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Major Revision Change History

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Reading and Understanding the Model

Example Activity Model

**BPM Purpose**
- Describe Census Operations business processes – activities, resources and key milestones
- Provide the details necessary for non-subject matter experts to understand the business process
- Contribute to the requirements development process
- Facilitate the linkage of business processes to IT capabilities
- Capture Operations inputs and outputs

**Legend**
- **Start**: Event/Activity Start
- **End**: Event/Activity End
- **Intermediate Timed Event**: Event/Activity Flow continued on another page
- **Sub Process**: Event/Activity Flow continued from another page

**Activities**
- **Activity at atomic level**:
- **Activity involving**:
  - USER interacting with a system or software;
  - SENDING a message;
  - RECEIVING a message;
- **Activity containing a sub process**:
- **Optional Activity Numbering**:
- **Sub Process**

**Data Objects**
- **Input**:
- **Output**

**Gateways**
- **Exclusive**
- **Parallel**

**Sequence Flow**
- **This** represents the direction of the process' flow.

**Gateway – Exclusive decision gateway**
- This represents that the process must go one way or the other but not both at once.

**Gateway – Parallel split gateway**
- This represents the start of activities that happen in parallel.

**Gateway – Parallel merge gateway**
- This represents the end of activities that happen in parallel. All incoming flows must complete before triggering the outgoing flow.

**Intermediate Timed Event**
- This represents an event that waits for the specified timeframe to occur before proceeding to the next activity.

**Event Based**
- **Data Store**
- **Data Object**
- **Association**
- **Annotation**

---

2020 Census 32. Field Infrastructure Operation (FDI) BPM v2c-011419 - Updated CR 6783 with updated annotations.vsd
2020 Census 32. Field Infrastructure Operation (FLDI) and 33. Decennial Logistics Management Operation (DLM)

Purpose: To provide the administrative infrastructure for data collection covering the 50 states, the District of Columbia, and Puerto Rico. FLDI supports recruiting, hiring and onboarding, personnel and payroll administration, training, management and supervision, clerical support, and printing and plotting. DLM coordinates space acquisition for and lease management of the RCCs, PRAO and ACOs as well logistics management services, which includes procuring warehouse space, warehousing, inventory management, kit assembly, deployment of materials, and receiving and excessing materials.

**Business Process Modeling & Analysis Toolkit**

- **32-1 Initial FLDI Planning and Analysis**
  - Perform Initial FLDI Planning and Analysis

- **33-1 Initial DLM Planning and Analysis**
  - Develop Requirements for and Approve Systems Supporting DLM

- **32-2 Human Resources and Personnel Management Support**
  - Recruit, Onboard, and Train Employees
  - Provide Administrative Support for Employees
  - Out-Process Employees

- **32-3 Field Office Operation**
  - Maintain Offices

- **33-2 Field Office Acquisition and Disposition**
  - Lease, Set Up, and Open Offices
  - Close Offices

- **33-3 Logistics Management Support for Field and Office Activities**
  - Provide Logistics Management Support for Field and Office Activities
10. Perform Initial FLDI Planning and Analysis

**Purpose:**
To conduct the planning and analysis for office and field staff, including: development of strategies, plans, and requirements for recruiting, onboarding, and training; determining requirements for systems supporting FLDI; and developing training materials.

### 32-1 Initial FLDI Planning and Analysis

#### 32-1.1 Determine Field and Office Staffing and Space Requirements

- **10.10** Perform Staff Modeling and Analysis
- **10.20** Determine Field and Office Staffing Structure (includes RCC & ACO)

#### 32-1.2 Develop Recruiting, Onboarding, and Training Strategies, Plans, and Requirements

- **10.22** Provide Recruiting Communications Requirements to IPC
- **10.23** Determine/Develop Strategies/Plans for Recruiting, Onboarding, Training
- **10.24** Define Recruiting and Hiring Kits Requirements

#### 32-1.3 Develop Capability Requirements for and Approve Systems Supporting FLDI

- **10.10** Develop Capability Requirements for and Approve Systems Supporting FLDI

#### 32-1.4 Develop Training Materials

- **10.40** Develop Training Materials
30 Recruit, Onboard, and Train Employees

Purpose: To recruit, onboard, and train field staff and administrative employees hired to support the field activities for the 2020 Census.

Start

Recruit Applicants

Select Applicants

Process Background Check

Hire and Train Employees

End

32-2.1.1

32-2.1.2

32-2.1.3

32-2.1.4
30.10 Recruit Applicants

Purpose: To attract and determine eligibility of candidates to conduct field data collection and related administrative activities for the 2020 Census.

32-2.1.1 Recruit Applicants

32-2.1.1.2 Receive Online Job Applications

32-2.1.1.3 Provide Applicant Support

32-2.1.1.4 Process Paper Job Application

32-2.1.1.5 Perform Geocoding

32-2.1.1.6 Conduct Review to Determine Applicant Status
30.11 Process Paper Job Applications

Purpose: To process paper job applications for the 2020 Census.

32-2.1.3. Recruit Applicants (In Part)

1. Visiting the office
2. Meeting with an RA
* In RARE circumstances, the office may mail the application

32-2.1.4 Process Paper Job Applications

Start Sub-process

- 30.11.10 Determine How Applicant will get Application Package
- 30.11.40 Provide the Application Package to the Applicant
- 30.11.45 Receive Application Package
- 30.11.50 Process the Job Application Package

End Sub-process
30.20 Select Applicants

Purpose: To select qualified applicants from the pool of eligible candidates to conduct field and related administrative activities for the 2020 Census.

32-2.1.2 Select Applicants

32-2.1.2.1 Create Job Requisitions and Selection Certificates

32-2.1.2.2 Make and Execute Hiring Decisions

32-2.1.2.3 Process Accepted Contingent Offers

32-2.1.2.4 Process Refusals and Ineligible Candidates

Note: If address changed, application goes to geocoding again.

Applicant status may change after staff interview. As an example, change of address will make the applicant ‘Available’ but the application needs to be geocoded again.

Applicant may decline ALL positions OR Decline 3 times in a row before they become Ineligible.
Favorable

30.30 Process Background Check

Purpose: To review selected applicants’ backgrounds to ensure they are eligible to be hired to support the field and related administrative activities for the 2020 Census.

![Diagram](image-url)

**32-2.1.3.1 Collect Fingerprints and Other Backgroud Information**

Vendor checks 2 forms of ID

- (Vendor) Make an Appointment with Fingerprint Vendor
- (Vendor) Submit Fingerprints to CIS & Pictures to Badging System

Selectee Receive Confirmation of Vendor Appointment

Census staff contact selectee to find out why they did not make/keep appt. with vendor:
1. Reschedule – selectee would like to schedule for another day
2. Available – Selectee not interested in this position
3. Ineligible – Selectee not interested in any position or employment with Census.

**32-2.1.3.2 Perform Adjudication**

- The CFS and Enumerator do not complete the OF-306 or eQIP.

- Over 30 calendar day period, CIS sends 2 reminders to selectee to submit additional information (after the initial letter), at the 10th and 20th day

- If Cancel, selectee goes to applicant pool as ‘Available’. After 3 Cancers, selectee status becomes ineligible

**32-2.1.3.3 Collect Onboarding Forms**

- (CIS) Notify Selectee with e-QIP Link
- (CIS) Notify Selectee with e-QIP Link

**32-2.1.3.4 Print Badges for Selectee**

- (CIS) Send Notification for Submitting these (7) Following Forms
- Receive Forms from Selectee
- Print Badges for Selectee
Purpose: To complete the hiring process for selected candidates who pass the background check.
30.41 Train Employees (Position Specific)

Purpose: To train hired employees so that they are able to perform their assigned responsibilities (recruiting, field data collection, supervising and clerical support) for the 2020 Census.

32-2.1.4.2 Train Employees (Position Specific)

32-2.1.4.2.1
Train Recruiting Assistants (RAs)

32-2.1.4.2.2
Train Field Staff

32-2.1.4.2.3
Train Office Operations Supervisors (OOSs) and Clerks

Start → 30.41.10 → 30.41.20 → 30.41.30 → 30.41.40 → End
30.41.10 Train Recruiting Assistants (RAs)

**Purpose:** To train recruiting assistants so they can successfully recruit field data collection and administrative staff for the 2020 Census.

### 32-2.1.4.2 Train Employees (Position Specific) (In Part)

#### 32-2.1.4.2.1 Train Recruiting Assistants (RAs)

- **Did not go to training/complete appointment paperwork:**
  1. Reschedule – Selectee like to schedule for another day
  2. Available – Selectee not interested in this position
  3. Ineligible – Selectee not interested in any position or employment with Census.

- **Provide Employee Mobile Device & Login Procedure for Device**

- **Provide Operational & Payroll Training Using Mobile Device**

- **Provide Recruiting Assistant Kits to Employees**

- **Use swear in date for "Hire Effective Date"**

- **Conduct Swear in, Collects/Review I-9, Hire Documents, OF306, AUP**

- **Employee takes device home**

- **Courier pickup the training record and appointment folders and take them to ACO/RCC & immediately scan I-9, OF306 to PACS**

- **(Employee) Submit T&E for the Time Worked**

- **Training Completed?**
  - Yes
  - No, start termination process

- **Take Picture & Print Badges and Activate & Provide to Employees**

- **Prior to March 2019, RAs are getting temporary badges at this point and will get HSPD-12 badge 2 to 3 weeks later.**

- **Employee will only enter time for days worked. Future time will not be recorded**

- **Out-Process Employees**

---

32-2.3
An analysis toolkit business process

Training using another day paperwork Did not go to training

Attend Field Operational Device

Capstone Training Day

Employee will only enter time for days worked. Future time will not be recorded

Did not go to training/complete appointment paperwork:
1. Reschedule – selectee like to schedule for another day
2. Available – Selectee not interested in this position
3. Ineligible – Selectee not interested in any position or employment with Census.

30.41.30 Train Field Staff

Purpose: To train field staff so they can successfully complete their field data collection responsibilities for the 2020 Census.

32-2.3

32-2.1.4.2 Train Employees (Position Specific) (In Part)

32-2.1.4.2.2 Train Field Staff

Out-Process Employees

End Sub-process

Courier pickup the training record and appointment folders and take them to RCC & immediately scan I-9 to PACS and take pictures for Badge

Employee takes device home

30.41.30.10

Conduct Swear in, Collects/Review I-9, Hire Documents, AUP

30.41.30.20

Provide Introduction to Census Bureau/ Training

30.41.30.30

Provide Employee Device & Login Procedure for Device

30.41.30.40

Provide Overview on Census Operation and rest of Training Procedures

30.41.30.50

Train Employee on Payroll Process

30.41.30.60

(Employee) Take LMS Training

30.41.30.70

(Clerk & Supervisor) Generate Daily Online Training Report

30.41.30.80

(Clerk & Supervisor) Use LMS Training Report to Track and Confirm LMS Training Complete Status

30.41.30.90

(Clerk) Update the Training Roster with Data Stewardship & LMS Training Completion

30.41.30.100

Provide Trainer with List of People who Completed and Not Completed LMS Training

LMS Training Complete?

No, start termination process

Yes

End Sub-process

Applicant Data

Employee Info

1. Final assessment completion Score

30.41.30.120

Attend Field Operational Training using Device

30.41.30.130

Provide Employee Kits to Field Staff

30.41.30.140

(Employee) Submit 3 day Work Availability

30.41.30.150

(Employee) Submit T&E for the Time Worked

30.41.30.160

(Trainer) Send Updated Training Record Back to the Clerk

30.41.30.180

Send Employee Information to ECoSE OCS
30.41.40 Train Office Operations Supervisors (OOSs) and Clerks

Purpose: To train office operations supervisors and clerks so they can successfully meet their supervisory or clerical responsibilities for the 2020 Census.

32-2.1.4.2 Train Employees (Position Specific) (In Part)

32-2.1.4.2.3 Train Office Operations Supervisors (OOSs) and Clerks

- **Online Training Progress**
  - **Start Sub-process**
  - **Conduct Swear in, Collects/Review I-9, Hire Documents**
  - **(Employee) Take LMS Training (Data Stewardship & No FEAR)**
  - **Train Employee on Payroll Process**
  - **Provide "Introduction to Census Bureau" Training**
  - **(Clerk & Supervisor) Generate Daily Online Training Report**
  - **(Clerk & Supervisor) Use LMS Training Report to Track and Confirm LMS Training Complete Status**
  - **(Clerk) Update and Close Training Record**
  - **Out-Process Employees**

- **Network credentials and access to work stations are given to employees prior to LMS Training**

- **Online Training Progress**
  - **Employee will only enter time for days worked. Future time will not be recorded**
  - **Take Picture & Print Badges and Activate & Provide to employees**
  - **(Employee) Submit T&E for the Time Worked**
  - **(Clerk) Update and Close Training Record**

- **In-Office Training Day**

- **End Sub-process**

- **Out-Process Employees**

If LMS training is incomplete, attempt to reschedule Employee to another class/cohort before starting the termination process.
40 Provide Administrative Support for Employees

Purpose: To pay employees and process administrative actions (including out-processing) for field staff and administrative employees hired to support the field activities for the 2020 Census.
40.10 Pay Employees

Purpose: To administer all payroll processing activities (including making payments) for field staff and administrative employees hired to support the field activities for the 2020 Census.
40.20 Approve and Process Administrative Actions

Purpose: To process all administrative actions required when field staff supporting the 2020 Census are temporarily reassigned to another office.

32-2.2.2 Approve and Process Administrative Actions

- **Receive a Request to Reassign Employees from One ACO to Another to Complete an Assignment**
- **Perform Reassignment by Selecting “Mass Change by EmpID”**
- **Process for HR Action**
- **Confirm Reassignment to New ACO**
- **Inform Employee About Reassignment**
- **Perform Reassignment by Selecting “Mass Change by EmpID” to Place Employee Back to Original ACO**

Report Consists of the following:
1. Old ACO
2. New ACO
3. Employee ID
4. NTE Date
5. Effective Date
6. Position #
7. Name
8. Old pay rate
9. New pay rate

Make sure employee is now located in new ACO
Purpose: To document issues of performance and conduct for field staff and administrative employees hired to support the field activities for the 2020 Census.

**32-2.2.3 Document Issues of Performance & Conduct**

- **Start**
- **Optional Support Doc**
- **Submit (D-282) Documentation of Performance & Conduct**
  - Optional Support Doc
  - **Yes**
  - **No**
- **Egregious Offense?**
  - Yes
  - No
- **Reject (D-282) Documentation of Performance & Conduct**
  - A rejected D-282 must be destroyed
  - **Yes**
  - **No**
- **Create DAAF (Disciplinary Adverse Action File)**
  - **Yes**
  - **No**
- **Management Approval to Terminate?**
  - **Yes**
  - **No**
- **ACOM/Manager Approves D-283?**
  - **Yes**
  - **No**
- **Update DAAF with Supporting Documentation**
  - **Yes**
  - **No**
- **Update D-283 with Supporting Documentation**
  - **Yes**
  - **No**
- **Reject D-283**
  - **Yes**
  - **No**
- **Update DAAF**
- **Out-Process Employees**

**End**

**Optionals**
- **Support Doc**
  - Yes
  - No
- **Supplemental Data**
  - Yes
  - No
45 Out-Process Employees

Purpose: To handle all activities associated with terminating/out-processing field staff and administrative employees hired to support the field activities for the 2020 Census.

32-2.3 Out-Process Employees

Term w/pay action reasons and new applicant statuses:
- Death – Separated
- Lack of Work – Experienced
- Resignation – Experienced
- End Temp Emp – Experienced
- Incomplete Online Training – Experienced
- Conduct – Ineligible
- Performance – Ineligible

Processing termination action will trigger Systems of Record to notify PACS and PACS to TCO for closing the account.

Start

(Manager) Create/ Send D-291 to Clerk

40.40.09

(Clerk) Receive D-291, Systems of Record Update Form

40.40.10

[Manager] Informs the Appropriate Operation(s) that the Employee is Terminated

40.40.23

(Clerk) Process ‘Termination with Pay’ action

40.40.20

Deactivate Accounts (Including Online Training access and DMZ account)

40.40.30

Employee Exit Process

40.40.40

...