Background Investigation Updates

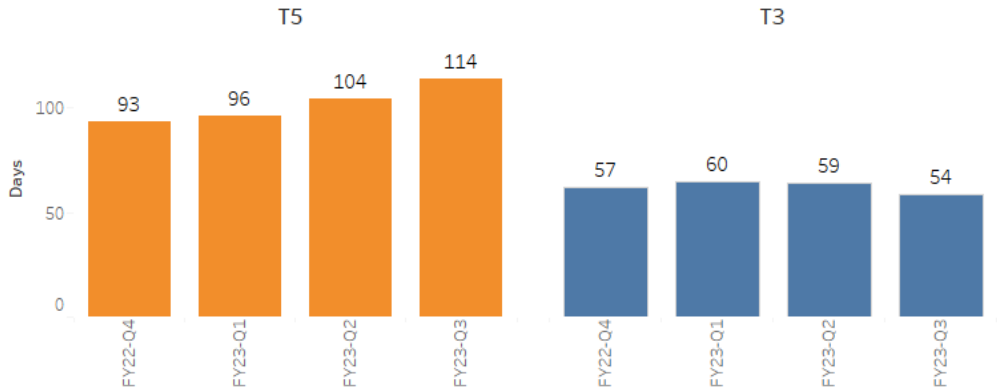
DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

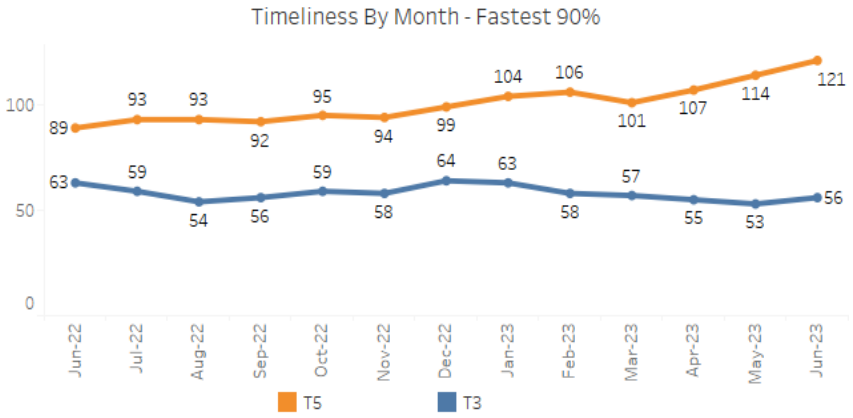
Scott Glassic
DCSA Industry Liaison

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

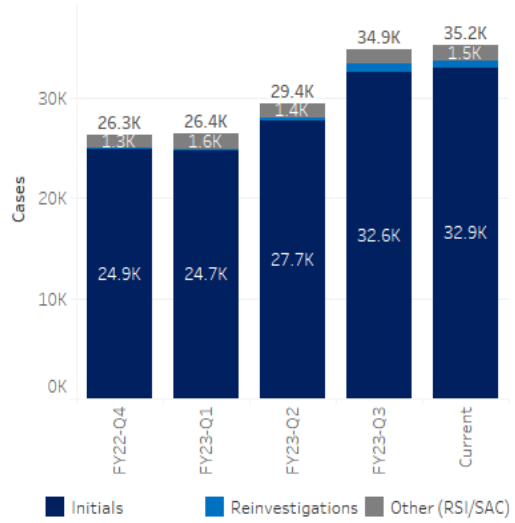
Investigations

Investigation Timeliness - Fastest 90% (based on cases completed)





Inventory



	FY23-Q3 End	Current
All DoD	112.8K	114.8K
DoD-Industry	34.9K	35.2K

*Current Inventory as of 24 July

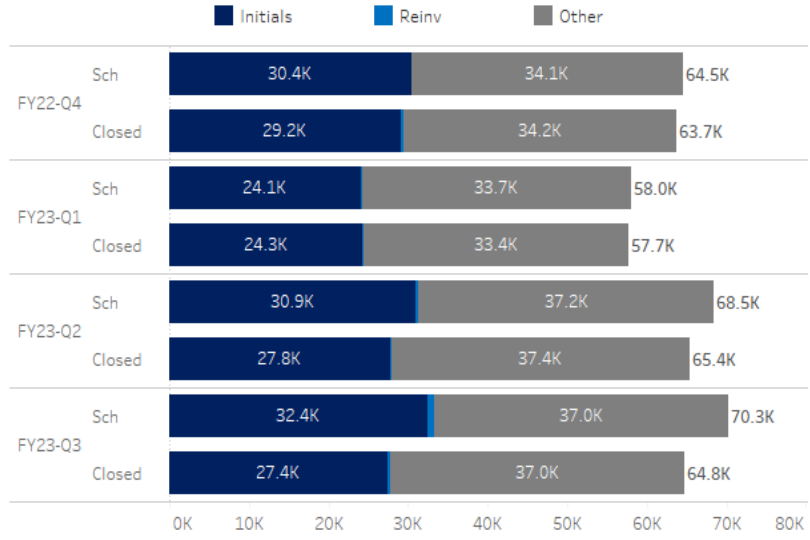
T5	
FY23-Q3 End	Current
15.2K	15.8K

T3	
FY23-Q3 End	Current
17.4K	17.2K

T5R	
FY23-Q3 End	Current
767	712

T3R	
FY23-Q3 End	Current
65	57

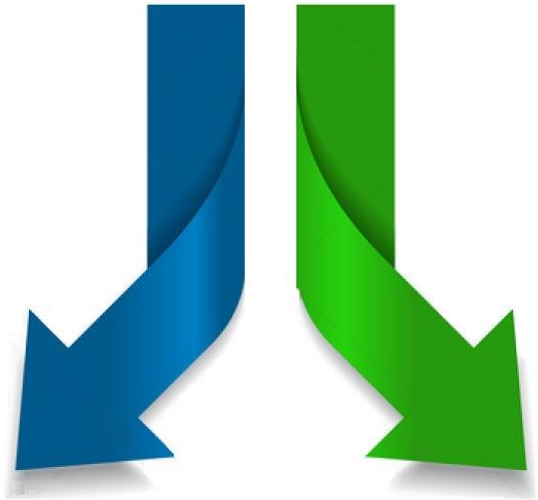
Workload



** Unless noted, data represents DoD-Industry only**

PII Discrepancies

If a PII discrepancy is identified, submit a CSR via DISS and attach documentation that verifies/confirms Subject's correct PII. VRO will, in turn, send this to DCSA to correct either PIPS/CVS, DISS or both systems



PIPS Corrections

Average processing time: 1 -3 business days.

DISS Corrections

Average processing time: 10 business days (for situations that require Tier 3 support). Otherwise, the FSO can make necessary PII corrections as long as they have appropriate permissions.

Investigator Verification

DCSA Special Agents and contract Investigators carry credentials identifying them as representatives of DCSA. They will present their credentials upon introduction. Further questions related to an Agent's/Investigator's identity or status should be directed to DCSA Security.

1 **Email**

dcsa.boyers.bi.mbx.investigator-verifications@mail.mil

2 **Phone**

Investigator Verification Hotline @ 724-794-7186

3 **For Additional Information**

https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Verify-Your-Investigator/

Catch'em in CONUS

DCSA will attempt to complete an interview with the Subject, when required, prior to deployment; when information is properly identified and conveyed to DCSA. Below are some tips and guidance that can be used if Industry is aware, prior to an investigation submission, that a Subject is departing the U.S. and will be OCONUS during the completion of their background investigation.

- Understanding deployment/PCS dates can be immediate as soon as interim access is granted, once this occurs, submitting a CSR-Supplemental with deployment location and dates (if unclassified) would allow DCSA to possibly conduct the Subject interview via VTC if the location can support.
- If Subject is already OCONUS when the investigation is initiated, Subject can provide OCONUS work address in the employment section (13A). *Is your physical work address different than your employer's address?* This will prevent delays when the investigator attempts to contact Subject to schedule his/her interview.
- If a VTC cannot be accomplished, and Subject contact will need to be made upon Subject's arrival back to the U.S., please submit a CSR-Supplemental via DISS with and as soon as possible with Subject's return dates, how long Subject will be in the U.S. and location/contact information for the Subject.

Industry Onboarding and Transition

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

Industry Onboarding Team

DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY

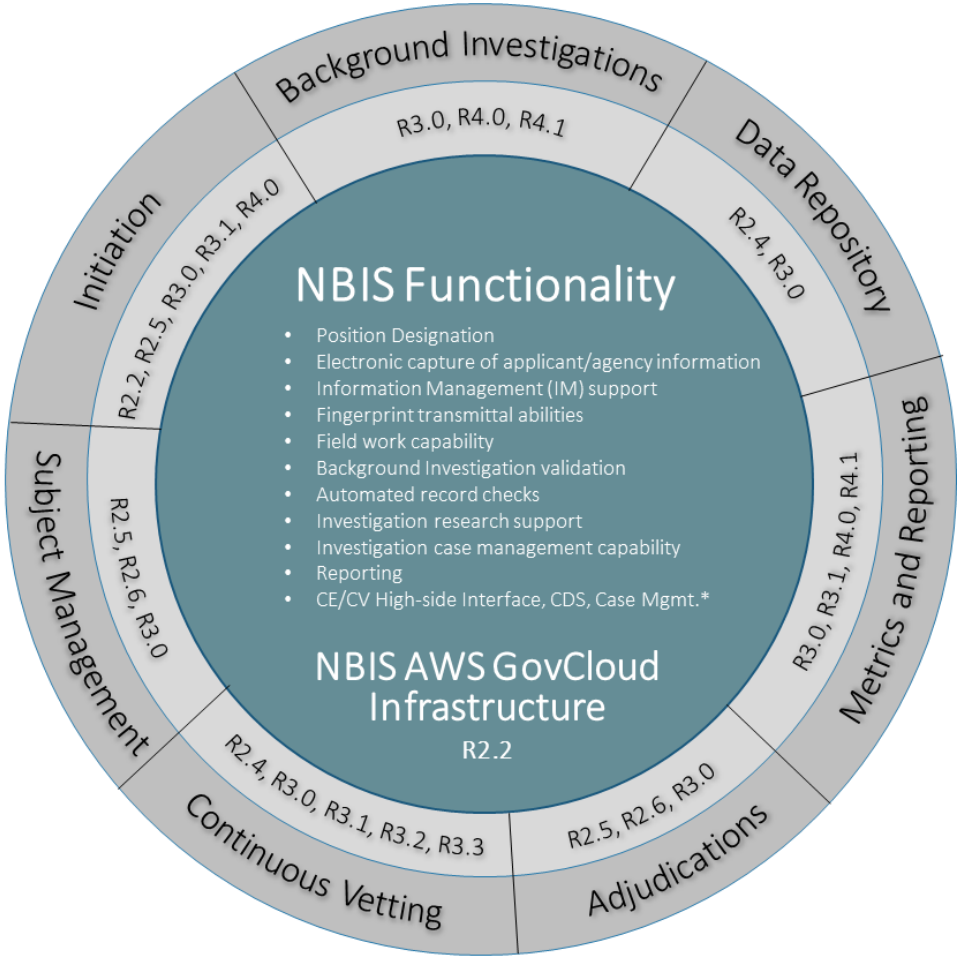
Agenda

- National Background Investigation Services (NBIS) Overview
- Industry Onboarding and Capability Adoption Overview
- Common Account Request Rejections
- DISS/NBIS Swivel Chair Activities
- NBIS Industry Training
- Help Resources
- Q and A

NBIS Overview: Functionality

NBIS will provide a secure end-to-end IT architecture for USG Personnel Vetting Enterprise

- Enhance and replace functionality contained in disparate Legacy IT systems
- Deliver a ***"unified platform"*** in support of strategic Business Process Re-engineering (BPR) objectives
- Support multiple PV capabilities
  - Initiation
  - Subject Management
  - Background Investigation (BI)
  - Continuous Vetting (CV)
  - Adjudications
- Sufficient Flexibility to Accommodate Policy and Environment Changes
- https://www.dcsa.mil/Systems-Applications/National-Background-Investigation-Services-NBIS/



Industry Onboarding and Capability Adoption Overview (Florida Style!)

Cruising into NBIS Onboarding

- Initial User Provisioned To NBIS Through ServiceNow
- Further Users Provisioned By User Manager(s)
  - ALL USERS THAT ARE NEEDED FOR INITIATION AND REVIEW (IR) OF CASES SHOULD BE IN THE NBIS SYSTEM NOW!
    - A Completed DD2962 (PSSAR) form is necessary for all NBIS Users
- Users Need 'User Assignments' Added To Their Profile/Persona

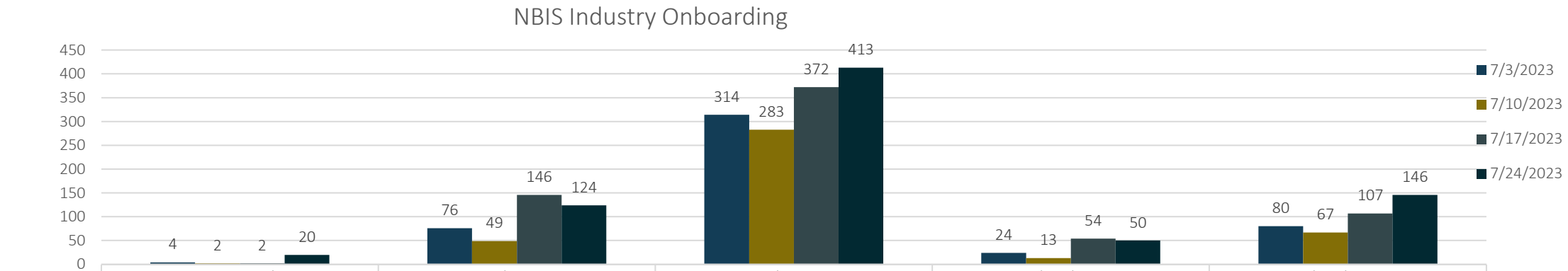
Hurricane-Free IRA In NBIS

- Previous Subject Data Migrated from DISS
- All NEW Case Initiations Will Only Be Possible In NBIS/eApp after 10/1
  - Unfinished Cases In e-QIP, After 10/1 Will Be Allowed To Continue
- Only 1 Form Type Available (SF86)
- Order Form Templates To Ease The Process
- Users Initiate in NBIS = Subjects Complete SF86 in eApp
- All Cases Need To Go To VRO For Authorization

Life's Still a Beach In DISS

- After The Case Is Authorized It Will Update in DISS
  - All Further Actions Will Take Place In DISS, For Now
- Process For Submitting Fingerprints Is Currently Unchanged
- Subject Management, Visit Management, Access Management, Incident Reporting, etc. To Continue In DISS

Provisioning Metrics and Rejections



	NBIS Open Packages	NBIS Packages 7 Days	NBIS Packages 30 Days	Rejected Packages 7 Days	Rejected Packages 30 Days
7/3/2023	4	76	314	24	80
7/10/2023	2	49	283	13	67
7/17/2023	2	146	372	54	107
7/24/2023	20	124	413	50	146

Common Reasons for Rejections:

- Missing or outdated training certificates or PSSAR forms
- Missing or incomplete Part 1 of the PSSAR
- A User has already been provisioned in the current and/or parent organization
- Nominating official in Part 5 is not a KMP

DISS/NBIS Swivel Chair Activities

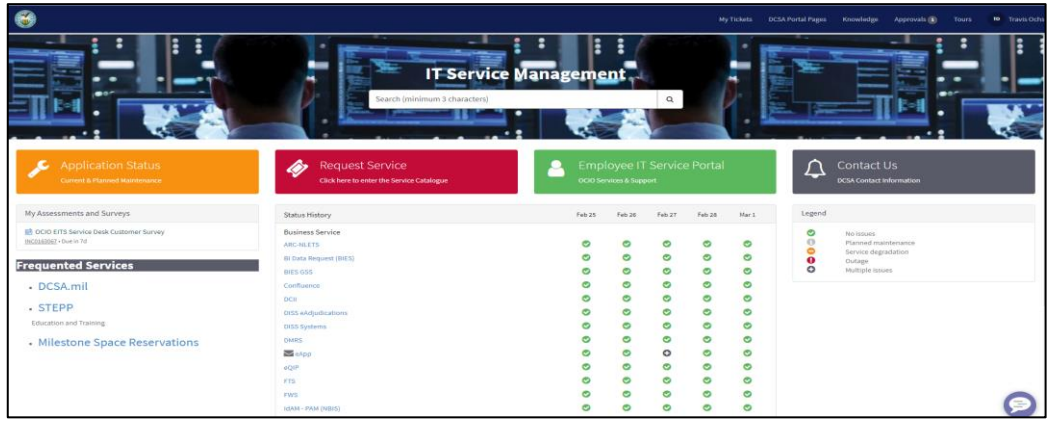
ACTION REQUIRED	DISS	NBIS
Provision User	No	Yes
Subject Search	Yes	Yes
Create Subject	*Yes*[1]	Yes
Edit Subject *(As needed)*	Yes	Yes
Affiliate Subject	*Yes*[2]	Yes
Initiate Investigation Request	No	Yes
Review	No	Yes
Fingerprint	*Yes* [3]	No
Submit	*No*	*Yes* [4]

Notes:

1. If subject does not exist in DISS, users should first create subject in DISS
2. If subject does not have an active affiliation with your Organization/SMO, a relationship should be established in DISS
3. Confirm fingerprints have been submitted for initial investigations, the fingerprint results must be received at BI (SII shows completed SAC in DISS prior to Authorizing submission to VRO).
4. After case is submitted for authorization in NBIS, interim eligibility and other downstream functionalities will continue to be completed in DISS during transition till further notice.

ServiceNow and Utilizing Credentials

ServiceNow (DCSA ServiceNow CSM)

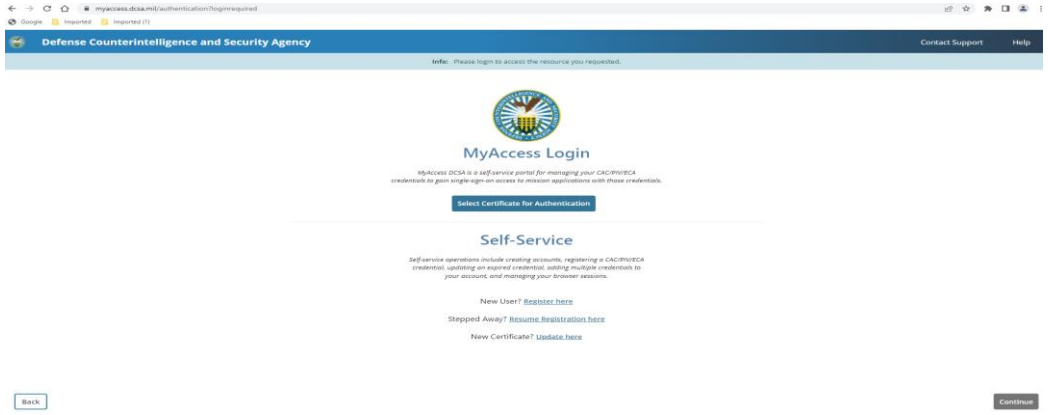


https://esd.dcsa.mil/csm

Platform for NBIS user support.

- Can be used by all industry users for:
  - NBIS Knowledge Center (Knowledge Articles)
  - Help Desk (Submit tickets)
  - System Notification (Displayed at the top of the homepage)
  - System Statuses (Including NBIS and eApp)
- Only one individual ('initial' user) will use the "NBIS Onboarding Request for NISP Contractors" menu option to submit an onboarding request per organization.

CAC/PIV/PKI Credential Log-in With MyAccess



https://myaccess.dcsa.mil/

Following a set of one-time instructions, a ServiceNow user can attach their credential (PIV, PIV-I or ECA) to their ServiceNow account

- This would remove the requirement for multi-factor authentication

- All current ServiceNow users will be automatically enrolled in MyAccess (still need to go through enrollment)
  - Those unsure if they have a ServiceNow account should register for MyAccess (ServiceNow tile will display if they have a ServiceNow Account).

NBIS Industry Training

NBIS Training is available at:

https://esd.dcsa.mil/csm (ServiceNow)

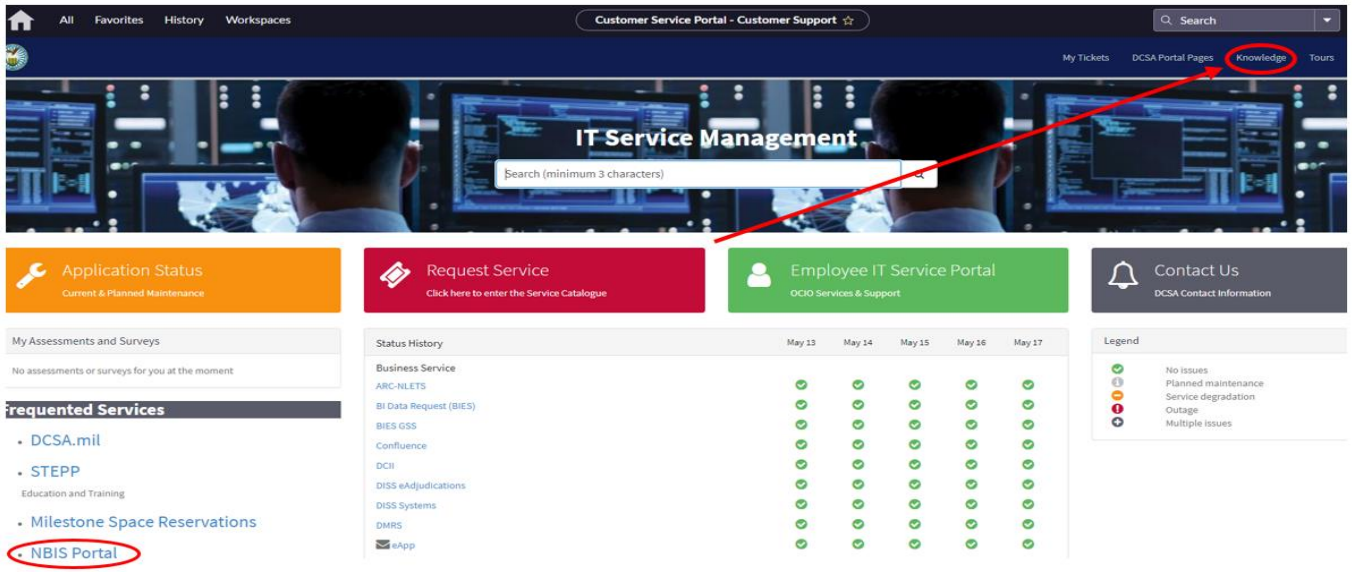
https://cdse.usalearning.gov (STEPP for Videos)

- Resources currently available:
  - e-Learning courses
  - Job Aids & references
  - Recorded NBIS demos videos
  - eApp videos

- Contact:
  - For access or other issues, contact dcsa.quantico.nbis.mbx.training@mail.mil

- Recorded Webinars are available now on ServiceNow & STEPP.
- Live Initiate Review (IR) Webinars happening weekly through the remainder of the fiscal year.
  - Sign-up in STEPP:

    IR Webinar Enrollment



Help Resources

- Support Help Desk/Customer Engagement Team (CET)
  - For trouble accessing NBIS ServiceNow or experiencing issues during onboarding and/or within the NBIS system.
  - Email: dcsa.ncr.nbis.mbx.contact-center@mail.mil
  - Phone: 724-794-7765
- NBIS ServiceNow Help Desk
  - In addition to the call in number above, Industry users can alternatively submit a ticket in NBIS ServiceNow for any support needed for NBIS and/or ServiceNow.
- Contact for DCSA Services to Partner Agencies
  - Please visit:

  https://www.dcsa.mil/Contact-Us/Services-to-Partner-Agencies/

Q&A

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

June 20, 2023

MyAccess

Overview and User Registration Guide

MyAccess —Overview

DCSA is excited to introduce our new, single– sign on portal, ***MyAccess***. MyAccess is a self– service portal for managing your CAC/PIV/ECA credentials to gain single-sign-on (SSO) access to mission applications with those credentials.

Account Registration and Activation is the only activity available at this time and is highly encouraged for seamless transitions of SSO services. Refer to the *Registration and Activation Schedule* below to determine when you should register. Instructions can be found on the following pages.

Table of Contents

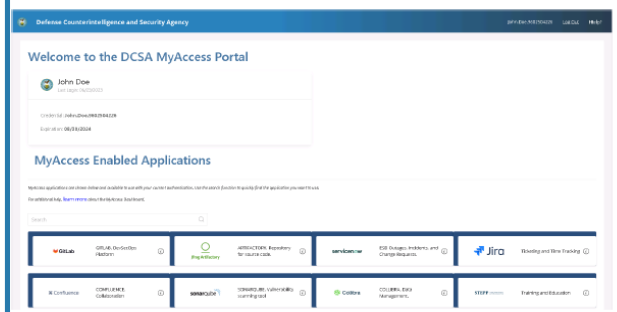
Overview	1
Features	1
Registration Steps	2—3
Addtnl Features	4
FAQs	4
Support Info	4

On 28 July 2023, MyAccess will become the SSO provider for the DCSA Enterprise Service Desk (ESD), and MyAccess users will be able to view and access it via their MyAccess Dashboard.

Registration and Activation Schedule

DCSA Employees Start 23 June 2023 → Agency Users Start 05 July 2023 → Industry Users Start 12 July 2023 → Mission Applications Transition to MyAccess Start 28 July 2023

Key Features and Sneak Peek of MyAccess Dashboard

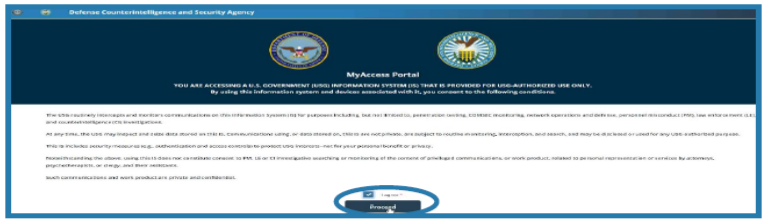


- Single- Sign- On Portal for DCSA Mission Applications
- Mission Applications include, DCSA ESD, NBIS, DevSecOps Tools, STEPP, more to come in the future!
- Maintained by DCSA with strengthened security to protect your credentials
- CAC, ECA, and PIV compatible
- Designed with you in mind
- Additional features on page 4

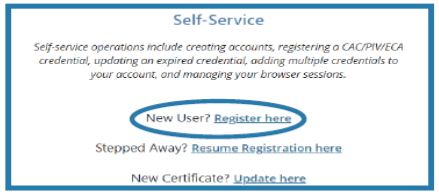
MyAccess User Registration Steps

Step 1 : Navigate to DCSA MyAccess Portal at https://myaccess.dcsa.mil

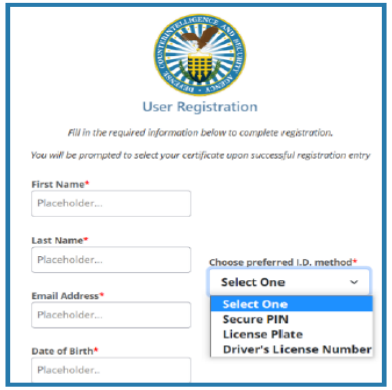
Step 2 : Click the **I Agree** checkbox and then **Proceed** to accept the *U.S. Government (USG) Information System (IS)* conditions.



Step 3 : Click the **Register Here** to self– register as a new user. As a new user you will create your MyAccess identity and register your certificate for authentication to mission applications.



Step 4 : Complete the *User Registration* form. Click the **Help** button at the top– right corner for more information about each required field.



Helpful Tips:

- If Secure Pin is your Preferred I.D. Method, then PIN must be 6– digits.
- **XXXX** field for **Secure PIN** will be generated and emailed upon successful submission of *User Registration* form. Save that email for future reference.
- **Email Address** should be the email associated with the CAC/ECA/PIV you are registering.
- This I.D. method is only for MyAccess self– service operations, such as activating your registration, clearing your browser sessions, or updating your certificate.

Features

- Accessible to commercial and DoD networks
- Available to all DCSA consumers - DCSA employees, Federal Agency users, NISP users, and Mission Partners
- New User Registration with "Preferred ID methods" for account creation. SSN no longer required for registration
- Registration activation functions to pick up where you left off (Resume Registration)
- Self-service certificate update functionality and multi-session browser clearing
- Single-Sign-On (SSO) grants access to multiple DCSA mission applications in the same browser window
- All users will have the DCSA Enterprise Service Desk (ESD) as a default application
- Same DCSA ESD—NBIS SAAR and PSSAR, self– servicing process to request additional applications/ entitlements
- Familiar DCSA branding

Frequently Asked Questions

Q: What if I successfully enrolled my certificate, received the OPT, but I did not submit it in the allotted time ?
A: Your account is not activated. Navigate to MyAccess and click the **Stepped Away ? Resume Registration** link to complete registration.

Q: When will mission applications be available in MyAccess?
A: The expected date is July 28, 2023. We will inform users and provide a guide at that time. Announcements will also be posted on the DCSA ESD landing page.

Q: Which DCSA mission applications will be available?
A: DCSA ESD, NBIS, Jira, Confluence, GitlabSTEPP, and PAM. Additional mission applications will be available in the future.

Q: How can I request additional DCSA mission applications?
A: Submit a request via the DCSA ESD— NBIS SAAR (2875) and NBIS PSSAR (2962) catalog items.

Need Support?

Call the Tier 2 NOC:
443-718-9887

Email the Service Desk:
dcsa.midatlantic.peo.mbx.operations@mail.mil

Submit a Ticket:
https://esd.dcsa.mil

Press the Help Button
available on each MyAccess page

Leave a comment or question
in the knowledge article