Delegated Examining Operations Handbook (DEOH) June 2019
Summary of Major Updates

Chapter 1 – OPM and Agency Responsibilities

- Removed requirement for Delegated Examining Quarterly Workload Report.
- Updated Delegated Examining Certification requirements.

Chapter 2 – Identify the Job and its Assessments

- Added section on Collaboration with the Hiring Manager.
- Updated Job Analysis and Identify Assessment Tools sections.
- Updated information on Administrative Careers with America (ACWA) position requirements.

Chapter 3 – Recruit and Announce the Job

- Expanded recruitment discussion including recruitment roadmap, strategies, and tools.
- Added requirement to communicate with applicants at four touch-points.
- Added requirement for plain language and goal of maximum length of 5 pages for job opportunity announcements (JOAs).
- Added guidance on using conditions of employment.
- Expanded information on how to create an effective JOA.

Chapter 4 – Accept and Review Applications

- Expanded discussion on requiring a simplified, user-friendly application process, that is, resume only and no KSA (knowledge, skills, and abilities) narratives, including guidance on limiting the number of resume pages and using verification boxes with occupational questionnaires.
- Added requirements for accepting certification from the armed forces in lieu of a DD214 for service members not yet discharged as per the requirements of the VOW (Veterans Opportunity to Work) to Hire Heroes Act of 2011 (Public Law 112-56).
- Expanded discussion on types of veterans' preference and documentation required.
- Changed "mother" of a disabled or deceased veteran to "parent" for derived 10-point veterans' preference as per the Gold Star Fathers Act of 2015 (Public Law 114-62).
- Added veterans' preference code SSP for sole-survivor discharged veterans (Hubbard Act).
- Added information on handling maximum entry age requirements for preference eligibles as per the *Isabella* 2008 M.S.P.B. 146 decision.
- Added guidance on the use of conditions of employment.

Chapter 5 – Assess Applicants

- Clarified that numerical rating procedures may be used to define categories.
- Moved sections on category rating ranking, applying veterans' preference, number of names certified, selection, and merging categories to Chapter 6, Certify Eligibles.
- Added Hiring Process Options describing five (5) hiring scenarios using multiple and/or progressive hurdle assessments.
- Moved Establishing and Maintaining a Competitive Inventory to a new Appendix J.
- Added an expanded discussion of Application Notification Procedures (four touch points).

Chapter 6 – Certify Eligibles

- Moved Rule of Three Certification and Selection Procedures to a new Appendix L.
- Added guidance on expiration of certificates and amending certificates.
- Added additional guidance/instruction to the examples of merging categories.
- Added instructions on auditing certificates under category rating procedures.
- Added an example of auditing a merged certificate.
- Added guidance on regularizing erroneous selections.
- Added a new section on Shared Certificates (Competitive Services Act).

Chapter 7 – Reporting and Accountability

- Removed Quarterly Workload Reporting requirements.
- Updated information on self-audits and OPM or agency-led review.