DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

VOICE OF INDUSTRY
DCSA MONTHLY NEWSLETTER

11 September 2023

SPECIAL BULLETIN

Dear FSO (sent on behalf of your ISR),

This bulletin forwards an urgent update to the Voice of Industry (VOI) Newsletter published by Industrial Security (IS) Operations on behalf of Defense Counterintelligence and Security Agency (DCSA). It contains important information for Facility Security Officers (FSOs) in the National Industrial Security Program (NISP). VOI Newsletters are posted in the National Industrial Security System (NISS) Knowledge Base, and are also posted on the DCSA website NISP Tools & Resources page under the Voice of Industry Newsletters tab. For more information on personnel vetting, industrial security, training, and other topics from the VOI, visit www.dcsa.mil.

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DIRECTOR LETTER ON OPM PROCESSING IMAGING SYSTEM

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY
27130 TELEGRAPH ROAD
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September 11, 2023

Industry Partners:

Early last week DCSA announced an outage of OPIS (OPM Processing Imaging System)—one of our legacy background investigation systems—necessitating a pause in case submissions for 72 hours while repairs were made. We followed up with a request to extend this pause to Tuesday, September 12, 2023.

As you know, DCSA is also in the final stretch of transitioning from the legacy Electronic Questionnaires for Investigations Processing (eQIP) system to the National Background Investigation Services (NBIS) Electronic Application (eApp) for case initiation. The operational issue with OPIS unfortunately intersected last week with our ongoing activities to transition to NBIS eApp beginning October 1, 2023. For this reason, I want to provide an update on both efforts and information on how we will move forward.

With regard to the legacy system outage, I am pleased to announce that OPIS has been restored ahead of the schedule communicated at the end of last week, and you may now resume submitting cases. Thank you for your cooperation and understanding last week, which helped DCSA restore the system quickly.

Regarding the eApp transition, DCSA continues to move forward with an expectation that we can meet the 100 percent transition by the Performance Accountability Council's October 1 deadline. Agencies and industry stakeholders have been making tremendous progress with the eApp transition over the past several weeks, and we do not want to lose that momentum. Onboarding to NBIS and eApp were not affected by the OPIS outage. We encourage those of you not yet in eApp to continue to use the next couple of weeks to onboard and train your teams.

Beginning October 1, 2023, industry will use only NBIS to initiate new investigation requests. There are no technical barriers for industry to onboard to NBIS and use eApp for case initiation. However, if you believe your company is facing extraordinary circumstances that prevents a successful transition to NBIS at this time, please notify DCSA by Friday, September 22, via the mailbox listed below. Upon review of your exceptional circumstances, DCSA will provide additional guidance on how to handle case submissions.

Exception Requests	dcsa.meade.dcsa.mbx.nbis-pmo@mail.mil

The table below provides contact information and training opportunities to set up your organization with NBIS user accounts.

Industry Onboarding Resources	https://www.dcsa.mil/Systems-Applications/National-Background-Investigation-Services-NBIS/NBIS-Onboarding/Industry-Onboarding/
NISP Contractor Onboarding Support	Contact the DCSA Customer Engagement Team at dcsa.ncr.nbis.mbx.contact-center@mail.mil

NBIS Training Opportunities	"NBIS" tab on DCSA's training portal at https://cdse.usalearning.gov

The October 1 transition to eApp applies <u>only</u> to Standard Form submissions and is not a full transition from DISS (Defense Information System for Security) to NBIS, nor does it include data migration between the two systems. All <u>other</u> functions, to include subject management, visit requests, and related actions, must still be completed in DISS. As additional functions are prepared for transition from DISS to NBIS, we will communicate those timelines.

Requests initiated before October 1 can be completed in eQIP as usual and submitted to the Vetting Risk Operations (VRO) Division. VRO will review the investigation requests and take appropriate action. The table below provides guidance for facility security officers (FSOs) in different scenarios for investigation requests in process in DISS:

Scenario 1 – Revised by FSO	FSO initiates investigation request in DISS prior to October 1, 2023. Subject completes the investigation request and submits to the FSO via DISS on or after October 1, 2023. FSO revises the investigation request to the Subject for updates/corrections. Subject can make updates/corrections in eQIP. FSO can review and submit the investigation request via DISS to VRO after October 1, 2023.
Scenario 2 – Revised by VRO	VRO revises an investigation request submitted via DISS to the FSO after October 1, 2023. Subject can make updates/corrections in eQIP. FSO can review and submit the investigation request via DISS to VRO after October 1, 2023.
Scenario 3 – Unacceptable/ Discontinued	Investigation request submitted via DISS is deemed Unacceptable or Discontinued after October 1, 2023. FSO will initiate the investigation request via NBIS eApp.

We strongly encourage all organizations that have already established NBIS user accounts to start using eApp before October 1 to ensure any issues can be identified and resolved promptly.

I appreciate your understanding as we worked through the operational issues. This demonstration of our legacy systems' fragility is further evidence of the importance of continuing our aggressive push to NBIS deployment. DCSA very much appreciates your partnership as we transform personnel vetting for the Federal enterprise, and we stand ready to support you throughout the transition.

Sincerely,

William K. Lietzau
Director

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NATIONAL BACKGROUND INVESTIGATION SERVICES (NBIS)

e-QIP CASE INITIATION WILL BE REMOVED FROM DISS ON OCTOBER 1

In accordance with DCSA Director Lietzau's May 5, 2023 memorandum, NISP contractors **must obtain NBIS accounts by October 1, 2023** to Submit Investigation Requests. The NBIS Onboarding Team has been sending weekly email notification to companies who have not onboarded into NBIS. The message informs these companies to provision NBIS accounts and includes provisioning instructions and training opportunities. This message is also being socialized through DCSA's ISRs.

Important Provisioning Information

The NBIS Onboarding Team is still seeing some non-provisioned organizations submit investigation requests in the Defense Information System for Security (DISS) during FY23. Effective October 1, non-provisioned companies will no longer be able to initiate new investigation requests in DISS. It is imperative that non-provisioned organizations obtain an NBIS account as soon as possible to ensure they can initiate investigation requests for background investigation processing and continuous vetting (CV) enrollment and updates after October 1.

The Team has also realized that some users are continuing to receive weekly provisioning emails because they have not provisioned an account in all their assigned organizations in NBIS. Please check DISS-JVS and ensure the same parent organizations are provisioned in NBIS. For example, if you are assigned to five organizations in DISS and only four in NBIS, you will continue to receive the weekly email until the final organization is provisioned in NBIS. Please verify that you have the same organizations assigned in both systems. If you have questions about the organizations to which you are assigned, please contact the Customer Engagement Team (CET) at dcsa.ncr.nbis.mbx.contact-center@mail.mil or (724) 794-7765.

Additional NBIS provisioning guidance, including our Quick Start Guide can be located on the Industry Onboarding webpage.

COMMON REASONS FOR REJECTED PROVISION REQUESTS

The DCSA System Access Management Team has identified some common errors which result in rejected onboarding requests from NISP contractors. The Team has listed some helpful tips to ensure companies are following the proper steps when submitting requests.

Detailed instructions can be located on the DCSA ServiceNow Onboarding Request User Guide that was sent in the blast email message to Industry on July 7. Step-by-step guidance starts on page 22 in the section titled "Submitting the NBIS Onboarding Request for NISP Contractors."

Missing or Outdated Training Certificates or PSSAR Forms

Please confirm the Cybersecurity Awareness Training Certificate and Personal Identifiable Information (PII) Training Certificate have a completion date within the past 12 months.

Please verify you are using the most current version of the Personnel Security System Access Request (PSSAR) form. The current version (JAN 2020) was included in the July 7 blast email message to Industry and the OMB Approval Expiration date will be listed as 20250131 (January 31, 2025) on the top right of Page 1 on the document.

Missing or Incomplete Part 1 of the PSSAR

Please validate that Sections 1-13 of the PSSAR form are completed and the information is accurate. Forms are rejected if any of the fields are blank, and the Access Management Team has reported incorrect or missing SSNs, Dates of Birth, and email addresses. The proper completion and accuracy of Sections 1-13 facilitates the member's account being created quickly and efficiently.

A User is Already Provisioned in the Current and/or Parent Organization

Just a friendly reminder, the provisioning team is only going to provision one person into your organization. Please verify that a user is not already provisioned in your organization or parent organization. The request will be rejected if a user is already provisioned. Note: Requests rejected for this reason will receive a response from the Access Management Team which will include the name and email address of the person who can provision your account.

For assistance with account deactivations, lockouts, logging-in, or general NBIS questions, please contact the CET at dcsa.ncr.nbis.mbx.contact-center@mail.mil or (724) 794-7765. They are well equipped to handle your issue.

NBIS TRAINING RESOURCES

NBIS Training Resources **are no longer available** on the CounterMeasures site. All NBIS Training Resources are now accessible via the Security Training, Education, and Professional Portal (STEPP).

Visit STEPP for training program materials, including job aids, e-learnings, video shorts, learner paths, and registration for interactive events (a STEPP account is required; create a new account here).

The various Learner Paths will provide an overall learning experience on using NBIS. The webinars are available on a first-come first-served basis. See the STEPP NBIS Training Homepage and select the Industry Onboarding image to land on the courses and Learner Paths for registration, dates, and times.

For questions about NBIS Training or if users require customer support, contact the NBIS Training Program at dcsa.quantico.nbis.mbx.training@mail.mil.