

## eOPF FAQs

### 1. What is the eOPF?

The Electronic Official Personnel Folder (eOPF) is a Commercial Off the Shelf (COTS) solution to manage and administer the US Coast Guard's (USCG) civilian Human Resources (HR) Official Personnel Folder process. The eOPF was developed by Integic Corporation using their e.POWER software. The e.POWER product suite combines the power of workflow automation with document and information management.

The eOPF allows each employee to have an electronic personnel folder instead of a paper file. Some of the features of the system include:

- Provides immediate access to OPF forms and information for a geographically dispersed workforce
- Delivers an e-mail notification to the employee when a document is added to the eOPF
- Supports a multi-level secure environment, with security rules for vital information
- Eliminates loss of employee's official personnel files in filing and routing
- Reduces costs associated with storage, maintenance, and retrieval of records
- Provides for electronic transfer of human resources data
- Integrates and complements agency human resource information systems capabilities
- Complies with OPM and federally mandated HR employee record management regulations
- Includes an optional Emergency Contact Information page

### 2. What process will be used to get documents into the eOPFs?

Initially, a backfile conversion effort will image and index all current OPFs. New SF-52s/50s will be processed through an electronic interface with USCG Human Resources data systems. Additional forms that are not electronic will be scanned into the system and indexed.

### 3. Who will input documents into the eOPFs?

HR personnel will scan new information into eOPF after initial backfile conversion is complete.

### 4. What will happen to the existing paper OPFs?

The HR office will continue to retain the scanned paper OPFs until the employee separates from the Coast Guard. Paper OPFs will be transferred to the gaining agency in accordance with OPM guidelines.

### 5. What protections will be in place to ensure security of online data?

The eOPF system security is similar to that of Employee Express. The system is hosted on a secure server and users connect via the internet using a web browser with Secure Sockets Layer (SSL) technology. Each user is issued an account and a password in order to gain access. User group roles are established so that, for example, supervisors see only need-to-know information for their own employees only. The eOPF System Administrator establishes all supervisor and HR specialist user accounts.

**6. Who will have access to the eOPFs?**

HR specialists will have access to employees that they service; Supervisors can only access those employees that they supervise on a need-to-know basis; and employees see only their own information. The eOPF is designed so that the viewing of individual documents can be restricted. Additionally, a complete audit trail is recorded each time a folder is accessed.

**7. Who processes removal of documents, i.e. to implement a settlement agreement involving removal of SF-50s?**

HR specialists are the only users that may add or delete documents from the eOPF.

**8. Do I need an e-mail address in order to access my eOPF?**

Although the eOPF can be accessed without an e-mail address, employees who have one will receive an e-mail notice when a document is added to their eOPF.

**9. What information will be included in the e-mail notification?**

The e-mail notification sent to the employee when a document is added will contain only basic information about the document, such as form number, type of action, and effective date.

**10. How do I make sure that the system has my current e-mail address?**

When employees receive a password, they will be asked to access the system and verify the e-mail address. Employees are encouraged to use their Coast Guard issued e-mail address, although any e-mail address may be entered into the system.

**11. What if I don't have a Coast Guard issued e-mail address?**

Employees may enter any e-mail address into the system. There are several companies, such as Hotmail and Yahoo, which offer free e-mail service. Please remember that personal e-mail accounts are subject to the restrictions in COMDTINST 5375.1A.

**12. Will employees be notified when items are removed from their eOPF? i.e. letters of reprimand, SF-50s?**

The removal of documents, such as the expiration of a Letter of Reprimand or a Cancellation SF-50 will not generate notifications. However, any subsequent or corresponding new action will generate a notification.

**13. Does the system provide a glossary of definitions of what should be in the eOPF?**

Yes. These will reside in the eOPF User's Manual available online.

**14. What type of data back-up is conducted?**

Business rules require nightly incremental backups, which include all new documents and any related information added on a given day. Full system-wide backups will occur weekly. The hosting vendor will perform complete off-site storage of the entire data repository on a monthly basis.

**15. Will employees be notified if someone else looks at their eOPF?**

No. E-mail notification occurs only when a new document is added to the EOPF. However, a complete audit trail is recorded each time a document is accessed by any user.

**16. How will I receive training on the system?**

The eOPF, like other web-based systems, is rather intuitive. However, an online tutorial is available that illustrates the basic features of the system.

**17. What if I forget my user name or my password?**

Just like Employee Express, your user name will be your SSN. If you forget your password, you will need to contact the eOPF Help Desk at 800-275-8193.

**18. Is it mandatory to complete the Emergency Contact Information?**

Employees will be able to enter information regarding whom to contact in an emergency on the Emergency Contact Information page. Entering this data is entirely voluntary and it will be up to the employee to keep it accurate. This will be a vast improvement over previous paper methods of capturing or updating this information.

**19. I can view my address information on the Emergency Contact page, but I can't change it. Why not?**

The home address information for each employee comes directly from the payroll system. If you wish to change this information, you need to access Employee Express (<https://www.employeeexpress.gov/>) and change your Home Address.

**20. Will this system include other documents that are not a part of the OPF?**

With the Integic EOPF, we will be able to create "virtual" sides in which we can store other HR documents, such as training or performance appraisals. No decision has been made on what other forms, outside those in the OPF, will be stored. Access to other forms will be restricted based on current USCG policies.