strategy and Evaluation Solutions

1900 E St NW, Suite (b) (5) | Washington, DC 20415  
(b) (6)  
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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D035D66ADBD947A6850C6B623F504226-(b) (6)]  
**Sent:** Mon 2/24/2025 1:05:21 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

These are my accomplishments for the week of 2/17 – 2/21. The tasks listed below include but are not limited to other issues or tasks that should arise.

- Sent out required reports.
- Completed separations to include pulling cases, deactivate contact cards, putting required information into database, resolving cases, file cases in separations files as required.
- Answer phone calls and emails as required to assist individuals that have questions concerning Personnel Security matters.
- Adjudicate background investigations. Update Database as required.
- Meetings. Completed all required tasks given to me from management.

(b) (6) | Senior Personnel Security Specialist  
1137 Branchton Road  
Boyers, PA 16018  
Phone: (b) (6) Fax: (b) (6)  
Email: (b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=581DC6C7AF7B4444B7BB510BD5BF3CAE-(b) (6)]  
**Sent:** Mon 2/24/2025 1:05:24 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Good afternoon,

Please see below my list of last week's main work priorities and accomplishments.

- I finalized a Research Plan for the USAJOBS JOA Audit project and developed accompanying user research scripts and email templates for both HR Specialists and job seekers.
- I sorted through the USAJOBS satisfaction survey participants list to find potential candidates that opted in to being contacted for user research and prioritized them in an excel spreadsheet.
- I met and consulted with the Director of Employer Engagement and Business Advising for the (b) (6) to discuss and plan a Navigating USAJOBS and Resume Writing session for (b) (6) students this spring. I also met with the APAICS Program Manager to inform them that we will need to table a tentatively planned session given recent shifts in administration priorities and leadership guidance.
- I collaborated with my supervisor to complete the Agency Talent Portal (ATP) Customer Experience survey, drafted the language sent to our ATP users, and began collecting data from user responses.
- I scheduled and began work on our USAJOBS Redesign Project kickoff meeting preparing an interactive Miro board to guide discussion, brainstorming, and prioritization of project work.
- I collaborated with colleagues on my CX team and Team Titan (ATP) who are taking DRP to offload priorities and assignments that I will be taking over following their departures on February 28. Together, we met with stakeholders and partners to inform them of the transition and to introduce myself as their new POC.

Regards,

(b) (6)

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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Deadline is this Monday at 11:59pmEST.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3B00136175E04846A9E540E09D778F37-(b) (6)]  
**Sent:** Mon 2/24/2025 1:05:24 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) .(b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

Below are accomplishments of last week.

- Workload management:

Case processing, reviewing, developing, completing file actions , and managing of specific workloads.

- Quality:

Any specifics regarding accuracy of the completed work.

- Customer Service:

Any specific customer service actions taken.

Any actions where service, to both internal and external customers, was above the norm.

Any recognition for work/service completed

- Training completed, new concepts learned, teamwork displayed
- Personal accomplishment/growth that may not have been broadcasted to others

(b) (6)

Customer Service Specialist

ROC / APS

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

(b) (6)

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week

and cc your manager.

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5FBE5B976CA241C3A4EF31797276C06D-2B8C6ED6-76]  
**Sent:** Mon 2/24/2025 1:11:57 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good morning,

Please see the below 5 bullets of what I accomplished last week:

- Identified and created a list of agencies to meet and discuss Trusted Workforce Non-Sensitive Public Trust requirements in support of SuitEA's mission to ensure a trusted workforce to serve the American people.
- Performed clerical activities to support the efficient functioning of the office in support of SuitEA's mission.
- Updated SharePoint worksite: created/added operating procedures for increased transparency of information to ensure SuitEA operates efficiently in carrying out its mission.
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office.
- Made telephone calls to agencies regarding Suitability Handbook changes, educating agency personnel on new processes to promote the efficiency and protect the integrity of the service.

v/r

(b) (6)  
Personnel Security Specialist (Stakeholder Liaison)  
Office of Personnel Management  
Suitability Executive Agency Programs (SuitEA)  
O: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 2:46 PM  
**Subject:** What did you do last week?  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8D0054A1FCE0486DB2D96625E419005E-B811B723-38]  
**Sent:** Mon 2/24/2025 1:12:42 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

Hi, below is the 5 bullets per your request,

1. Booked adjustment journal entries in the Trust Fund Management financial management system
  - To correct errors and omissions
2. Automate a Trust Fund Program Checklist
  - Checklist is one of the month-end closing process to validate the data in the trial balance for the Trust Funds. To automate supporting information section will make work more efficient.
3. Trust Fund General Ledger account discrepancy research
  - Due to time lags and recording errors. To make sure agency reports accurate financial data to Treasury and OMB.
4. Submitted Trial Balances for all Trust Fund Treasury Account Symbols to GTAS (Governmentwide Treasury Account Symbol Adjusted Trial Balance System)
  - To report financial information and budget execution to Treasury and OMB.
5. Prepared Admin Transfer
  - Monthly process to reimburse the Administrative Funds for Salaries and Expenses from the appropriate Trust Funds

**Thank you,**

(b) (6)

**Financial Reporting & Analysis**

**U.S. Office of Personnel Management, OCFO**

**T:** (b) (6) **E:** (b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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**From:** HR <hr@opm.gov>

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**Sent:** Saturday, February 22, 2025 4:46 PM

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**Sent:** Mon 2/24/2025 1:13:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) @opm.gov]  
**Subject:** RE: What did you do last week?

Good Afternoon,

Items that I accomplished last week (02.17-21.2025):

- OCIO Help Desk Move and Reconfiguration Project
  - Managed the project on-site and provided any space management expertise during the project
  - Communicated with the CIO customer
  - Completed project and turned space back over for OCIO to occupy and move Help Desk into the space
- FSEM [REDACTED] Furniture Reconfiguration Project
  - Drafted design layout in AutoCAD and received approval on proposed layout
  - Created furniture list for items being used to help team in identifying origin and destination of each item to complete project
  - Managed the project on-site and provided any space management expertise during the project
  - Collaborated with team to ensure any questions are answered as project was underway
- OD [REDACTED] Office Reconfiguration
  - Provided on-site space management services to ensure that the reconfigured layout met all ADA and building code regulations
- OC Webcast Room
  - Conducted preliminary space planning and reconfiguration of space
- FSEM Square Footages
  - Verified square footages of suites [REDACTED], [REDACTED], and [REDACTED] within AutoCAD building plans
  - Coordinated with Building Operations team to receive estimates for carpet cleaning

Thank you,

(b) (6) LEED Green Associate  
Space Management Specialist

U.S. Office of Personnel Management  
Facilities, Security & Emergency Management (FSEM)

c: (b) (6)  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=56CCCF0A684B443E8DA4847097865DD8-(b) (6).]

**Sent:** Mon 2/24/2025 1:13:24 PM (UTC-05:00)

**To:** HR10[HR10@opm.gov]

**Cc:** (b) (6) [(b) (6) opm.gov]; (b) (6) [(b) (6) opm.gov]

**Subject:** RE: What did you do last week?

During the week of 17 – 21 February I, (b) (6) accomplished the following:

- Monday, 17 February was a Federal Holiday
- Tuesday and Wednesday (18-19 February) (b) (5)  
(b) (5):
  - Responded to Teams messages and emails to realign my team’s workload based on the reduced staff. We had a draft plan to refine which included a process to submit necessary acquisitions to OPO and the Director’s Office for approval prior to continuing.
  - Spoke with two of the remaining senior staff to discuss the future organizational needs and help them plan to successfully continue our business functions in support of the USAF, the Veterans Health Administration, and the CDC as well as the reporting functions in which I participate.
  - (b) (5)  
(b) (5)
- Thursday and Friday (20 – 21 February) I accomplished the following
  - Confirmed my plan and timeline for returning equipment to the TRB building with the HRS point of contact and my supervisors.
  - Met with the Division Director of the Office of Procurement Operations to discuss her transition plans to and ensure a smooth hand off between our successors to ensure operational continuity. Clarified the submission process with her and her successor via email.
  - Met with our CDC customer to listen to his concerns and address his program in support of non-infectious diseases to the best of my knowledge at that time. I shared our plan to submit his next option period request to OPO and Director’s Office for approval.
  - Met with multiple team members regarding their ability to qualify for and apply for an exemption to the return to the office mandate. Submitted one application.
  - Reviewed time and approved each timesheet for which I have approval responsibility. Also submitted my timesheet for approval.

(b) (6)  
Branch Chief

U.S. Office of Personnel Management

HR Solutions/Human Capital Industry Solutions

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o: (b) (6)

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**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

**Importance:** High

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**Sent:** Mon 2/24/2025 1:13:55 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6), (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Good Afternoon,

I hope this email finds you well.

As requested, here are my key accomplishments from last week:

- Set up the projects under my purview in our new workload/case tracking system set to launch the next week.
  
- Participated as a Subject Matter Expert (SME) on Panel for the 201(Human Resources Management) series Assessment Development Effort.
  
- Attended the "Understanding Individual Occupational Requirements" training session.
  
- Attended weekly status meetings for multiple agency projects under my purview.
  
- Developed an occupational assessment and announcement at the request of one of my agencies for a position exempt from the current hiring freeze.

Please let me know if you need any further information.

Best regards,

(b) (6)  
HR Consultant  
San Antonio Services Branch  
OPM HR Solutions, Staff Acquisition  
P: (b) (6)  
(b) (6)@opm.gov



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 2:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week

and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=DDA81752B6AE42728CE644F69 B128C22-(b) (6)  
**Sent:** Mon 2/24/2025 1:13:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

In accordance with 5 U.S.C., 3373-3375, 3396, 4103, 4121, 5 CFR Part 334; 5 CFR Part 410; 5 CFR 412.202, 412.301, 412.302, 412.401 and various EOs on training and development, accomplished the following:

- Conducted review and assessment of new agency requests for Senior Executive Service Candidate Development Program certification and implementation.
- Conducted review of current certified agency policies to ensure current policies adhere to and align with EOs.
- Responded to agency inquiries regarding the SES CDP, new Executive Orders as it relates to the current policy as well as inquiries regarding the newly created SES Executive Core Qualifications model.
- Provided guidance to agencies on creating leadership frameworks and compliance with executive development law and regulations.
- Responded to agency inquiries regarding training policy requirements.

---

**From:** HR <hr@opm.gov>  
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**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D40A377E461E43F9B71B507C8301E04F-(b) (6)]  
**Sent:** Mon 2/24/2025 1:13:56 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Alerted LMS contractor that I am leaving OPM and provided my replacement information.
2. Removed previous admin's permissions from LMS.
3. Alerted EHRI folks that I will no longer be working on the data transfer.
4. Closed out some outstanding suspense's.
5. Scheduled an information transfer to the new LMS administrator.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
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**Sent:** Mon 2/24/2025 1:14:12 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

My reply to your request for information on what I accomplished last week.

1. Processed changes in life insurance coverage.
2. Reviewed life insurance changes from co-workers to ensure accuracy before changes were made effective.
3. Processed correspondence from annuitants and federal employees such as requests of how their annuity was calculated, how much they are paying for their survivor benefit, summary of payments, and verification of service just to name a few.
4. Completed requests for information on annuitants from other agencies such as Social Security and OWCP.
5. Assisted co-workers when they had question on challenging cases.

---

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**Sent:** Mon 2/24/2025 1:08:20 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon—

During February 18-21, 2025, I —

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- Coordinated and participated in meetings with Pay, Leave, and Workforce Flexibilities managers and staff to (1) plan for and transition the work of staff leaving under the Deferred Resignation Program in accordance with the OPM's memos and internal instructions and (2) plan for returning to the office in accordance with the President's directives and OPM's memos and internal instructions.

Thank you,  
(b) (6)  
Pay, Leave, and Workforce Flexibilities  
Workforce Policy and Innovation  
U.S. Office of Personnel Management  
(b) (6) [opm.gov](https://www.opm.gov)



---

**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

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**Sent:** Mon 2/24/2025 1:08:44 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6); (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

**Feb 17, 2025 – Feb 21, 2025**

Worked with the team in discussions with the OPM Director's office in DC to gather requirements to add to the USStaffing application methods to route requests exemptions during the hiring freeze executive order of the President. This has been work spanning over multiple weeks, having demos along each iteration of added functionality.

- Reworked some of the filters to the routing requests administration page based on feedback and added logging to the code to better identify issues when errors occur.
- Code reviewed team members code for submitted pull requests and made suggestions if needed.
- Worked with team to provide support during deployments to get the routing new hire requests feature/updates out to our stage and production environments.
- Added permissions in Identity Server to users to be able to view the routing request administrative pages.
- Researched production submitted tickets into our Footprints support ticket system.
- Added a weekly audit report looking at error and audit logs to provide information about multiple login attempts and any other potential security issues.
- Continued to check for missing/delayed receipts that have not been sent from eOPF to our system to update new hire document statuses. Handled missing receipts by manually returning an error receipt or the restarting of the service.

---

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**Importance:** High

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**Sent:** Mon 2/24/2025 1:08:35 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

Last week accomplishments

- Provided customer service by sending out the 1099R tax forms and changed Federal tax withholding from the annuitant's annuity.
- Took high number of calls on reporting an annuitant's death so we can stop their pension as soon as possible.
- Faxed verification of annuities to people needing letters to show how much income they make so they do not lose their house or apartments.
- Worked with Medicare and other health providers to make sure all names and mailing address are correct, and they are under the right health plan.
- A lot of annuitants have their bank account information hacked every day and took many calls for them to change all their account information so they can get their payments on time.
- Managers would say I do 100% of the work that needs to be done daily. I do my best to work for the federal government and take pride in my position.

Sincerely,

(b) (6)

Customer Service Specialist  
Retirement Information Office



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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**Sent:** Mon 2/24/2025 1:19:41 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

- Completed and ensured all procurement documentation complied with applicable federal regulations and internal policies before submission to OPO.
- Facilitated communication between the contractor, contracting officer, and other relevant stakeholders.
- Prepared status reports for management and OPO.
- Verified purchase orders, receipts, and invoices for accuracy and proper authorization before processing transactions.
- Prepared for internal and external audits by ensuring all transaction records are complete, accurate, and readily available.

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**Sent:** Mon 2/24/2025 1:20:15 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

In support of OPM/WPI's statutory (5 USC 1103) responsibilities to execute, administer and enforce Federal civil service laws and regulations, here are five highlights of what I accomplished for the American people last week:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

I look forward to continuing the above, and hopefully expanding upon it as we deepen our relationship with the current administration.

(b) (6)

(b) (6)

HR Specialist (Labor Relations)  
U.S. Office of Personnel Management  
Accountability and Workforce Relations / Workforce Policy & Innovation  
Phone: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



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**From:** HR <hr@opm.gov>  
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**Subject:** What did you do last week?  
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**Sent:** Mon 2/24/2025 1:20:11 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Here is my accomplishment for the week.

- Developed and completed interim pay, need pay and Disability cases. Cases were completed at an outstanding quality level, which met the highest standard and strictly followed all applicable guidelines, policies, and procedures.
- Searched for missing service in Open Files.
- Ran EHRI Retirement Date Application, ICDC on Retirement cases to be developed.
- Assisted in labeling cases to start the process of retirement.
- Called health benefit carriers for enrollment and called annuitants for information on their retirements.

Thank you

(b) (6)  
CUSTOMER SERVICE SPECIALIST  
RDS  
P (b) (6)  
E (b) (6)  
(b) (6)@OPM.GOV

---

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C9E572FA02D648829F59AA9C232AF0EC-C3B83B98-DB]  
**Sent:** Mon 2/24/2025 1:16:15 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** Re: What did you do last week?  
**Attachment:** smime.p7m

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=068CD17E3EC74DDA9B341A451888436B-3986D757-2B]  
**Sent:** Mon 2/24/2025 1:16:32 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Below are the requested 5 bullets of my accomplishments from last week.

- (b) (6)
- Implemented updated policies and regulations into SuitEA's Introduction to Fundamentals and Fundamentals of Suitability and Fitness governmentwide trainings to help agencies effectively carry out their delegated suitability functions.
  - Assigned work to subordinates based on priorities to ensure SuitEA operates efficiently in carrying out its mission.
  - Responded to inquiries regarding suitability training from other agencies and requested information from agencies regarding which suitability/fitness training is needed to support improvements in personnel vetting processes for a trusted workforce
  - Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office.

(b) (6)  
Supervisory Personnel Security Specialist  
Training, Professional Development and Support  
Suitability and Executive Agent Programs  
Office of Personnel Management



---

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and cc your manager.

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**Sent:** Mon 2/24/2025 1:16:55 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Screen/reviewed and identified incomplete or discrepant information on investigative paperwork.
- Review investigation requests to determine if reciprocity applies and process accordingly.
- Performed initial credentialing determinations for initial entry on duty actions.
- Corresponded with customer, investigators, and other agencies in a professional manner.
- Adjudicate cases in accordance with 5 CFR 731 guidance

*Thank you.*

(b) (6) | Personnel Security Specialist

U.S. Office of Personnel Management  
Personnel Security-Ford room  
1137 Branchton Road  
PO Box 29  
Boyers, PA 16016  
(b) (6)



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**Sent:** Mon 2/24/2025 1:17:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

As requested, please see the below items accomplished last week:

- Operationalized OPM's compliance with a recently issued GSA memorandum regarding the agency's travel card program, to include: developing communications for staff, overseeing the deactivation of over 1,000 IBAs/CBAs, and creating an approval process for travel exemptions.
- Partnered with OPO to provide recurring responses and updates to GSA officials on purchase and travel card statuses for reporting to White House officials.
- Met with agency financial shared service providers at NFC and FAA to discuss ongoing support projects within the OCFO and OPM.
- Provided written guidance for the internal communication document created for OPM's DRP enrollees to advise of appropriate offboarding procedures related to functions/activities maintained by the OCFO.
- Held preliminary discussions on the FEB program closure and the financial components that OCFO will need to address and undertake to support the agency's compliance with the Executive Order.

Thank you,

(b) (6)

---

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**Sent:** Mon 2/24/2025 1:17:32 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov; (b) (6) (b) (6) @opm.gov  
**Subject:** RE: What did you do last week?

- Ensured confidentiality, integrity and availability of OPM information and data through security control assessment, risk assessment, and risk statements.
- Engaged in strategy meetings with Cyber Engagement leadership on ways to streamline and automate Information System Continuous Monitoring and assessment processes.
- Analyzed and shared vulnerability and compliance scans with stakeholders and provided guidance on mitigation strategies.
- Updated the GRC tool with updated information and data for FISMA information systems.
- Provided guidance on OPM Security and Privacy Policy to stakeholders.

Thanks,  
Pouneh

(b) (6)

Information System Security Manager, Cybersecurity Division, Cyber Engagement

U.S. Office of Personnel Management  
Office of the Chief Information Officer

C: (b) (6)

O: (b) (6)

(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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**Sent:** Mon 2/24/2025 1:18:08 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Greetings,

My accomplishments from last week are listed below, with a focus on transition planning due to the deferred resignation and other internal and external changes:

- Developed transition plan for portfolio being absorbed and conducted initial hand-off meetings with internal delivery team, external facilitators and client points-of-contact.
- Led program delivery calls with ongoing clients to finalize details for virtual courses in late February and early March.
- Received rosters and updated materials and content for in-person course delivery mid-March.
- Conducted AARs and close-out meetings with four clients.
- Partnered with finance team to update billing schedule and process earned revenue and de-obligations.

(b) (6)  
Program Director – Enterprise Leadership Solutions  
U.S. Office of Personnel Management  
HR Solutions | Center for Leadership Development  
o: (b) (6)

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**Sent:** Mon 2/24/2025 1:18:12 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Adjudicated pending retirement claims in a timely manner of highest quality possible.
- Processed actions on claims that were previously adjudicated and finalized.
- Followed up on development of pending cases; retrieving the requested information and/or documentation to finalize retirement claims.
- Provided customer service by fielding phone calls from annuitants and responding to emails, answering questions and concerns.
- Continued to assist the DC office with their returned Quality Assurance (QA) cases – developing, correcting and processing the claims, following all applicable rules and laws.

---

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**Sent:** Mon 2/24/2025 1:19:09 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

As requested, please see bullet points of last week work activity

- Responded to internal/external customers via phone calls/emails
- Submitted weekly Fed debit reversals and reclaims-via Treasury
- Initiated all refund request for accounts with over credit balances
- Requested Lexis/Nexis-identifying debtors if alive and current addresses.
- Sent out overpayment notices to beneficiaries or estate of decease accounts.
- Prepared certify memos over to debt management for off roll collections

(b) (6)

**OPM/Trust Funds Reclamations Division**  
**Financial Management Specialist**

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**Sent:** Mon 2/24/2025 1:19:30 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Provide the best customer service to the annuitants/surviving spouse's and/or family members
2. Help explain any questions on Life Insurance.
3. Keeping my call time at a minimum when possible
4. Helping provide best service with the Health Benefits, especially PSHB.
5. Making sure it's the annuitant on the call to prevent any fraud.

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=0F87F077E90343E59F96DB74BB C389D2-(b) (6)]  
**Sent:** Mon 2/24/2025 1:19:27 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

- Reviewed a Defense Counterintelligence and Security Agency (DCSA) investigation containing suitability issues and requested information from the Federal agency to establish jurisdiction for further suitability investigation and/or adjudication.
- Made a telephone call and sent written request on a case to resolve a suitability issue to fully establish the nature of the conduct in question and obtain the necessary evidence to adequately assess the Individual's character and conduct and its potential impact on the efficiency and integrity of the Federal service.
- Reviewed cases, assessing the issues where all efforts were made to resolve the suitability issues via telephone calls, written inquiries, and field investigation and decided there were insufficient evidence to adequately assess the Individual's character and conduct to help agencies effectively carry out their delegated suitability functions.
- Prepared a written summary of the identified issues, supporting evidence, and pertinent additional considerations when an unfavorable suitability action appears to be warranted. Notified the Individual and the government agency of the conduct in question, its potential impact on the Government and the action proposed under the OPM suitability adjudications authority.
- Participated in a staff meeting to ensure my understanding of OPM requirements regarding the Deferred Resignation Program and Return to Office.

(b) (6)  
Suitability Adjudicator  
US Office of Personnel Management  
Suitability Executive Agent Program  
Office: (b) (6)  
(b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5AE09829933C4222960294110652015D-(b) (6)  
**Sent:** Mon 2/24/2025 1:14:31 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Greetings,

Below are highlights of what I accomplished last week in furtherance of my responsibility to assist in implementing and executing policies required by statute, presidential directives, and other government-wide strategic initiatives led by OPM and WPI.

**Week of February 17 - 21, 2025:**

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)

Best regards,

(b) (6) Human Resources Specialist  
U.S. Office of Personnel Management  
Workplace Policy and Innovation  
Accountability and Workforce Relations | Employee Accountability  
(b) (6)



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**Sent:** Mon 2/24/2025 1:14:33 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Run Ranorex TEST Environment Testing
- Attended scums
- Completed Smoke Testing of Product Backlog Items
- Completed Voluntary Product Accessibility Template (VPAT) testing
- Viewed 508 training videos.

---

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=51E1AF827CF0496395A87D49DE03232F-6D84EB46-54]  
**Sent:** Mon 2/24/2025 1:14:38 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Engaged in strategic planning discussions and activities, including restructuring the remaining organization, updating organizational charts, and validating new staffing data files
- Worked with team to develop and initiate transition plans
- Met with remaining staff to reconfigure and hand off automated processes; provided training for continued use of these processes
- Developed and initiated transition plans across Solution areas
- Met with representatives from multiple Solution areas to provide support around transition processes
- Reviewed and finalized a report user guide
- Cleaned org chart data structure and developed a process guide for a smooth transition to team
- (b) (6)

(b) (6) **MSW**  
Executive Officer to:  
(b) (6) Deputy Associate Director CLD  
(b) (6) Director, Strategic Operations

U.S. Office of Personnel Management  
HR Solutions / Center for Leadership Development  
Business Operations and Financial Management (BOFM)  
(b) (6) [opm.gov](mailto:opm.gov)



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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4BAE1153A33B454E84B81A07C557B611-(b) (6)  
**Sent:** Mon 2/24/2025 1:24:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. (b) (5) [REDACTED]
2. (b) (5) [REDACTED]
3. Held one on one meetings with my direct reports to help with their completion of work, assignment of duties, and preparing for customer calls.
4. Began knowledge and skill transfer for graphic recording so that we can create dynamic visual depictions of strategic facilitations.
5. (b) (5) [REDACTED]

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3D67283F0232406F8898863F02A183DE-(b) (6)]  
**Sent:** Mon 2/24/2025 1:24:16 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- maintained my caseload with excellent quality
- processed survivor payments
- certified life insurance
- updated postal health benefits on the new postal serve health benefits website
- provided excellent customer service via phone and email

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=CCC2398E6F6C403BB56E80C75944E6CE-(b) (6)  
**Sent:** Mon 2/24/2025 1:20:51 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

**Human Capital Category Management (HCCM):**

HCCM's vision is to improve the quality of Human Capital (HC) outcomes through a streamlined buying process, for agencies to achieve their mission goals – by matching agency demand with managed sources of supply across the Government-wide HC ecosystem. Most importantly to drive a fundamental shift from managing HC purchases and prices individually across thousands of procurement units to managing entire HC spend to lower cost and drive efficiency.

- Conduct analysis of Government-wide HC FY25Q1 obligations, savings and cost avoidance
- Prepare Human Capital Category OMB Briefing illustrating: Achievements in the Category Management's Key Performance Indicator's (KPI's): Spend Under Management (SUM), Cost Avoidance (CA), Small Business Utilization (SBU) and Duplicative Contracts Reduction (DCR)
- Conduct HC monthly OMB briefing
- Perform quality assurance review of HC Best-In-Class (BIC) Solutions' quarterly OMB transactional data submission
- Prepare transition plans and messages to share with OMB and GSA for transferring the HCCM program responsibilities. Prepare GFE inventory return sheet

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E85F5C4D6D8F4DF9943F8CFF625FE881-(b) (6)  
**Sent:** Mon 2/24/2025 1:20:52 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Reviewed OPM guidance regarding the rights of veterans in reduction in force (RIF) procedures
- Attended a meeting regarding the creation of a fact sheet on reduction in force (RIF) basics
- Reviewed agency requests to pass over 30% or more disabled veterans based upon qualifications
- Began reviewing the latest draft of the final rule for the Rule of Many
- (b) (5)
- (b) (5)

(b) (6)

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E2903444DC3E492C94D70D1069B3FD7C-566A88EB-2E]  
**Sent:** Mon 2/24/2025 1:21:14 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Please find my information below.

1. Trained with Treasury/ARC on cleaning up the Trust Funds data thru the Budget Execution Module in OPM's financial management system, AIOS.
2. Setup collaboration site on SharePoint/Teams for the annual external audit on the Agency Financial Report that is required by the CFO Act of 1990.
3. Worked with staff on the cleanup of the Budget Object Classification and subsequent monitoring. This cleanup will help to categorize and track expenditures correctly.
4. Reviewed the Draft OMB Circular A-136 for relevant updates for FY 25 Agency Financial Report.
5. Worked with Treasury on the correct reporting of new Trust Funds sub accounts 024 3220 001 and 002 for General Fund Proprietary Receipts.

**Thanks.**

(b) (6)  
Staff Accountant, Financial Reporting & Analysis  
Financial Services  
U.S. Office of Personnel Management  
Office: (b) (6)  
Email: (b) (6) OPM.gov



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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=127F1853C1ED46F597E338C7F3750E6E-(b) (6)]  
**Sent:** Mon 2/24/2025 1:21:15 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Please see below as requested:

1. Held agency meeting; research materials with respect to creating strategy and action plans with respect to a new organizational structure.
2. Researched continuous performance management referencing regulations within the US Code and the Code of Federal Regulations.
3. Created a list of applicable documents in reference to Title 5 and Title 38 performance documents with links and summarizations.
4. Research documents, tools, examples to support strategic planning in accordance with any new PMA.
5. Researched tools such as power automate, 4 Disciplines of Execution, power BI, and service now as integrated tools in Hoshin Kanri strategic planning model.

Regards,

(b) (6)

---

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8ACFE70B6E14442696A0E1852121F7C2:(b) (6)]  
**Sent:** Mon 2/24/2025 1:21:34 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

In response to the request:

1. Developing Career Transition materials for employees.
2. Revised Training Materials for PSHB program.
3. Assisting with the organization off boarding packages.
4. Worked to develop plan to take over LMS Admin duties after March 3
5. Provided training for Storyline and Rise authoring tools

(b) (6)

---

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**Sent:** Mon 2/24/2025 1:21:46 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

**Manager, AOS accomplishments week of February 17, 2025**

- In accordance with 5 U.S.C. 4311-4315, 5 U.S.C. 4501 - 4509 and 5384, 5 CFR Parts 451 and 534, Subpart D, and 5 CFR Part 430, Subparts C and D covering the Senior Executive Service (SES) performance management, and, 5 U.S.C. 4301, 4302, 4304, 5 CFR Part 430, Subparts A and B covering Senior Level and Scientific Professionals (SL/ST) performance management, managed the team processing of agency SES/SL/ST performance management system certification submissions, as well as non-executive performance management systems, to ensure compliance, detect discrepancies, and identify missing documents/information.
- In accordance with 5 U.S.C. 3394, 5 CFR 317.601, and 5 CFR 213.3301 and 3302, managed the team to ensure agency 1019 and 1652 (noncareer appointments) submissions met compliance.
- In accordance with the 5 CFR 214.401 and 402, and the OPM Memo on Guidance Regarding Redesignating SES CIO Position, and the OPM Memo on Maintaining the Integrity of the Career Senior Executive Service, managed the team to ensure agency requests were processed for redesignation of SES positions.
- In accordance with 5 U.S.C. 3391- 3395 and 5 CFR Part 317, Subparts E and F, accomplished facilitating QRB panel discussions to determine QRB case disposition, completing feedback reports and returning to agencies for further action and completed update of case dispositions in the Executive and Schedule C System
- In accordance with the 5 CFR 214.401 and 402, and the OPM Memo on Guidance Regarding Redesignating SES CIO Position, and the OPM Memo on Maintaining the Integrity of the Career Senior Executive Service, engaged with agencies to provide guidance and direction to ensure the agencies were clear on two differing submission expectations and deadlines.

Respectfully,

(b) (6)

---

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**Sent:** Mon 2/24/2025 1:22:19 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Hello,

Here is a summary of the work I completed the week of February 17, 2025.

1. Wrote standard operating procedure for a new project for team members to utilize during implementation.
2. Attended Veteran's Preference training to learn how to facilitate this training for other agencies.
3. Reviewed and analyzed data for 2210 series to identify trends across multiple agencies and make recommendations to management.
4. Updated SATURN, a project management software, to better track data, work progress, and deadlines.
5. Consulted with stakeholders regarding multi-hurdle assessment project and alignment with administrative priorities.

Thank you,

(b) (6)  
Human Resource Specialist



---

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**Sent:** Mon 2/24/2025 1:22:31 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Facilitated the review and approvals of all OPM purchase card transactions
- Provided OPM leadership input on the executed of OPM's entire contracting portfolio
- Worked with GSA on the initial details of transferring procurement
- Partnered with OCFO on allocation of funding to critical contracts
- Coordinated the execution of OPO's RIF

(b) (6)

Senior Procurement Executive | Director

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**Sent:** Mon 2/24/2025 1:22:37 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: Fork in the Road: Deadline Extended to Monday

I was out of the office all week.

(b) (6)  
Account Registration Specialist  
U.S. Office of Personnel Management  
HR Solutions / Center for Leadership Development  
T: (b) (6)  
C: (b) (6)  
(b) (6) [opm.gov](https://opm.gov) | [www.opm.gov/HRS](https://www.opm.gov/HRS)



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*"Leadership is not magnetic personality – that can just as well be a blib tongue. It is not making friends and influencing people – that is flattery. Leadership is lifting a person's vision to high sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations" – Peter Drucker*

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**From:** HR <hr@opm.gov>  
**Sent:** Thursday, February 6, 2025 5:06 PM  
**Subject:** Fork in the Road: Deadline Extended to Monday  
**Importance:** High

In compliance with an order issued today by the District Court of Massachusetts granting a request to stay the deadline for the Deferred Resignation Program, the deadline for federal employees to accept the program is being extended to **Monday, February 10, at 11:59pmET**.

Should you wish to pursue Deferred Resignation please reply to this email from your government email with the word "resign".

Please see the original email below (with updated dates) or visit the OPM website for further information.

---

During the first week of his administration, President Trump issued a number of directives concerning the federal workforce. Among those directives, the President required that employees return to in-person work, restored accountability for

employees who have policy-making authority, restored accountability for senior career executives, and reformed the federal hiring process to focus on merit. As a result of the above orders, the reform of the federal workforce will be significant.

The reformed federal workforce will be built around **four pillars**:

- 1) **Return to Office:** The substantial majority of federal employees who have been working remotely since Covid will be required to return to their physical offices five days a week. Going forward, we also expect our physical offices to undergo meaningful consolidation and divestitures, potentially resulting in physical office relocations for a number of federal workers.
  
- 2) **Performance culture:** The federal workforce should be comprised of the best America has to offer. We will insist on excellence at every level — our performance standards will be updated to reward and promote those that exceed expectations and address in a fair and open way those who do not meet the high standards which the taxpayers of this country have a right to demand.
  
- 3) **More streamlined and flexible workforce:** While a few agencies and even branches of the military are likely to see increases in the size of their workforce, the majority of federal agencies are likely to be downsized through restructurings, realignments, and reductions in force. These actions are likely to include the use of furloughs and the reclassification to at-will status for a substantial number of federal employees.
  
- 4) **Enhanced standards of conduct:** The federal workforce should be comprised of employees who are reliable, loyal, trustworthy, and who strive for excellence in their daily work. Employees will be subject to enhanced standards of suitability and conduct as we move forward. Employees who engage in unlawful behavior or other misconduct will be prioritized for appropriate investigation and discipline, including termination.

Each of the pillars outlined above will be pursued in accordance with applicable law, consistent with your agency's policies, and to the extent permitted under relevant collective-bargaining agreements.

If you choose to remain in your current position, we thank you for your renewed focus on serving the American people to the best of your abilities and look forward to working together as part of an improved federal workforce. At this time, we cannot give you full assurance regarding the certainty of your position or agency but should your position be eliminated you will be treated with dignity and will be afforded the protections in place for such positions.

If you choose not to continue in your current role in the federal workforce, we thank you for your service to your country and you will be provided with a dignified, fair departure from the federal government utilizing a deferred resignation program. This program begins effective January 28 and is available to all federal employees until February 10. If you resign under this program, you will retain all pay and benefits regardless of your daily workload and will be exempted from all applicable in-person work requirements until September 30, 2025 (or earlier if you choose to accelerate your resignation for any reason). The details of this separation plan can be found below.

Whichever path you choose, we thank you for your service to The United States of America.

\*\*\*\*\*

Upon review of the below deferred resignation letter, if you wish to resign:

- 1) Select "Reply" to this email. You must reply from your government account. A reply from an account other than your government account will not be accepted.
  
- 2) Type the word "**Resign**" into the body of this reply email. Hit "Send".

**THE LAST DAY TO ACCEPT THE DEFERRED RESIGNATION PROGRAM IS FEBRUARY 10, 2025.**

Deferred resignation is available to all full-time federal employees except for military personnel of the armed forces, employees of the U.S. Postal Service, those in positions related to immigration enforcement and national security, and those in any other positions specifically excluded by your employing agency.

DEFERRED RESIGNATION LETTER  
January 28, 2025

Please accept this letter as my formal resignation from employment with my employing agency, effective September 30, 2025. I understand that I have the right to accelerate, but not extend, my resignation date if I wish to take advantage of the deferred resignation program. I also understand that if I am (or become) eligible for early or normal retirement before my resignation date, that I retain the right to elect early or normal retirement (once eligible) at any point prior to my resignation date.

Given my impending resignation, I understand I will be exempt from any "Return to Office" requirements pursuant to recent directives and that I will maintain my current compensation and retain all existing benefits (including but not limited to retirement accruals) until my final resignation date.

I am certain of my decision to resign and my choice to resign is fully voluntary. I understand my employing agency will likely make adjustments in response to my resignation including moving, eliminating, consolidating, reassigning my position and tasks, reducing my official duties, and/or placing me on paid administrative leave until my resignation date.

I am committed to ensuring a smooth transition during my remaining time at my employing agency. Accordingly, I will assist my employing agency with completing reasonable and customary tasks and processes to facilitate my departure.

I understand that my acceptance of this offer will be sent to the Office of Personnel Management ("OPM") which will then share it with my agency employer. I hereby consent to OPM receiving, reviewing, and forwarding my acceptance.

\*\*\*\*\*

Upon submission of your resignation, you will receive a confirmation email acknowledging receipt of your email. Any replies to this email shall be for the exclusive use of accepting the deferred resignation letter. Any other replies to this email will not be reviewed, forwarded, or retained other than as required by applicable federal records laws.

Once your resignation is validly sent and received, the human resources department of your employing agency will contact you to complete additional documentation, if any.

OPM is authorized to send this email under Executive Order 9830 and 5 U.S.C. §§ 301, 1103, 1104, 2951, 3301, 6504, 8347, and 8461. OPM intends to use your response to assist in federal workforce reorganization efforts in conjunction with employing agencies. See 88 Fed. Reg. 56058; 80 Fed. Reg. 72455 (listing routine uses). Response to this email is voluntary. Although you must respond to take advantage of the deferred resignation offer, there is no penalty for nonresponse.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F8AC56F9F77C4C77A2478793FCC8D8F4-(b) (6)]  
**Sent:** Mon 2/24/2025 1:22:37 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

- Manage workload (assign, re-assign, prioritize cases) of subordinates based on priorities to ensure SuitEA operates efficiently in carrying out its mission.
- Conducted on the job training to new employees to ensure SuitEA operates efficiently in carrying out its mission.
- Reviewed referrals from agencies to obtain information to establish jurisdiction for an OPM suitability action in order to help agencies effectively carry out their delegated suitability functions.
- Responded to inquiries about suitability matters from agencies and applicants to help agencies effectively carry out their delegated suitability functions.
- Concurred with written summaries of identified issues, supporting evidence, and pertinent additional considerations for an unfavorable suitability action to promote the efficiency and protect the integrity of the service.

(b) (6)  
Branch Chief  
U.S. Office of Personnel Management  
Suitability Executive Agent Programs  
(b) (6)  
(b) (6) [opm.gov](mailto:opm.gov)  
[OPM.gov](http://OPM.gov)



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=8C88AA4532D14340A94C5D0B34555884-(b) (6)]  
**Sent:** Mon 2/24/2025 1:23:18 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Per your request,

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

Sincerely,

(b) (6)  
Senior Adjudicator

U.S. Office of Personnel Management  
Suitability Executive Agent Program  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
[OPM.gov](http://OPM.gov)



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**From:** HR <hr@opm.gov>

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**Sent:** Mon 2/24/2025 1:23:38 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Accomplishments: February 18, 2025, through February 21, 2025

- Added step-by-step processes and timeframes to in-process OA standard operating procedures to ensure continuity of operations in accordance with GAO's Greenbook.
- Compiled/issued/discussed FY26 audit planning requests.
- Reviewed and documented risks outlined in public facing OPM reports, strategic plans, and communications.
- Initiated/coordinated FY26 audit planning interviews, conducted meetings with Mentee and Student Trainee for career planning / work assignments, and discussed/responded to external agency requests and on-going OA projects.
- Established process/location for annual planning documents and templates. Conducted research to identify and then store source documents according to the new process location. Developed annual planning templates.



(b) (6)  
*Senior Team Leader*  
*U.S. Office of Personnel Management*  
*Office of the Inspector General*  
*Office of Audits*  
*Phone:* (b) (6)  
*Email:* (b) (6) opm.gov

---

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**Sent:** Mon 2/24/2025 1:23:31 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Work accomplished week of 17 – 21

- Met with team to finalize the design and content for the Student Information System landing page to ensure it is clear and concise and adds value to our users.
- Met with the project manager to update the leadership slides so leaders can view progress, risks and mitigation steps for the Student Information System.
- Updated the delivery plan for the Student Information System so the whole team knows the order of work and a tentative date for release.
- Reviewed Product Backlog Items (PBIs) and provided feedback to the assigned Business Analyst to ensure the Acceptance Criteria (AC) is clear, concise, and testable.
- Reviewed tickets with the developers to ensure they understood what we were asking them to build and added any additional AC as needed.

(b) (6)  
Product Owner/System Development and Operations  
U.S. Office of Personnel Management  
Human Resources Solutions/Center for Leadership Development  
(b) (6)  
(b) (6)  
(b) (6)@opm.gov  
[OPM.gov](http://OPM.gov)



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**Sent:** Mon 2/24/2025 1:24:50 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) .(b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

- I vetted all departures from the agency to verify whether they had a mobile account with OPM or not through either of our providers.
- If these users did have an account with OPM I would then coordinate with the respective vendor for cancellation of that. This ensures OPM is not paying for a device not being used.
- Monitored the Mobile Device mailbox for any request that need processed.
- Assisted Tier 2 support on issues ranging from devices not activating to defective devices that need replaced.
- Worked with the PM running the tracking of mobile devices to ensure all cancelled lines were accounted for and there were no discrepancies.
- Worked with vendors to reenable some phones as users return to the office.

---

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**Sent:** Mon 2/24/2025 1:24:59 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good Day,

OPM AWR had another busy week last week in executing on its statutory and regulatory requirements and in assisting OPM leadership in advancing the President's agenda. Below are highlights of my accomplishments last week:

- (b) (5)
- (b) (5)
- (b) (5)
- (b) (5)
- Provided support and resources to new manager to ensure her transition to the role is successful including providing internal processes information and examples of team assignments and activities.

(b) (6)

Labor Relations Specialist  
Accountability & Workforce Relations  
Workforce Policy and Innovation  
US Office of Personnel Management



---

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**Sent:** Mon 2/24/2025 1:25:32 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

Weekly accomplishments include...

1. Assisting co-workers with questions on difficult or challenging cases
2. Reviewing & triggering recurring survivor benefit payments for surviving spouses (spouse at time of death)
3. Reviewing & triggering recurring court ordered former spouse survivor benefits
4. Reviewing & triggering student survivor benefits
5. Reviewing & triggering survivor cases that I had previously returned for corrections to be made

(b) (6)  
Legal Administrative Specialist  
Survivor Processing Section  
(b) (6)  
Fax (b) (6)



*May every sunrise bring you hope, may every sunset bring you peace.*

---

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**Sent:** Mon 2/24/2025 1:25:18 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Hi,

Please see below for last week's accomplishments

- Managed Travel and Reimbursement Process for Acting Director
- Successfully tested Microsoft Copilot Pilot use cases
- Finalized and addressed posting issues for Business Administration Letter (BAL) 305
- Optimized OCFO license and equipment inventory
- Ensured compliance and efficiency in administrative processes

Thanks.

---

(b) (6) | Program Analyst  
Front Office | Office of the Chief Financial Officer  
U.S. Office of Personnel Management  
1900 E Street, NW, Room (b) (6) | Washington, DC 20415  
Office: (b) (6) | Mobile: (b) (6) | Fax: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=C9CB098782884B828A045B7991A78D6F-(b) (6)]  
**Sent:** Mon 2/24/2025 1:25:42 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

**Accomplishments for the week of 02/17/2025:**

1. Reviewing Azure Data Factory pipelines expression builder code
2. Analyzing SQL scripts utilized in Azure Data Factory pipelines
3. Met with teammates to discuss options for modifying the Azure Databricks notebooks
4. Conferring with teammates about the data extraction process
5. Setting up new computer due to old computer crashing and is no longer operable

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=56CA7693318E4F8EAEB8EF54285AF218-(b) (6)]  
**Sent:** Mon 2/24/2025 1:25:49 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

- I collaborated with the Kerberos Product Team to build the 11-page SMS Texting Implementation Guide for our Talent Acquisition Partners.
- I managed the Intelligence Community Career Site content change requests, including a broken link and multiple compliance needs. This included face-to-face discussions with the IC POCs and coordination among the product team.
- I promoted team efficiencies and customer experience with coaching sessions on Agency Partner Best Practices, useful tips and relationship building strategies.
- I briefed and documented to the Intelligence Community on their Operations and Maintenance status updates and Job Exploration Tool. I acted as an expert advisor to their questions and concerns over their Career Site.
- I updated and edited project plans based on status meetings with the product teams. I informed leadership of changes, summaries of work accomplished vs work yet to be done, identified possible issues, and potential courses of action.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 2:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F9E6A89F05114C74810AFCE5F749EA55;(b) (6)  
**Sent:** Mon 2/24/2025 1:30:50 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

During the last week, 2/18/2025 through 2/21/2025, I was able to accomplish the following . . .

- Tracked, record status, and organized 60 case files/oracle debts
- Contacted annuitants by phone and email in order to respond to status requests/inquiries
- Researched potential write-offs to help with Receivables Management Write-Off Project
- Submitted Adjustment Memo's with the goal of closing out open debts/cases
- Updated addresses and phone numbers based on mail/return received during the week

Thanks so much for reaching out, and have a great week.

(b) (6)	(b) (6) <b>Financial Management Specialist Office of the CFO</b>  <b>PHONE:</b> (b) (6) <b>EMAIL:</b> (b) (6)@opm.gov <b>ADDRESS:</b> 1900 E ST NW – Washington, DC
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**Subject:** What did you do last week?  
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and cc your manager.

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**Sent:** Mon 2/24/2025 1:26:11 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

In accordance with 5 U.S.C. 3330(f) and OPM Memos on guidance regarding SES position redesignations, accomplished the following:

- Conducted trouble shooting of agency identified position and incumbency discrepancies.
- Conducted individual/agency new user training on the Executive and Schedule C System.
- Conducted trouble shooting on inability for agencies to print Forms 1019 and 1652.
- Responded to and resolved numerous agency requests for new accounts, employee transfers, and user errors
- Conducted testing on fixes to download Forms 1019 and 1652.

(b) (6)  
Lead Business Systems Specialist

U.S. Office of Personnel Management  
Workforce Policy and Innovation / Executive Services and Workforce Development  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
[OPM.gov](http://OPM.gov)



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**Sent:** Mon 2/24/2025 1:26:13 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Hello. Last week, I:

- Completed final adjudications for government contractor applicants
- Wrote letters to applicants to resolve issues
- Requested reimbursable suitability investigations to obtain issue resolution/additional information
- Contacted applicants by email to attempt to get missing information so that final adjudications could be completed
- Concurred on serious-issue cases for other adjudicators in office

Thank you.

(b) (6) | Personnel Security Specialist

U.S. Office of Personnel Management  
Office of Facilities, Security, and Emergency Management | Personnel Security  
O: (b) (6) | [OPM.gov](https://www.opm.gov)



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**Sent:** Mon 2/24/2025 1:26:22 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

Hi,

- PSHB and FEHB LOC drawdowns
- Investment reconciliation
- Test script for ORACLE
- Verified checks
- Provided external customers with requested reports

Regards,

(b) (6)  
Staff Accountant  
Benefits Insurance Accounting  
Trust Funds Management  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

---

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**Sent:** Mon 2/24/2025 1:26:58 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

To whom it may concern,

The following is a list of 5 things that I accomplished last week among other things:

1. Assembled and screened (75) Immediate and self-submit retirement cases. Cases were completed at an outstanding quality level, which met the highest standard and strictly followed all applicable guidelines, policies and procedures.
2. Entered retirement cases in to Interim Pay
3. Developed unhealthy retirement cases
4. Maintained my aging retirement cases
5. Answered emails and followed up with phone calls from the annuitants and agencies

Thank you.

(b) (6)  
Customer Service Specialist  
U.S. Office of Personnel Management  
Retirement Operations Center  
F: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



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**Sent:** Mon 2/24/2025 1:27:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Over the past week I have engaged in essential work as part of the federal government, contributing to initiatives aligned with my organization as well as national security priorities. My efforts have included ensuring mission success and operational effectiveness. While some aspects of my work are sensitive in nature, I remain committed to upholding the highest standards of service and national interest. I have included a couple of the tasks that I coupled last week.

- Reviewed data to prepare for RIF procedures
- Reviewed Position Descriptions to ensure accurate competitive level codes
- Reviewed employee EOPFs records for accuracy
- Corrected errors and discrepancies found in employee records
- Reviewed FY24 vacancy case files to ensure they have met all regulatory requirements
- Corrected discrepancies with FY24 vacancy case files

(b) (6)

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**Sent:** Mon 2/24/2025 1:27:09 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

As requested, I did the following:

- Updated team's project management software, SATURN, to better track case progress, deadlines, and billing/agreements for my projects.
- Analyzed current processes to refine and update internal SOPS and reference guides for my projects.
- Consulted with agency HR leaders regarding plans and objectives for the remainder of their agreement.
- Lead colleagues in the development of a slide deck for a future training session.
- Attended training with my colleagues to increase my knowledge and improve my application of individual occupational requirements when determining qualifications.

Thank you,

(b) (6)

*Human Resources Specialist*



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=91573114A35D41DFB5E7B36D10935EFB-(b) (6)]  
**Sent:** Mon 2/24/2025 1:27:13 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

As requested, what I accomplished last week:

- Collaborated with colleagues to develop a customized training slide deck to be used in the future for our branches continued learning and development.
- Scheduled meetings with the key stakeholders on my current projects to discuss upcoming changes, status updates, upcoming agreement closeouts, and gather feedback.
- Updated my project information in our team's project management software, SATURN, to better track progress, deadlines, and financials/agreements for my projects.
- Participated in a training session with other team members on understanding individual occupational requirements (IOR), which included latest compliance standards and best practices, IORs as basic requirements, and positions without a group standard to increase my knowledge on the subject.
- Developed a SOP for a current project in need of one and continued to refine and update internal SOPs and reference guides to enhance operational efficiency for my projects.

Thank you,

(b) (6)  
*Human Resources Specialist*  
OPM HR Solutions, Staff Acquisition



---

**From:** HR <hr@opm.gov>  
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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E01A998975094286B7C5E0091E5D8EB0-(b) (6)  
**Sent:** Mon 2/24/2025 1:27:54 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

This summary highlights just a fraction of the essential tasks I accomplished last week. If you need more information or further context on these or other significant activities, please feel free to contact me.

Executing Human Resource actions for employees, encompassing termination details, career ladder advancements, and adjustments to duty locations.  
Providing support to managers on inquiries related to the Deferred Resignation Program and early retirement options.  
Revising performance management programs to align with new standards.  
Reassigning staff to new supervisors who accepted deferred resignations.  
Collaborating with the Chief Information Office to devise a strategy for the return of equipment by former employees.

(b) (6) MBA. LSSGB  
*Management and Program Analyst (HR Liaison)*  
OPM HR Solutions, Human Resources Branch

1900 E St. NW, Suite (b) (6) Washington, DC 20415  
M: (b) (6)  
Office Hours: 6:30am to 3:00pm  
(b) (6) [opm.gov](https://www.opm.gov) | [www.opm.gov/HRS](https://www.opm.gov/HRS)



---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=F0CFE50D251B448B8DDD50A374CD5E2E-(b) (6)  
**Sent:** Mon 2/24/2025 1:28:34 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** Re: What did you do last week?

To whom it may concern:

- I have coordinated transition activities with the Resource Management Director to ensure the Deferred Resignation Program list remains consistent and accurate, reflecting those who have withdrawn their names from the program.
- I have also worked closely with the team's leads and OPO to manage contracts impacted by the reduction in force mandate.
- In support of our return to office policy, I have provided oversight and review of space and floor design activities
- I have validated that future performance plans contain the correct elements and are assigned to supervisors, particularly in relation to the removal of DEI, and have assigned rating and reviewing officials accordingly.
- Consistent with the DRP, I have been working with the team on the transitions of work activities that will take place after February 28<sup>th</sup> once participants in the program are gone.

(b) (6)  
Deputy Executive Director  
Office of Human Capital Data Management & Modernization  
U.S. Office of Personnel Management  
Office of the Chief Information Officer  
c: (b) (6)  
(b) (6) opm.gov



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**“You were Born to Be Great!! Go be Great today!”**

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45 PM  
**Subject:** What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=20593EA510DA4126A88B7379B4239CCD-B8AE1649-4C]  
**Sent:** Mon 2/24/2025 1:29:33 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good Afternoon,

Below is a numbered list of the work tasks I accomplished last week (02/17/2025 - 02/21/2025):

- Created announcement drafts for Department of Homeland Security (DHS) positions.
- Revised internal progress documents to streamline operation efficiency.
- Worked on developing certificates to be used by DHS clients.
- Reviewed documentation from client agencies to efficiently determine case acceptance.
- Updated electronic case management software with the most recent status and future deadlines.

Sincerely,

(b) (6)  
*Human Resources Assistant*  
OPM HR Solutions, Federal Staffing Center, Staff Acquisition  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
m: (b) (6)



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E6532ED989D4452880F343075171AC22.(b) (6)]  
**Sent:** Mon 2/24/2025 1:29:57 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Thank you for reaching out!

Last week I was and still currently am on (b) (6) as authorized by OPM HR and previously approved by my supervisor, (b) (6)

I look forward to continuing my work within the Center for Assessment and Evaluation and continuing to serve the public when I return.

Best,  
(b) (6)

(b) (6) **Ph.D.**  
Personnel Research Psychologist

U.S. Office of Personnel Management  
HR Solutions / HRSES / Center for Assessment and Evaluation (CAE)  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
[OPM.gov](http://OPM.gov)



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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
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**Importance:** High

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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=22925820AB2944C9A0E9CE6A130BFEDD-(b) (6)  
**Sent:** Mon 2/24/2025 1:30:16 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Collaborated in innovation sprint planning work items for upcoming sprint.
- Planned next steps in future interview feature. Created mock code.
- Attended training session on feature and UI updates.
- Collaborated in feature toggling session.
- Troubleshoot secret remediation. Planned next steps.
- Troubleshoot and resolve bug involving null values in the db.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=4A5CF2E65305472C934FCD03D29BA196-(b) (6)]  
**Sent:** Mon 2/24/2025 1:29:59 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Reviewed and issued a finding to OPM management regarding OPM operations with recommendations to address identified deficiencies.
- Reviewed and approved workpapers to ensure facts and figures are supported.
- Reviewed and edited the draft report.
- Met with leadership to discuss transition plan.
- Met with staff to discuss transition plans.

---

**From:** HR <hr@opm.gov>  
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**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E96187B37D9D477BA0067DEB31FA786D-(b) (6)  
**Sent:** Mon 2/24/2025 1:30:48 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Conducted in-depth analysis of user feedback on USAJOBS usability and design, reading through over 2,000 user comments and providing user feedback trends and highlights
- Worked with departing colleagues to transition their portfolio over to mine, including login.gov collaboration, branded search pages (ATP demo), learning how to use Footprints, and offsite planning
- Organized March communications forum, developed agenda, PowerPoint slides, and sent out calendar invites to over 1000 federal partners
- Conducted edits for user design on new USAJOBS website including new designs for saved search, filters, document storage, and search
- Submitted Verint Enhancement tickets based on user feedback to improve UX design on USAJOBS, including enhancement for document storage (special character usage), adding supervisory filter, email notifications for expired functions including saved jobs, saved search, searchable resumes

---

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=AD4551A296594D7E94FF345453 EDA24B-(b) (6)]  
**Sent:** Mon 2/24/2025 1:30:44 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** Re: What did you do last week?

Human Capital Category Management (HCCM):  
HCCM's vision is to improve the quality of Human Capital (HC) outcomes through a streamlined buying process, for agencies to achieve their mission goals – by matching agency demand with managed sources of supply across the Government-wide HC ecosystem. Most importantly to drive a fundamental shift from managing HC purchases and prices individually across thousands of procurement units to managing entire HC spend to lower cost and drive efficiency.

- Conduct analysis of Government-wide HC FY25Q1 obligations, savings and cost avoidance
- Prepare Human Capital Category OMB Briefing illustrating: Achievements in the Category Management's Key Performance Indicator's (KPI's): Spend Under Management (SUM), Cost Avoidance (CA), Small Business Utilization (SBU) and Duplicative Contracts Reduction (DCR)
- Conduct HC monthly OMB briefing
- Perform quality assurance review of HC Best-In-Class (BIC) Solutions' quarterly OMB transactional data submission
- Prepare transition plans and messages to share with OMB and GSA for transferring the HCCM program responsibilities. Prepare GFE inventory return sheet

(b) (6)  
Human Capital Category Manager  
[OPM HR Solutions \(HRS\)](#)  
O: (b) (6) | M: (b) (6)  
(b) (6) [opm.gov](#) | [www.opm.gov](#)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45:48 PM  
**Subject:** What did you do last week?

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5ECC47623B7A438497F98209C935AB23:(b) (6)]  
**Sent:** Mon 2/24/2025 1:30:40 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

I was on approved annual leave last week.  
Thank you

(b) (6)  
Legal Administrative Specialist  
U.S. Office of Personnel Management  
FERS Annuity Processing  
(b) (6)  
(b) (6)  
(b) (6) [opm.gov](http://opm.gov)



---

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**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=5F6A1CD2C37D434FB00C3C94E842EDC0-(b) (6)]  
**Sent:** Mon 2/24/2025 1:30:41 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov; (b) (6) (b) (6) opm.gov; (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

Good afternoon, below are highlights of my accomplishments last week consistent with my responsibility to aid in implementing and executing policies required by statute, presidential directives, and other government-wide strategic initiatives led by OPM and WPI.

- Began transition planning for my departure as the Employee Accountability Manager, and a senior Human Resources Specialist on my team enabling a smooth transition and continued timely delivery of services

- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]
- (b) (5) [Redacted]

Respectfully,

(b) (6) (b) (6)  
Employee Accountability  
Accountability and Workforce Relations  
U.S. Office of Personnel Management  
Email: (b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM

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**Subject:** What did you do last week?

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**Sent:** Mon 2/24/2025 1:30:42 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

Hello,

Per the below email. In accordance with 5 U.S.C. 3391- 3395 and 5 CFR Part 317, Subparts E and F, accomplished the following actions:

- Conducted quality review of agency Senior Executive Service (SES) Qualifications Review Board (QRB) case submissions to ensure submission compliance, detect errors, and identify missing documents/information.
- Prepared and distributed compliant cases to QRB members and confirmed meeting schedule.
- Facilitated QRB panel discussions to determine QRB case disposition.
- Completed feedback reports and returned to agencies for further action.
- Completed update of case dispositions in the Executive and Schedule C System

V/r

(b) (6)

HR Strategist

Policy and Special Programs (PSP)

Executive Services and Workforce Development || Workforce Policy and Innovation

Email: (b) (6) [opm.gov](mailto:(b) (6)@opm.gov)



*How is our customer service?* Please click on the link below for a brief survey that should take you less than 3 minutes to complete. My organization is **Policy & Special Programs (PSP)**. Your input is valuable and will help us improve processes and products so we can support you most effectively and efficiently. Your response is anonymous. [\(WPI\) CS Survey](#)

---

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**Sent:** Mon 2/24/2025 1:30:42 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

1. Supervised and quality monitored my team within the Retirement Information Office
2. Managed Payroll and employee time.
3. Coached and provided feedback to my team, as necessary.
4. Took several supervisor calls, that were not able to be handled by a Contact center representative.
5. Escalated necessary cases to the appropriate department.

(b) (6)

Program Manager- RIO Team 7  
U.S. Office of Personnel Management  
Retirement Information Office  
Boyers, PA 16017-0045  
(b) (6) [opm.gov](http://opm.gov)



---

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**Subject:** What did you do last week?  
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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2EA5561FB99F430F9FD896DBC167D81C-(b) (6)]  
**Sent:** Mon 2/24/2025 1:35:05 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov]  
**Subject:** RE: What did you do last week?

- Identified and resolved CAC/PIV issues within eOPF ticketing system
- Provided additional training to eOPF and OPM Data helpdesk agents
- Collaborate with OPM Data team on Power BI customer support
- Re-configured OPM/eOPF Data Footprints Workspace
- Worked on average 100 eOPF/OPM Data tickets per day

---

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**Sent:** Mon 2/24/2025 1:35:15 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Here are 5 things I accomplished last week as requested:

- Contributed to the orderly shutdown and closure of the Federal Executive Institute as required by Executive Order.
- Met with leadership team and faculty chairs to develop and/or refine transition plans for all programs, materials, employees, and responsibilities related to shut down.
- Performed employee offboarding responsibilities for those employees participating in the DRP. Worked with leadership on shifting responsibilities as appropriate.
- Assisted with archiving of all electronic documents (policies, procedures, curricula) connected to the closure of the Federal Executive Institute as requested.
- Met with subordinate employees and provided supervision as appropriate: approved employee leave requests; approved employee timecards; tracked employee work accomplished and work progress; counseled and instructed employees on both technical work and administrative matters.

Thank you.

(b) (6)

(b) (6) PhD  
Faculty Supervisor  
U.S. Office of Personnel Management  
HR Solutions / Center for Leadership Development / Federal Executive Institute  
(b) (6)  
(b) (6) [opm.gov](mailto:opm.gov)



---

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**Sent:** Mon 2/24/2025 1:35:29 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Subject:** RE: What did you do last week?

- In accordance with Chapter 51 of title 5, U.S.C. and E.O. [Reforming The Federal Hiring Process And Restoring Merit To Government Service](#), participated in iterative prototyping for building AI/ML tech capabilities to create a repeatable process for developing tech, digital, data, and AI policy for improving the hiring of talent in these roles .
- Gathered files in preparation for transferring work to other colleagues.
- Attended meetings in support of the Skills Based Hiring Initiative
- Conducted environmental scan in support of Classification, Qualifications and Occupational Studies - Chapter 51 of title 5, United States Code
- Coordinated my clearance response process

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**Sent:** Mon 2/24/2025 1:35:45 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- Collaborated with cross-functional teams on examining case of Dept. of Homeland Security, U.S. Secret Service.
- Familiarize myself with IOR for updates in preparation of future project requirements.
- Monitored and facilitated transition to a new workload tracking system, including providing guidance on adoption and implementation procedures/strategies.
- Reviewed and updated the team's documentation to ensure accuracy and completeness.
- Updated the team's project management software known as "SATURN" to better track progress and deadlines.

---

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**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

Please **do not send** any classified information, links, or attachments.

Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE  
ADMINISTRATIVE GROUP  
(FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=A0E966A611544C5DB2229FAF0  
E780920-B7481F04-2A]  
**Sent:** Mon 2/24/2025 1:31:05 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

- I put away 444 close claims at a rate faster than the required average rate. On Thursday I completed my assigned close claims and then started on the next day's close claims. We are currently in surge and have an unusually high number of cases to be processed daily. I knew I had an AWS day on Friday, so I worked on putting away multiple bundles of close claims assigned for my day off to help my fellow coworkers with Friday's workload.
- I successfully found a missing case that was given to me to find by a CSS. This case was needed by another department on special request.
- I worked on expanding drawers in CSRS open file to keep less cases from filling up expansion. I condensed FERS boxes on top of the cabinets to create drawer expansion boxes, as well as organizing fat file boxes to make room for new boxes on top of cabinets.
- I completed 7 initial searches for missing service, pulled and assembled 94 FCORR, pulled 13 CIB faxes, pulled 24 FOIA cases for SPS, and 48 blue requests for IRRs that other departments need to develop and process annuitant's refunds/retirements/cases.
- I alphabetized hundreds incoming requests and designation forms that our department received on Tuesday.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D10BCCB538534CD78C75F9B9D01D42BE-(b) (6)  
**Sent:** Mon 2/24/2025 1:31:05 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) [opm.gov]  
**Subject:** RE: What did you do last week?

1. Reviewed and advised team on RIF (Reduction in Force) policies and procedures for future projects, to align with administration priorities.
2. Led strategic planning sessions to outline goals and objectives for the next quarter, focusing on DHS ICE and RIF projects.
3. Directed the case examining process for the DHS Secret Service in accordance with the exception to the hiring freeze.
4. Oversaw the update of project management software, SATURN, to better track progress and deadlines for projects.
5. Scheduled and facilitated meetings with key stakeholders to discuss upcoming changes and gather feedback.

Thanks,

(b) (6)  
*Branch Manager*  
OPM HR Solutions, Federal Staffing Center, Staff Acquisition

200 Granby St. Suite (b) (6) | Norfolk, VA 23510  
(b) (6)  
(b) (6) [opm.gov](https://opm.gov) | [www.opm.gov/HRS](https://www.opm.gov/HRS)



Staff Acquisition  
Attracting, Assessing and Building Today's Workforce

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---


**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=29FBBFF022BF4D249373C3F2D D4AF7A0-6C9D3EAA-47]  
**Sent:** Mon 2/24/2025 1:31:38 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Hello,

Please see what I did last week:

- Conducted initial interview with a Complainant for an informal Equal Employment Opportunity (EEO) complaint in accordance with 29 CFR.1614
- Set up EEO case file with pertinent documents received from the Complainant regarding an informal complaint in accordance with 29 CFR.1614.
- Obtained Affidavit from HR Specialist concerning a Formal EEO Complaint in accordance with 29 CFR 1614.108(b).
- Organized a Report of Investigative Record for a formal case file by inserting pertinent documents obtained from seven (7) witnesses, EEO data from the HR department, EEO data from the Organization that the Complaint was filed against, and EEO data from the Anti-harassment office in accordance with 29 CFR 1614.108(b).
- Summarized seven (7) witnesses' affidavits for ten (10) incidents out of fifteen (15) incidents filed by the Complainant in accordance with 29 CFR 1614.108(b).

V/r,

(b) (6)  
EEO Specialist/Investigator  
Email: (b) (6)@opm.gov  
[EEO](#)  
 (b) (6)  
Time Zone: Eastern

U.S. Office of Personnel Management  
Equal Employment Opportunity Office



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Please visit our webpage at [http://theo.opm.gov/team\\_opm/eeo.asp](http://theo.opm.gov/team_opm/eeo.asp) for more information about the EEO process.  
[1900 E Street NW, 6452 | Washington, DC 20415](#)

For information concerning OPM's Discrimination Complaint Process, [click here](#).  
For information concerning OPM's Policy on Prohibited Personnel Practices, [click here](#).  
For information concerning OPM's Anti-Harassment Policy, [click here](#).  
For information concerning OPM's Reasonable Accommodations Policy, [click here](#).

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---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=006D94F1DCF74CA399697615B1264D12-(b) (6)]  
**Sent:** Mon 2/24/2025 1:34:25 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Greetings,

My name is (b) (6) and the following are the bullet points of my work accomplishments from the prior week.

- Team lead duties such as providing policy guidance or clarification to team members on any non-standard issues that may arise in their work, monitoring supply inventory and generated requests for additional material, reviewed the work of others as needed, and assisted our supervisor with day-to-day problem solving. Every day held something different.
- Helped to cover or assist in various functional roles assigned to CSR's- driving to the post office and hauling bins and trays of mail back to the mailroom, sorting incoming envelopes, packing DC totes for overnight courier deliveries.
- Opened mail and screened Designation of Beneficiary forms between team lead duties. Most of the designations I completed last week were more complicated ones brought to me by CSRs; they either required written communication beyond our standard pattern letters to provide further instruction to annuitants or needed to be referenced in files for more information.
- Processed first touch inquiries-includes requests for direct deposit, address changes, W-4P tax forms, and verification of annuity requests. Many of which were requests made by Representative Payees and require extra steps when screening for validity.
- Monitored workflow and provided reports to management throughout the week of what date the mailroom is on in different categories of mailroom work (i.e opening mail, outgoing mail, designations...etc.).
- Maintenance and troubleshooting of various types of office equipment as well as coordinating and scheduling service calls as needed. The specific equipment requiring more attention the week in question included the production printer, the meter machine, and the fold and insert machine as well as different team member laptop issues.

Regards,

(b) (6)

**Customer Service Specialist  
Mailroom  
US Office of Personnel Management  
Retirement Operations Center**



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at [www.serviceline.opm.gov](http://www.serviceline.opm.gov) and [www.opm.gov/retire](http://www.opm.gov/retire).*

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=20FC6E74BD13426AA97C09B590BF1E35-(b) (6)]  
**Sent:** Mon 2/24/2025 1:34:28 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

Good Afternoon,

Please find requested list of accomplishments below.

- Reinstated retirees and surviving spouses Health Insurance in cases where the member was experiencing a medical emergency.
- Assisted Power of Attorneys and family members in submitting applications for Representative Payee.
- Assisted Beneficiaries and Former Spouses of deceased annuitants in completing applications for death benefits.
- Reissued duplicate tax documents (1099Rs) to annuitants and family members of deceased annuitants.
- Assisted disability annuitants in the completion of Disability Earning Reports.
- Provided status updates and education regarding retirement, disability and former spouse benefits while managing a high volume of calls.

Sincerely,

(b) (6)

Retirement Operations  
The logo for the U.S. Office of Personnel Management (OPM) features the letters "OPM" in a large, bold, blue font. To the right of "OPM", the text "U.S. Office of Personnel Management" is written in a smaller, blue, sans-serif font.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7182FEA4CA404ACBB363C6F8A5F6E88F:(b) (6)]  
**Sent:** Mon 2/24/2025 1:34:39 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6)@opm.gov  
**Subject:** RE: What did you do last week?

<b>Agent Name (ID)</b>	<b>Handled (Inbound)</b>	<b>Avg Talk Time (Inbound)</b>	<b>Working Rate</b>
(b) (6)	245	00:04:34	78.49%

Responded to a wide range of inquiries, requests for information and concerns from customers.

Health insurance, direct deposit, email, and address changes.

Applied knowledge of programs, policies, procedures, and regulations by phone and email.

Provided detailed information and explained options, consequences, and solutions related to the agency's programs and services.

Documented and track customer interactions, inquiries, complaints, and actions taken using the agency's information management systems.

Identified complex or sensitive issues and refer them to higher-level staff or specialists for resolution.

Provided comprehensive education to customers regarding retirement benefits.

This included clearly explaining various aspects of retirement benefits such as eligibility criteria, application, processes, and other related details.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

Please reply to this email with approx. 5 bullets of what you accomplished last week

and cc your manager.

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Deadline is this Monday at 11:59pmEST.

---

**From:** (b) (6) O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=260B9513FC164738B325A88A33E79526-(b) (6)  
**Sent:** Mon 2/24/2025 1:39:22 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** Re: What did you do last week?

- Attended and actively participate in all team scrum ceremonies.
- Developed and completed user stories related to data and business layer operations for our HiringManager Web product.
- Assisted other developers with their coding efforts, including peer reviews and code walkthroughs.
- Coordinated with developers and architects on system changes and improvements.
- Responded to changing needs in the program and responded in a timely and qualitative manor.

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:45 PM  
**Subject:** What did you do last week?

Please reply to this email with approx. 5 bullets of what you accomplished last week and cc your manager.

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---

**From:** (b) (6) [./O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=EE0E317EC3B64A20803E6AC8611733A5-DE4DF837-D2]  
**Sent:** Mon 2/24/2025 1:39:33 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Per the quest of the below email, provided are my 5 bullets for what I accomplished last week.

- Developed seating assignments for the TRB to adhere to the Return-to-Office mandate.
- Provided assistance with seating assignments for the Macon, GA location in accordance with the Return-to-Office mandate.
- Updated the monthly staffing plan to reflect the current and accurate employee roster for the OCIO.
- Conducted work in USA Performance, making corrections to supervisor assignments to reflect their current Reviewing and Rating officials.
- Managed the HR-Admin inbox, responding to correspondence for employees across the OCIO.

Thank you.

(b) (6)  
Resource Management Specialist  
U.S. Office of Personnel Management  
Office of the Chief Information Officer  
Resource Management Office  
Office: (b) (6)  
Email: (b) (6) opm.gov

---

**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=53D3767F2E6B47E883B98A37178FEB01-164FBCA8-DD]  
**Sent:** Mon 2/24/2025 1:39:46 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

Below is a list of my accomplishments from last week.

- Utilized comprehensive position management and classification skills and knowledges, with full concern for organizational impact, to evaluate and provide fully supportable and defensible titles, series, and grade recommendations for customer agencies.
- Performed project manager responsibilities by anticipating needs and following up with customers to ensure they didn't require any assistance.
- Assisted on and participated in meetings for a project team working on developing new position descriptions for a customer agency.
- Participated in RIF and Comp Level Code training to gear up for new functional objectives for our area.
- (b) (6)

Thank you and enjoy your day,

(b) (6)  
**HR Consultant**  
U.S. Office of Personnel Management  
HR Solutions/Federal Classification Center  
c: (b) (6)  
MS Teams: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)  
[www.opm.gov/HRS](http://www.opm.gov/HRS)



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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=3DDA85B9600C4024B05263629FC3D375-37E9AD15-50]  
**Sent:** Mon 2/24/2025 1:40:18 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov  
**Subject:** RE: What did you do last week?

- (b) (6)
- Negotiated contract modification
- Contract filing
- Procurement package reviews
- Document editing
- Corresponding with PMO and industry

(b) (6)  
Contract Specialist

U.S. Office of Personnel Management  
Office of Procurement Operations (OPO)  
o: (b) (6)  
(b) (6) [opm.gov](mailto:(b) (6)@opm.gov)

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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=E1DCE475389644DF80E26B2C6C3F92E7-(b) (6) ]  
**Sent:** Mon 2/24/2025 1:40:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

1. Supervised and quality monitored my team within the Retirement Information Office
2. Managed Payroll and employee time.
3. Coached and provided feedback to my team, as necessary.
4. Took several supervisor calls, that were not able to be handled by a Contact center representative.
5. Escalated necessary cases to the appropriate department.

(b) (6)

Program Manager- RIO Team 7  
U.S. Office of Personnel Management  
Retirement Information Office  
Boyers, PA 16017-0045

(b) (6) [opm.gov](http://opm.gov)



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**From:** HR <[hr@opm.gov](mailto:hr@opm.gov)>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High

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**Sent:** Mon 2/24/2025 1:40:03 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]; (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Greetings,

As a (b) (6)

(b) (6) team, I work with OPM's Congressional, Legislative, and Intergovernmental Activities (CLIA) team to respond to congressional inquiries, submitted by constituents, to their senators and representatives. Last week, I accomplished the following:

- I received approximately three dozen new congressional inquiries. After thoroughly reviewing the constituent's inquiry and documentation submitted, and checking our electronic systems, I took one of the following actions:
  - If possible, I processed the request, wrote a response, and returned the inquiry to CLIA for closure.
  - If the case was already assigned to a program office, I sent an email to the program office manager, including a link to the inquiry, to advise that we received a congressional request that must be expedited.
  - If the case file was needed to respond to the constituent, I printed the inquiry and requested the case file.
  - When the case file was received, I associated the inquiry with the case, placed a congressional coversheet on the case file, and sent it to the appropriate Retirement Services (RS) program office for review and response. (Boyers- pending, customer inquiries, survivor processing, refunds, service credit, tax team, retirement preparation section, retirement development section, disability; DC- pending, post-retirement, court order, reconsideration, appeals, methods and procedures, retirement policy, retirement benefits, postal health benefits).
  - Occasionally, OPM needs additional information from the constituent to respond to the inquiry. In that case, I returned the inquiry to CLIA to obtain that information, so we can respond timely.
  
- I managed a queue of approximately 175 inquiries. I closed approximately 50 inquiries by:
  - Processing the inquiry myself and providing a written response for leadership.
  - I collaborated with the various program managers to:
    - Obtain letters for closure.
    - Obtain information needed for me to write a response to close the inquiry.

- Followed up for response on constituent inquiries that had not yet been resolved.
- In addition to my normal assignments, I responded to and resolved multiple representative payee matters. It is OPM's responsibility to protect our annuitants. If an annuitant is not capable of managing his/her business affairs, an individual or organization may apply to be the approved representative payee on file with OPM. That individual/organization will then be able to request certain changes on behalf of the annuitant. OPM places a significant amount of responsibility on the representative payee to ensure that the moneys are expended to the benefit of our annuitants and family members. Family members and friends often try to change and annuitant's information and this can become challenging when they do not want to complete the application and submit the requested documentation. But we must be diligent in our effort to follow policy and respond respectfully to our customer.
- I also provided timely resolution to the inquiry that was submitted to a member of our senior leadership. The former employee was requesting information concerning federal retirement records.
- I uploaded informational documents to our shared team folder. I also assisted my coworkers by answering their questions and at times, taking their assignments to reduce their workload.
- I contacted system support to acquire access to a system (ICDC/EHRI) that I need. Access is required to obtain retirement records, to respond to customers timely.
- I worked on the request I received to complete the Continuous Vetting (CV) security background check in NBIS.

Respectfully,

(b) (6)

Management and Program Analyst  
Retirement Services Executive Response  
U.S. Office of Personnel Management

(b) (6)

(b) (6) [OPM.gov](https://www.opm.gov)

*Life is 10% what happens to you and 90% how you react to it." Charles R. Swindoll*



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**From:** HR <hr@opm.gov>

**Sent:** Saturday, February 22, 2025 4:46 PM

**Subject:** What did you do last week?

**Importance:** High

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=439B8419EBEF4B569368BA94A9DD20CE-29764BBE-23]  
**Sent:** Mon 2/24/2025 1:40:11 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]  
**Subject:** Re: What did you do last week?

To whom it may concern:

As requested:

1. Managed the details of the case examining life-cycle per the SOP for a United States Secret Service recruitment exempted by the EO Hiring Freeze.
2. Consulted with key DHS stakeholders to convey information regarding drafting, job analysis, assessment, reviews, and announcement/opening and collected feedback for ensuring top-tier recruitment.
3. Delivered support and guidance to cross-branch team members working on challenging DHS USAHire recruitments exempted by the EO Hiring Freeze.
4. Collaborated with colleagues to develop a team training curriculum regarding De-Obligations using instructional design principles to foster team growth.
5. Completed professional training in "exceptional case" Individual Occupational Requirements (IOR) ensuring the details of the merit-based system are fully complied with.

Very Respectfully,

(b) (6)

(b) (6)

*Human Resources Specialist*

U.S. Office of Personnel Management

HR Solutions / Staff Acquisition

(b) (6) [opm.gov](https://opm.gov) | [www.opm.gov/HRS](https://www.opm.gov/HRS)



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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 3:45 PM  
**Subject:** What did you do last week?

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**From:** (b) (6) [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=D6376C4F0CA342439DF38F29D1FE6E70-(b) (6)]  
**Sent:** Mon 2/24/2025 1:36:31 PM (UTC-05:00)  
**To:** HR10[HR10@opm.gov]  
**Cc:** (b) (6) (b) (6) opm.gov]; (b) (6) (b) (6) opm.gov]  
**Subject:** RE: What did you do last week?

Good afternoon,

As requested, here are 5 accomplishments I made last week:

- I worked case examining for the Department of Homeland Security , Office of the Chief Human Capital Officer, Federal Protective Service in accordance with the exception to the hiring freeze.
- As Project Manager for Department of Homeland Security, Office of the Chief Human Capital Officer, I scheduled and conducted various meetings with key stakeholders in the Department of Homeland Security to answer inquiries concerning examining cases.
- Continued to enhance and update internal processes for myself and the team to refine team efficiency.
- Analyzed data to provide metrics to solve complex problems that may have impact at the local, regional, or national level for Department of Homeland Security.
- Conducted quality assurance reviews and audits to ensure compliance and adherence to the Delegated Examining procedures and Merit System Principles.

Thank you,

V/R

(b) (6)  
*Human Resources Specialist*  
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**From:** HR <hr@opm.gov>  
**Sent:** Saturday, February 22, 2025 4:46 PM  
**Subject:** What did you do last week?  
**Importance:** High