Update on NBIS from the Industry Perspective

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NISPPAC Industry DISS/NBIS Working Group

DISS/NBIS Industry Working groups are Sub Working Groups under the NISPPAC Systems working group

Agenda

- Where we started
- Where we are going
  - National Background Investigation Services (NBIS)
    - Industry Onboarding
      - 4 step Process
      - ServiceNow
- Persona
- NBIS 101
- Roles
- User Assignments
- Industry Working Group
- Resources

NBIS - Where we started

Industry Initial Case Testing – Production Environment

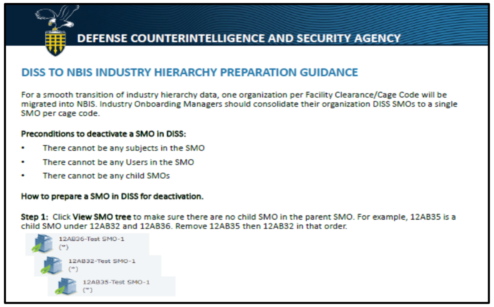
- Ten (10) industry users trained, provisioned, and conducted live case tests for initiation, review, and authorize (IRA) process in NBIS (4 cases initiated; 2/4 authorized; 1 scheduled and reflected in DISS)
- Captured user feedback, gaps, and defects in NBIS IRA process for Industry/VRO

Onboarding Processes for Industry to NBIS

- Migrate organization hierarchy data from DISS/NISS to NBIS
- Establish Knowledge Center for Industry
- Conducted crosswalks between DISS and NBIS for industry users
- Research inherited user provisioning for DISS users to NBIS
- Added NISPPAC working group members into NBIS Test Environment
- Deployment of NBIS Industry Onboarding Portal to support provisioning users
- Data Migration Team to migrate DISS data to NBIS

Initial Five (5) Companies IRA

- Raytheon
- Deloitte
- Parsons
- SI2 Technologies
- Security First



DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

DISS TO NBIS INDUSTRY HIERARCHY PREPARATION GUIDANCE

For a smooth transition of industry hierarchy data, one organization per Facility Clearance/Cage Code will be migrated into NBIS. Industry Onboarding Managers should consolidate their organization DISS SMOs to a single SMO per cage code.

Preconditions to deactivate a SMO in DISS:

- There cannot be any subjects in the SMO
- There cannot be any Users in the SMO
- There cannot be any child SMOs

How to prepare a SMO in DISS for deactivation.

Step 1: Click **View SMO tree** to make sure there are no child SMO in the parent SMO. For example, 12AB35 is a child SMO under 12AB32 and 12AB36. Remove 12AB35 then 12AB32 in that order.

12AB36-Test SMO-1 (*)
12AB32-Test SMO-1 (*)
12AB35-Test SMO-1 (*)

Applying Lessons Learned from JPAS to DISS Transition

- Data migration
- Data synch
- Training
- DISS data points needed in NBIS
- NBIS to DISS capability cross-walk
- NBIS to DISS user role cross-walk
- A Guide on when it is required to use two systems

NBIS - Industry Onboarding

Objective: Ensure all ~14,000 Industry organizations establish their presence in NBIS and ready to adopt capabilities incrementally as they are deployed

1 Login to NBIS Industry Onboarding Portal

- 1a Receive email from NBIS to begin onboarding
- 1b Register/re-register for DCSA Onboarding Portal

2 Complete Onboarding Pre-Requisites in Portal

- 2a Validate system access (e.g. web browser)
- 2b Submit required training (PII and Cyber)
- 2c Submit NBIS system access form (PSSAR)

3 Enroll in NBIS

- 3a Receive grant access emails from NBIS
- 3b Login to NBIS Production with new credentials

4 Validate and Config Org in NBIS

- 4a Validate org hierarchy migrated from DISS
- 4b Provision additional users as needed
- 4c Configure org workflow and user assignments

Training and Help Desk Resources Provided at Each Step

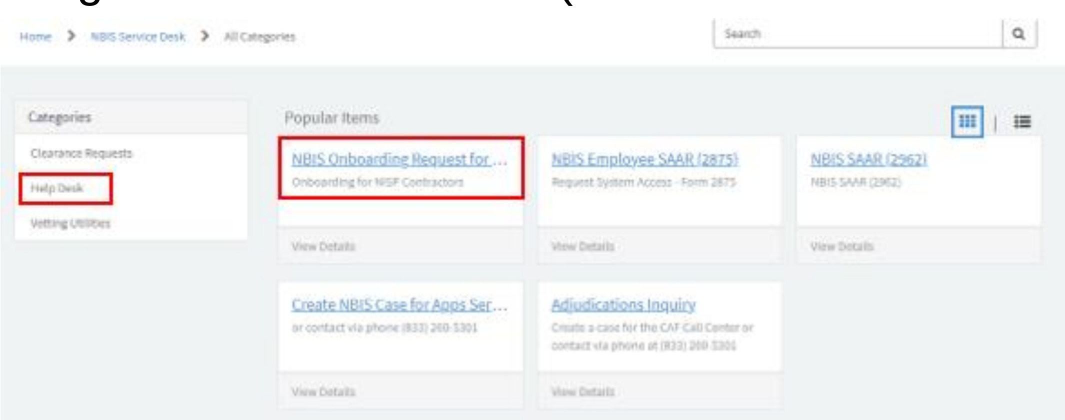
Step 1 – ServiceNow

1 Login to NBIS Industry Onboarding Portal

1a Receive email from NBIS to begin onboarding

1b Register/re-register for DCSA Onboarding Portal

- Contractors will utilize NBIS ServiceNow to complete the onboarding process for NBIS
  - Email messages went out to the identified Account and Hierarchy Managers in DISS
    - If you did not get, please email dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil
- Many Contractors already have an existing ServiceNow account
  - Created and made some challenges for the team when we tested, we could not link our Internal or external certs to work in ServiceNow
  - This made us set up a dual factor authentication app to get the code to login each time
    - TIP: If your company has one use it, if not download a free version
- Initial log in and navigation for service now (after create request)



Step 2 – Completing Forms

- When uploading your forms, three separate documents will need to be attached
    - PSSAR (For NBIS)
    - Cyber Security (Within 1 year)
    - PII Training (Within 1 year)

TIP: Must have three separate forms uploaded

2 Complete Onboarding Pre-Requisites in Portal

2a Validate system access (e.g. web browser)

2b Submit required training (PII and Cyber)

2c Submit NBIS system access form (PSSAR)

NBIS Onboarding Request for NISP Contractor

Onboarding for NISP Contractors

1. NISP Contractor Readiness Checklist: Review the readiness activities to ensure your ability to access the NBIS System:

KB0011447 : NISP Contractor Readiness Checklist

2. Cybersecurity Training: Complete the Cybersecurity training via the link in the knowledge article below and **upload** the training certificate using the paperclip icon at the bottom of the form:

KB0010733 : Cybersecurity Training Requirement

3. Personally Identifiable Information (PII) Training: Review guidance, complete PII training, and **upload** your certificate using the paperclip icon at the bottom of the form:

KB0010732 : PII Training Guidance

4. Industry Onboarding PSSAR Guidance: Review guidance, download PSSAR, complete, and **upload** the required Personnel Security System Access Request (PSSAR) form using the paperclip icon at the bottom of the form.

KB0011418 : Industry Onboarding PSSAR Guidance

NOTE: Failure to complete tasks 2-4 properly will result in a delay gaining access to the NBIS System and require additional work.
NOTE: Block 3 of the PSSAR has a new requirement to place the full SMO name from the DISS of the highest level in your organization you are requesting to be provisioned into. Filling this out properly will ensure you are granted access to the correct location in NBIS.

5. NBIS - Initial Certificate Enrollment training: Review the article on how to enroll into NBIS.

KB0010695 : Access NBIS - Initial Certificate Enrollment

* Add attachments

Step 3 – Enroll in NBIS

3 Enroll in NBIS

3a Receive grant access emails from NBIS

3b Login to NBIS Production with new credentials

NBIS Enrollment Emails

Email (1) with Persona ID

NBIS Certificate Enrollment Program

Welcome to NBIS IdAM Certificate Enrollment Program !

Your Persona ID is: [redacted]

Your certificate enrollment key will be sent in a subsequent email.

Do not share this information with anyone. It is your unique identifier to enroll your certificate to your Persona Object.

NBIS Certificate Registration Access

NBIS IdAM Registration Team

Email (2) with Certificate Key

Welcome to NBIS IdAM Certificate Enrollment Program !

Please use the link below to begin enrollment of your certificate.

Your certificate enrollment key is: [redacted]

Do not share this information with anyone. It is your unique identifier to enroll your certificate to your Persona Object.

Click the Link below to register.

NBIS Certificate Registration Access

Link to begin Enrollment

Click here to begin Certificate Enrollment

NBIS IdAM Registration Team

- **Link is only good for 7 days, after that a new link is needed**
- Emails goes to the email address that you provided on your request

ServiceNow

- Does everyone need a ServiceNow Account?
  - Yes, No and Maybe so!
    - A person from your company will need an account to go through the industry onboarding process to get their account for the company
    - Another NBIS user can request a ServiceNow account to look at System Status, Knowledge base articles and submit trouble tickets
      - Will not go through the Industry Onboarding and request a NBIS account in ServiceNow, they will work with their company account manager

NBIS or ServiceNow

UNCLASSIFIED

Two Platforms: ServiceNow and NBIS

ServiceNow (Industry Onboarding Portal)	NBIS

https://dcsa.servicenowservices.com/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.

https://vetting.nbis.mil/enterprise/

- Platform replacing DISS.
- All 'initial' users will complete configuration steps in NBIS, to include provisioning additional organization users, to prepare for Initiate, Review, Authorize (IRA).

Step 4 – Configure NBIS

4 Validate and Config Org in NBIS

4a Validate org hierarchy migrated from DISS

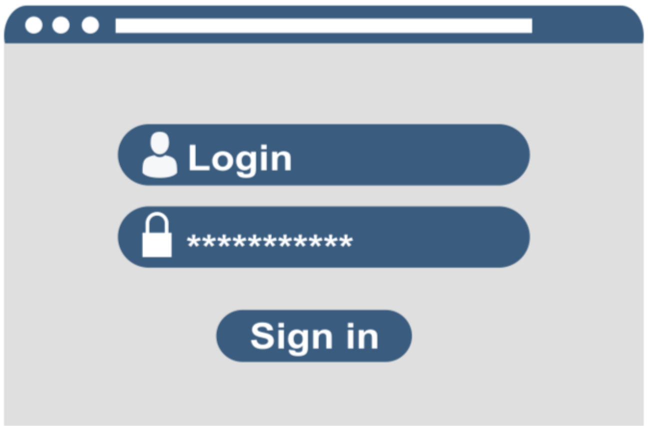
4b Provision additional users as needed

4c Configure org workflow and user assignments

- Proceed with Caution!
  - My recommendation is to go slow and wait until specific training for configuration is available
- You can provision other users for your company
  - My recommendation is to go slow and only do a couple to make sure you can help fix each others' accounts
  - When building an account in NBIS, you will need to attach their PSSAR and training forms to their account
  - You will get a popup message about creating an account with No user assignment (talk about that in the coming slides)

Persona

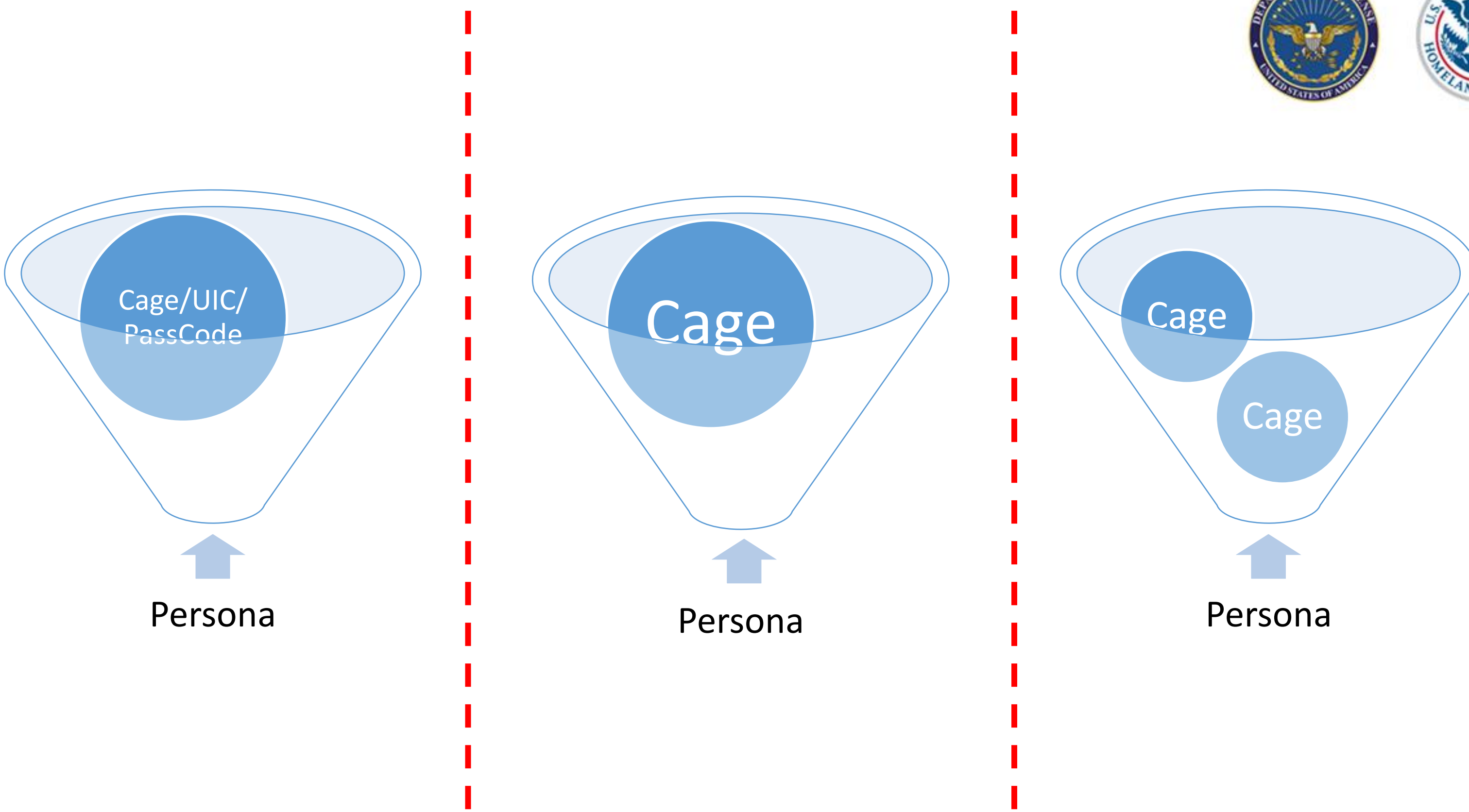
Must Know



- Persona is your user account "Login"
  - Establish by User Manager when they are creating an account
  - You can call the Persona anything you want
  - Once it is created, it can't be deleted, it can only be deactivated
  - You can't have an active Persona if you have no Organizations associated with it (more clarity provided later in the slides)
  - Recommend calling it something that is easy
    - Example: Company Name, Industry, Unit, Agency, etc.

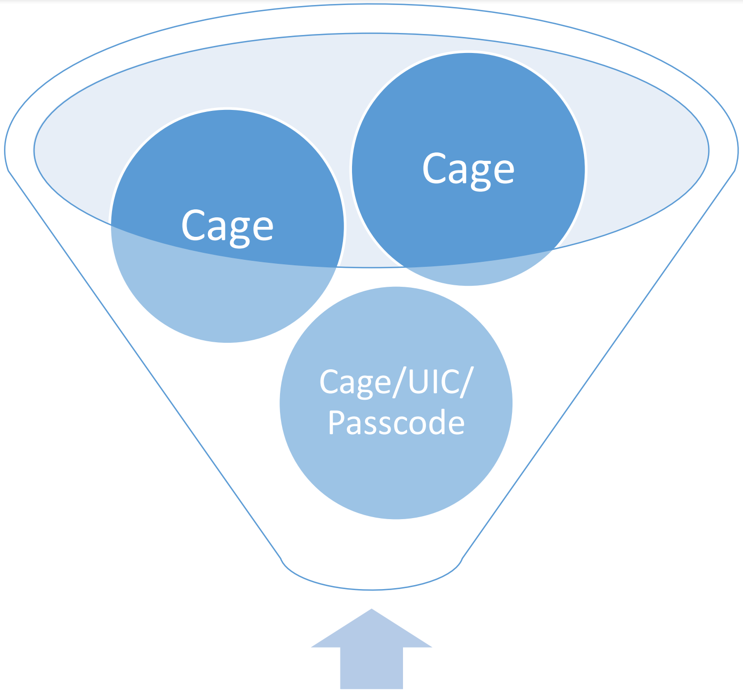
TIP: If a person moves from company to company, they could have multiple inactive Persona's

Multiple Persona's



- You can have a separate Persona for each Organization (Cage Code, UIC, PassCode, etc.) you are responsible for
- Every time you login you pick what Persona you want, and you log into that cage only
- To switch Persona's, you must logout and back in

Multiple Orgs

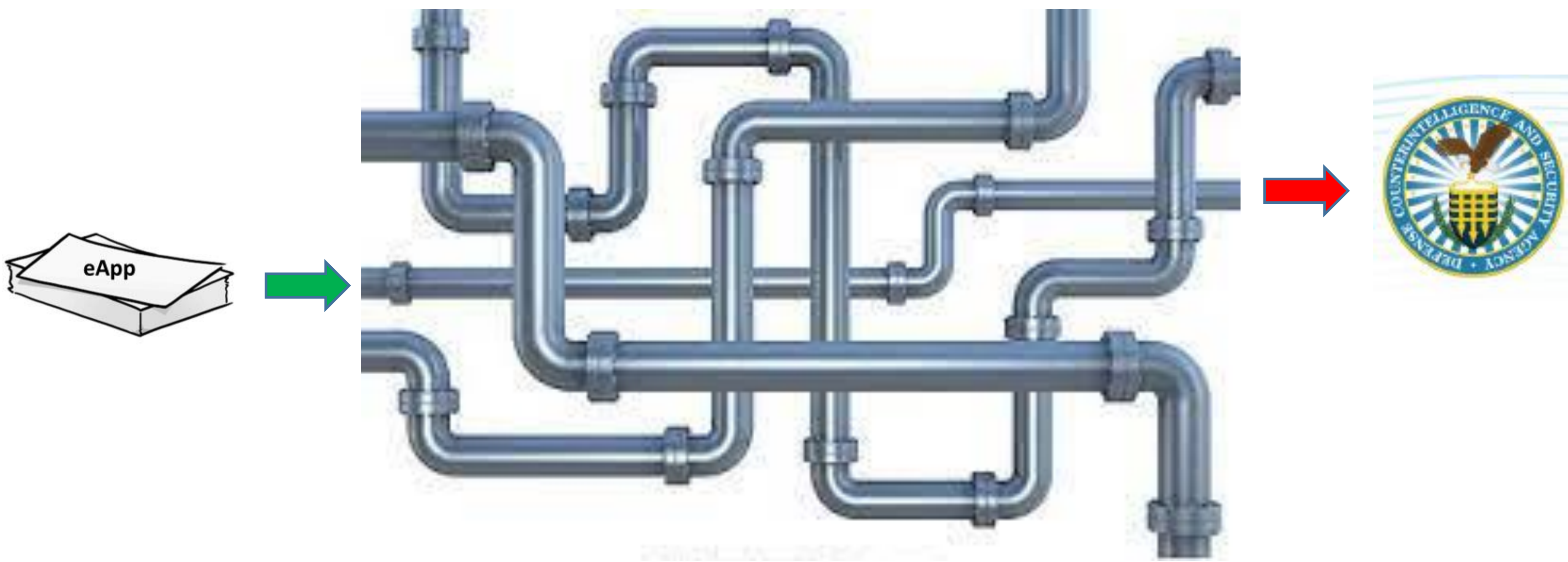


Persona

- You can have one Persona and each Organization (Cage Code, UIC, PassCode, etc.) can be added to that one Persona (**Recommended**, especially if they are all part of the same company)
- While working in the system you can have all your cages Tasks/Subjects available at once or have it broken by cage with the filter feature
- As of today, there is no cascading permissions so you would need to be provisioned in each org and have user assignments in each too to take actions

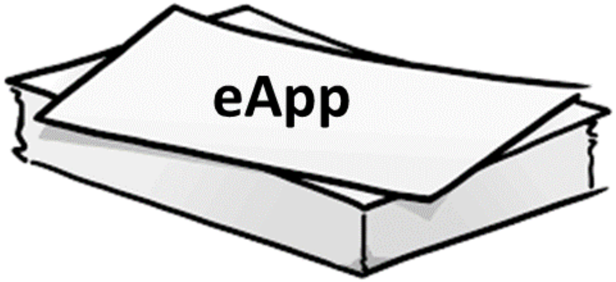
NBIS 101

- Form Routing:
  - Sets the path in which an investigation request will move through your organization and ultimately gets sent to the VRO
  - This must be set correctly from the start, if you have it wrong and a case is started you can not change it while it's in flight, you will need to cancel the request and start over
  - **<u>JUST IN: DCSA has configured this for all Industry organizations</u>** (can be confirmed in your Organization Configuration Tab – (Form Routing) NISP Contractor Routing)



eApp Flow (Phase)

Must Know



Initiation
- Subject notified to complete
- Subject completing eApp

Review
- Subject releases the eApp for FSO review
- FSO Reviewing

Authorize
- Submitted to VRO

Industry Org

Good to Know

In NBIS we are identified as an Industry Organization

- This dictates what:
  - Roles are available to us to use
  - Functionality that is available
  - Who can authorize our investigations

Organization Roles

Notification Manager | Org Assignment Manager | Org Workload Manager | Workflow Manager

Org Manager | User Manager | Reviewer | Task Reassignment | Program Tag Manager

Subject Viewer | Facility Security Officer | Order Form Template M... | Reports Manager

Processing Roles

Must Know

NBIS USER ROLE	RESPONSIBILITY	What Do I Need
Facility Security Officer (FSO)	• Manage Subjects • Initiating Case Requests • Mass initiation • Mass affiliation • Create service catalog requests • Add/edit subject's PII • Edit Access Levels • Complete Appeals • Complete adjudication sub-tasks • Create, edit, request, approve visit requests • Reassign tasks to users in org • Manage contractor affiliations	This combined with the **Reviewer** role and **Task Reassignment** role will give you the same role as Security Officer/Security Manager in DISS.
Reviewer	•Review standard form •Accept or Reject subject responses •Add attachments to responses for standard form •Create & search for subjects	This combined with the **FSO** role and **Task Reassignment** role to give you the same role as Security Officer/Security Manager in DISS.
Subject Viewer	•Can view subject information •Can view visit information	"Read Only"
Task Reassignment	•Can reassign cases to users within their team or org •Needs to be paired with reviewer	This combined with the **Reviewer** role and **FSO** role to give you the same role as Security Officer/Security Manager in DISS.

*User assignments needs to be established too for it to work, will be covered at the next training

Configuration Roles

Must Know

NBIS USER ROLE	RESPONSIBILITY	What Do I Need
Notification Manager	•Create & Manage notifications for org	Needed/Pro Tip - A person in your org will need this to role. Still TBD on what to do with it. (Can create new notifications or add existing notifications from a library to an organization).
Org Manager	•Manage details & hierarchy for org	“Hierarchy Manager”
User Manager	•Can create and manage users within their organizations.	“Account Manager”
Workflow Manager	• Can create, modify, or disable a workflow	Needed – A person in your org will need this to role to configure a workflow needed for IRA.

Pro Configuration Roles

Pro Tip

NBIS USER ROLE	RESPONSIBILITY	What Do I Need
Notification Manager	•Create & Manage notifications for org	Needed/Pro Tip - A person in your org will need this to role. Still TBD on what to do with it. (Can create new notifications or add existing notifications from a library to an organization).
Order Form Template Manager	•Create & Manage Order Form Templates for org	Pro Tip – allows you to configure a template that prepopulates the AUB portion of initiation request.
Org Assignment Manager	•Manage assignment rules for org	Pro Tip – allows orgs to prioritize work based on attributes such as case type.
Org Workload Manager	•Assign cases to users within org •Manage skillsets of users in org	Pro Tip – allows you to configure how cases get automatically and/or manually moved into person work basket.
Program Tag Manager	•Manage the program tags for org	Pro Tip – allows you to put a tag on certain subject records. Can also be used to put restrictions on who can access cert subject records.
Reports Manager (Coming Soon)	• Can create a unique report layout for an organization to use	Pro Tip – allows you configure a report on only the fields you want to see in a report.

User Assignments

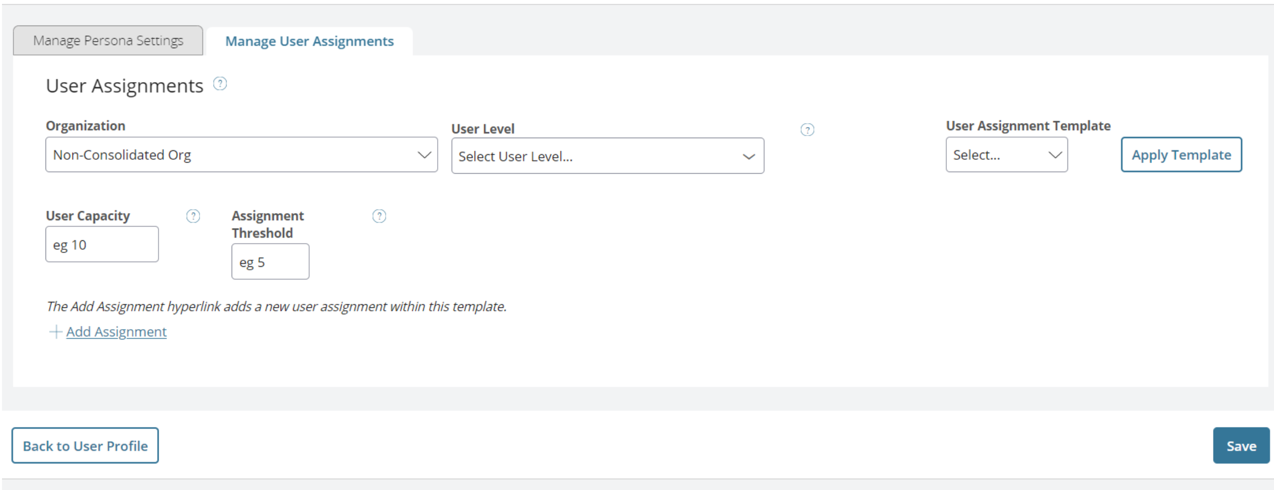
Must Know

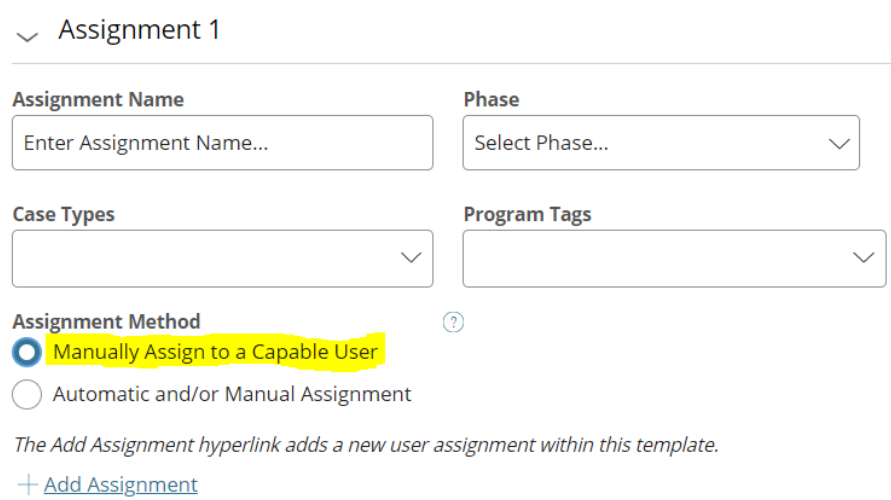
Role + User Assignments = Ability to Work IRA Cases

- User assignments (Organization must set up):
  - User assignments gives a user the ability to take action on cases while they are in a certain stage
  - If a user assignment is not assigned, you will not be able to take actions on cases even though you have the correct role
  - There are three user assignments a user should have if they process eApps:
    - Initiation Phase
    - Review Phase
    - Returned from Authorizer Phase
- Adding User Assignments to user can be accomplished when creating a user account or after the account is created, but must be done if they will be doing any IRA functions
  - If provisioned by DCSA, they **Did NOT** setup user assignments for you, you will have to work within your organization to establish on your account

Setting up User Assignments

Must Know





Manage User Assignments

- Select Organization
- + Add Assignment

Assignment Name

- Use the Same as what you pick for Phase

Complete list

Must Know

Assignment 1

Assignment Name	Phase
Initiation	Initiation

Case Types
Tier 3 Reinvestigation | Tier 5 Reinvestigation | Tier 5 | Tier 3

Program Tags

Assignment Method
Manually Assign to a Capable User

Assignment 2

Assignment Name	Phase
Review	Review

Case Types
Tier 5 Reinvestigation | Tier 3 Reinvestigation | Tier 5 | Tier 3

Program Tags

Assignment Method
Manually Assign to a Capable User

Assignment 3

Assignment Name	Phase
Returned from Authorizer	Returned From Authorizer

Case Types
Tier 3 Reinvestigation | Tier 5 Reinvestigation | Tier 3 | Tier 5

Program Tags

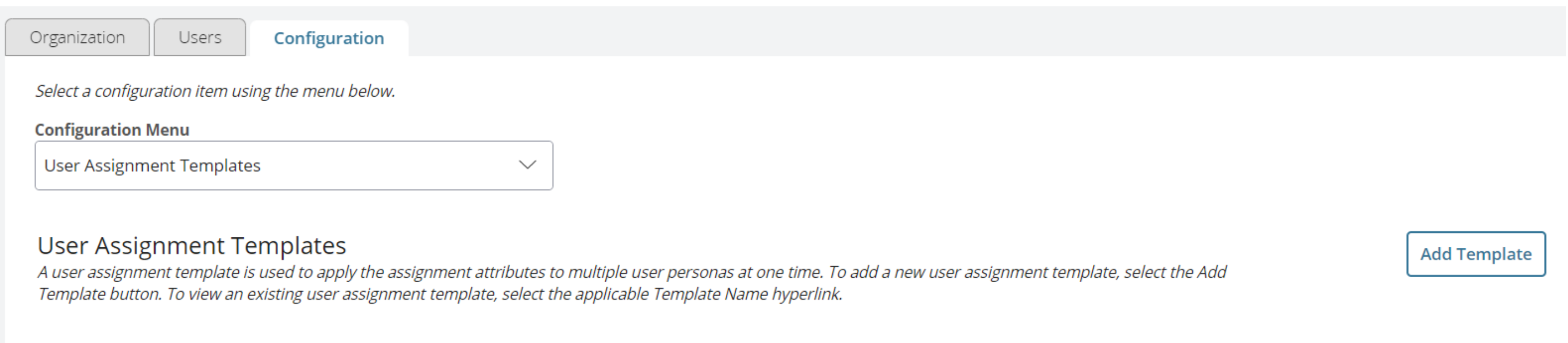
Assignment Method
Manually Assign to a Capable User

★ If it looks like this, you will be set for success

User Assignment Template

Pro Tip

- As a "User Manager" you have the ability to create a User assignment template in the Organization Configuration that will allow you to apply the template and it will prepopulate the user assignments rather that manually adding each one.



Apply Template

User Assignments

Organization
Consolidated Org

User Level
Select User Level...

User Assignment Template
Select...

Apply Template

Assignment 1

Assignment Name
Initiation

Phase
Initiation

Case Types
Tier 3 Reinvestigation | Tier 5 Reinvestigation | Tier 5 | Tier 3

Program Tags

Assignment Method
Manually Assign to a Capable User

Assignment 2

Assignment Name
Review

Phase
Review

Case Types
Tier 5 Reinvestigation | Tier 3 Reinvestigation | Tier 5 | Tier 3

Program Tags

Assignment Method
Manually Assign to a Capable User

Assignment 3

Assignment Name
Returned from Authorizer

Phase
Returned From Authorizer

Case Types
Tier 3 Reinvestigation | Tier 5 Reinvestigation | Tier 3 | Tier 5

Program Tags

Assignment Method
Manually Assign to a Capable User

Permissions

Good to Know

- A few things to keep in mind:
  - An “Organization Manger” can access those orgs in their grouped org (hierarchy) but have limited actions they can take
  - The User Manager role gives a user the ability to add user assignments and apply a user assignment template to any user in the org they’re provisioned in or any child org below the org(s) they’re provisioned as a User Manager.
  - The User Manager role also gives the ability to create user assignment templates, but only in the orgs that they are provisioned in (i.e. – that right does not flow down to the child orgs).

NBIS 101

- Well, that was confusing……..
  - DCSA is working on specific training on how to set up Form Routing, User assignments and templates
  - NISPPAC Industry working group has you covered too; we are working on some “How to” documents to assist
    - Account Creation
    - IRA Configuration and Process

Now that I have an account

- Remember to:
  - Login to NBIS at least once every 30 days to avoid account deactivation
  - Maintain hierarchies in both DISS and NBIS
  - Leverage NBIS ServiceNow for training resources and helpdesk support
  - Continue use of DISS until further guidance from DCSA

Note: The working group has only reviewed and tested the IRA process, many other NBIS functions, including Reports, are still being designed and built. Team will test when other functionality as it comes available and before implementation.

Industry NBIS Working Group

- We continue to test NBIS IRA process
  - Reviewing the investigation workflow for Industry
  - Continue to submit/track change request needed for the IRA process
  - Partnering with VRO to test authorization/approval of investigations

Things to Consider:

- eAPP sends multiple emails directly to Subject (not to organization)
  - Many of us have them flagged as External Emails
    - Will they get blocked
    - Filtered as Junk
    - Links Disabled
    - Warning tag on the email
    - Drive employee questions
  - Email addresses
    - Keeping updated
    - Pre-hires
- Validation tool in NBIS for eApp
  - Validates against nonrequired fields
  - False positives
  - Not a complete validation

Industry NBIS Working Group cont.

- Working to get data added to the “playground” so we can test out further functionality in NBIS and draft change requests:
  - Subject management
    - KMP’s
    - Relationships
    - Accesses
  - Visits
  - Reports
  - Notifications

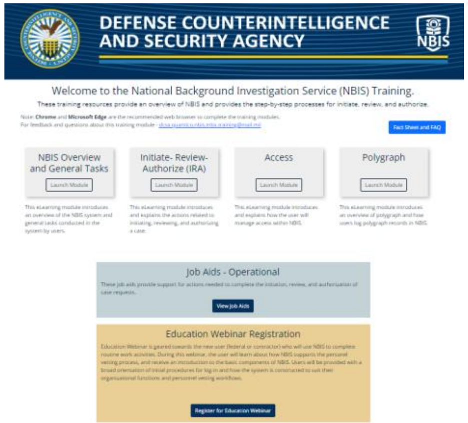
- Outstanding Concerns:
  - Transfer of data
    - No plan on data migration (Projected June 2023 – TBD)
    - Auto-populated vs. manual entry
  - Will drive dual system use (building records in DISS and NBIS)

Industry NBIS Working Group cont.

- No clear strategic plan moving from DISS to NBIS
  - Causes issues with functionality and data migration
- No specific training available
  - Difficult to create training when NBIS processes are still under development
    - What we in industry need to do
- DCSA is pushing use of NBIS
  - Even if system is not ready or is missing data

Training Resources

- NBIS Training is available at:
  - https://nbistraining.countermeasures.com
- •Resources currently available:
  - e-Learning courses
  - Job Aids & references
  - Recorded NBIS demos videos
  - eApp videos



- Access requirements:
  - Primary: ECA certificate
  - Alternate: CAC/PIV (partially implemented, some domains may have issues)
- Contact: For access or other issues, contact:
  - dcsa.quantico.nbis.mbx.training@mail.mil
- Expected in Late 2022: NBIS Industry Webinars –Live and Recorded

Help Resources & Feedback

- System Liaison, Agency Support Help Desk:
  - For trouble accessing NBIS ServiceNow or experiencing issues during onboarding and/or within the NBIS system.
    - Email: DCSANBISAgency@mail.mil
    - Phone: 724-794-5612 x4600 (select option 2, then option 6).
- NBIS ServiceNow Help Desk:
  - Industry Users should submit a ticket in NBIS ServiceNow for any support needed while using the NBIS application.
- Industry Onboarding Team:
  - Feedback or questions can be directed to this group.
  - Email: dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil

Additional Resources

- NISPPAC Resources (DISS Tips soon to add NBIS Tips)
  - https://classmgmt.com/nisppac.php
  - Under the Resources Tab

- Email the NISPPAC DISS/NBIS Working Groups your questions at NISPPACindustry@gmail.com

Questions?