



NBIS 4.4 Deployment Instructions

The purpose of this document is to provide Industry guidance on how to submit an investigation request to Vetting Risk Operations (VRO) using the Initiate/Review/Authorize (IRA) process in the National Background Investigation Services (NBIS) based on updates in the 4.4 release.

Please refer to the “Swivel Seat Actions While Operating in Dual Systems” document to identify the steps needed when entering a new Subject and Existing Subject in the Defense Information System for Security (DISS) and NBIS prior to initiating a case in NBIS.

NBIS Case Initiation

1. Select Subject management from the left navigation menu.
2. Select SSN of the subject to the initiate case.
3. From the subject worksheet, select start initiation form the actions drop down menu.

Initiation Routing Details

Note: In the 4.4 release there are additional fields that need to be completed at the Initiation Routing Details screen.

Initiation Routing Details
Complete the fields below to set the routing details for this initiation.

Initiating Organization *	Facility Security Clearance (FCL)	Facility Status
Select Organization...	---	---
Workflow Type *	Form Type *	
Select Workflow Type...	Select Form Type... ?	
Case Type *	Sensitivity Level *	Access/Eligibility
Select...	Select...	Not Applicable
Application Affiliation *	Contract Number	Local Agency Check
Contractor		

Cancel Continue

1. Initiating Organization – Select your Organization
2. Workflow Type – NISP Contractor Routing
3. Form Type: Defaults to SF-86
4. Case Type - Select T3, T3R, T5, T5R
5. Sensitivity Level – Based on Case Type Selected.
 - a. T3: Non Critical Sensitive (Secret Eligibility)
 - b. T3R: Non Critical Sensitive (Secret Eligibility)
 - c. T5: Critical Sensitive (Top Secret Eligibility) or Special Sensitive (Top Secret/SCI Eligibility)
 - d. T5R: Critical Sensitive (Top Secret Eligibility) or Special Sensitive (Top Secret/SCI Eligibility)
6. Access/Eligibility - Based on Case Type Selected.
 - a. T3= Secret Access
 - b. T3R= Secret Access
 - c. T5= Top Secret Access



- d. T5R=Top Secret Access
7. Application Affiliation - Select Contractor
8. Contract Number – Enter Contract Number (Note this is a **required** field, otherwise the case will be revised by VRO).
9. Local Agency Check (LAC) - This is a **required** field. Select the previous day as the system will not allow a user to enter the current date.
10. Select Continue, then the Subject will be notified to complete the eApp.
11. User will advance to the Position Details screen. Select the appropriate Order Form Template based on investigation type. Then select Save. At this point, the user will await the eApp from the Subject to review.
12. Once the Subject submits the eApp to the Facility Security Officer, status in NBIS will reflect “Review – eApp Received”. User will review for accuracy and completeness. Reference the document, “**SF86 vs. eApp Sections**” to identify differences in the SF-86 Archival Version vs. eAPP sections.

At this point in the IRA process, the user may utilize training materials available on STEPP and ServiceNow for IRA submission.

For additional support on completing actions within NBIS, utilize the following 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/>