NISP CONTRACT CLASSIFICATION SYSTEM (NCCS)

Government Account Manager SOP

Document Version 1.1
4/20/22

REVISION HISTORY

DATE	VERSION	CHANGE DESCRIPTION	AUTHOR
4/18/22	1.0	Released on DCSA template	DCSA
4/20/22	1.1	Updated to include signature page	DCSA

The undersigned acknowledge they have reviewed and approved the Government Account Manager SOP. Changes to this plan will be coordinated with and approved by the undersigned or their designated representatives.

Signature: _____

Print Name: Stephen F. Nemeth

Role: PMO Division Chief (Acting), NCCS

Signature: _____

Print Name: David Drys

Role: Program Manager, NCCS

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1. Purpose

This document outlines guidance and steps for account management for the Government Account Manager (GAM) roles within the National Industrial Security Program (NISP) Contract Classification System (NCCS). This standard operating procedure (SOP) is maintained by the Defense Counterintelligence and Security Agency (DCSA) Industrial Security (IS).

2. Background

NCCS is a Department of Defense (DoD) enterprise Federal Information System (IS) for facilitating the processing and distribution of the DoD Contract Security Classification Specification (DD Form 254) regarding contracts requiring access to classified information for the DoD, other Federal Agencies, and cleared industry. NCCS established a centralized repository for the collection of classified contract security requirements and supporting data while automating the DD Form 254 (DoD Contract Security Classification Specification) processes and workflows. NCCS provides oversight and management of the security requirements captured within the DD Form 254 to enable the NISP facility clearance process and the FOCI oversight mission across the DoD.

3. Government Account Manager Role and Appointment Memorandum

GAMs are established to assist DoD components, federal agencies and industry support personnel with account management processes. GAMs can reside within any tier of the organization as defined during the registration process. GAMs will be granted authority based on their lowest selected tier (see image 5 during the registration section). This allows GAMs to have oversight and approval authority over their respective groups within the organization.

Appointment memorandums are required for GAMs. Templates can be found at **https://www.dcsa.mil/is/nccs/**. The GAM appointment memorandum will be submitted prior to registering for the GAM role in NCCS (see steps below).

4. Submitting a GAM Request and Registering for NCCS

Prior to registering for the GAM role in the NCCS application, users must submit a GAM request to DCSA for approval. GAMs will submit a SAAR (template located at: **https://www.dcsa.mil/is/nccs/**) and submit to the NCCS mailbox, **dcsa.quantico.hq.mbx.nccs@mail.mil**. Once approval is granted GAMs should navigate to the NCCS application, **https://tesseract.cloud.dcsa.mil/nccs**. The consent to monitoring banner will appear as shown below.

Review the consent to monitor and select **"Acknowledge"** to continue.
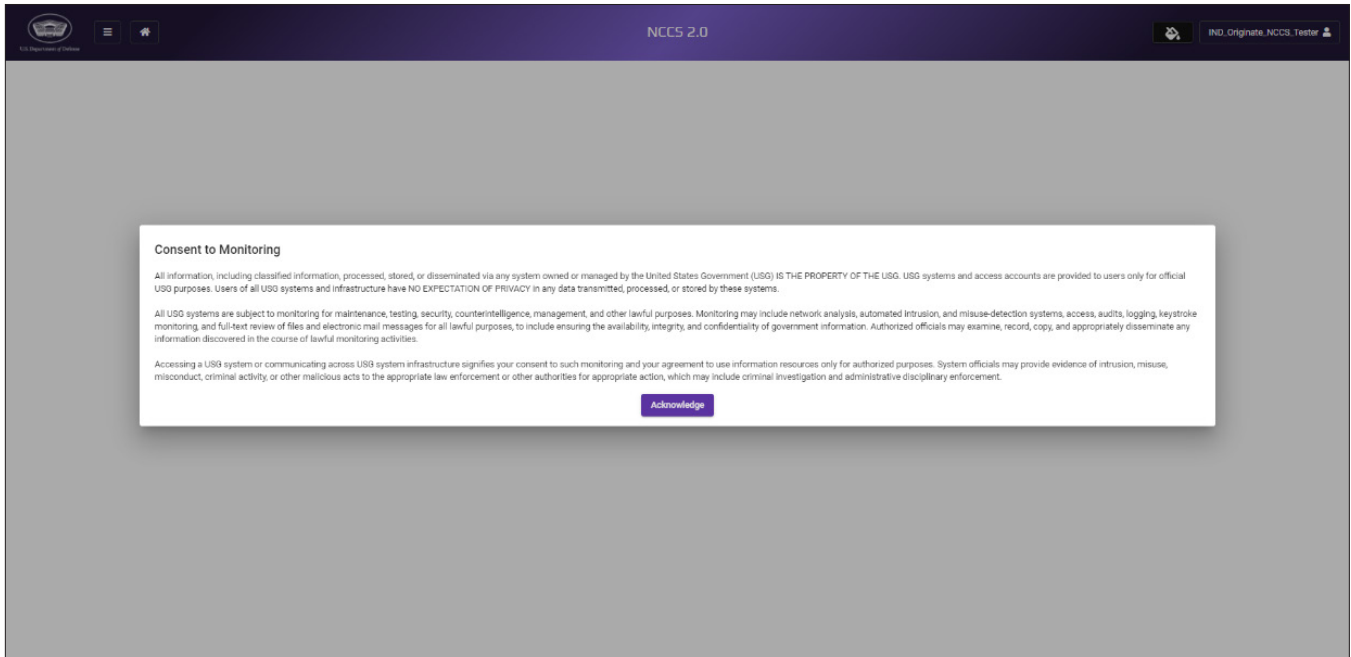

Image 1. Consent to Monitor

You will then be presented with the NCCS welcome screen, select **"Start Registration (Govt)"**.
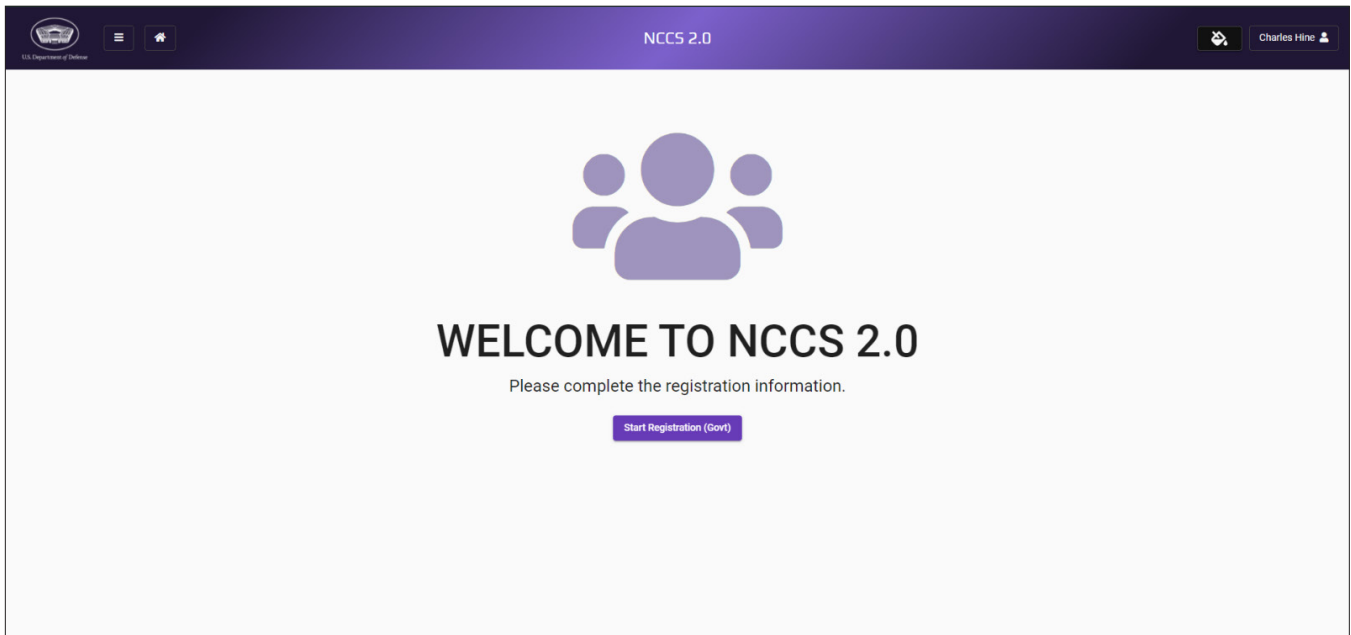

Image 2. Start Registration (Govt)

GAMs will continue with the registration process, filling out user's profile data and selecting **"Next"**.

Image 3. User Profile Data

GAMs will continue with the registration process, selecting additional user roles as appropriate. Users can select multiple roles during this process, up to three (3). Please refer to the Government Role Slick Sheets for additional information on non-GAM role registration. Enter the justification for the role and upload any respective memos as required. Select **"Next"** to continue.

Image 4. User Role Selection

Tier 1 GAM can assist with account management for users at category 1 or lower.

Tier 2 GAM can assist with account management for users at category 2 and lower.

Following role selection, GAMs will select organizational data from pre-define drop down menu options, beginning with "Tier 0". Once "Tier 0" is selected the system will auto-populate selections within that organization for the user to select as they move down the selection process as applicable. Please continue until you reach "Tier 4" or a Tier auto-populates with N/A as the only option OR until the last applicable selection is reached. Select **"Next"** to continue.
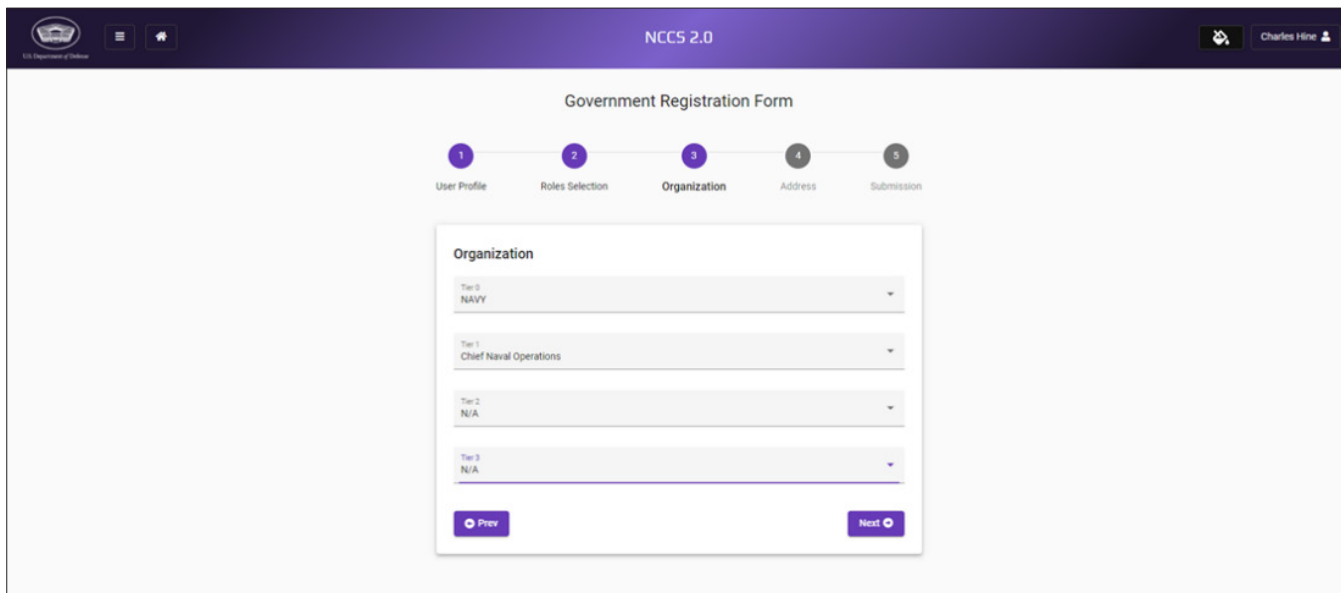
Image 5. Hierarchy Selection

The last step in the registration process is to fill out the Official Address section. This is the **user's duty station**. Select **"Next"** to continue, and then **"Submit"** to finish the registration process.
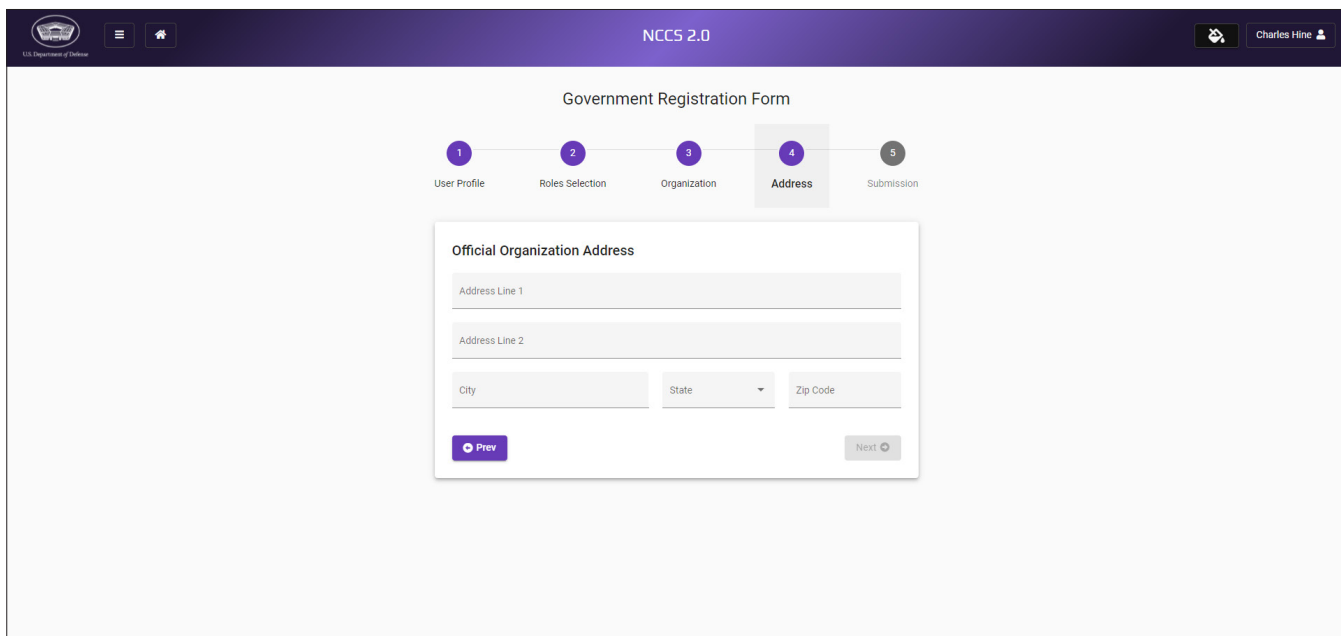

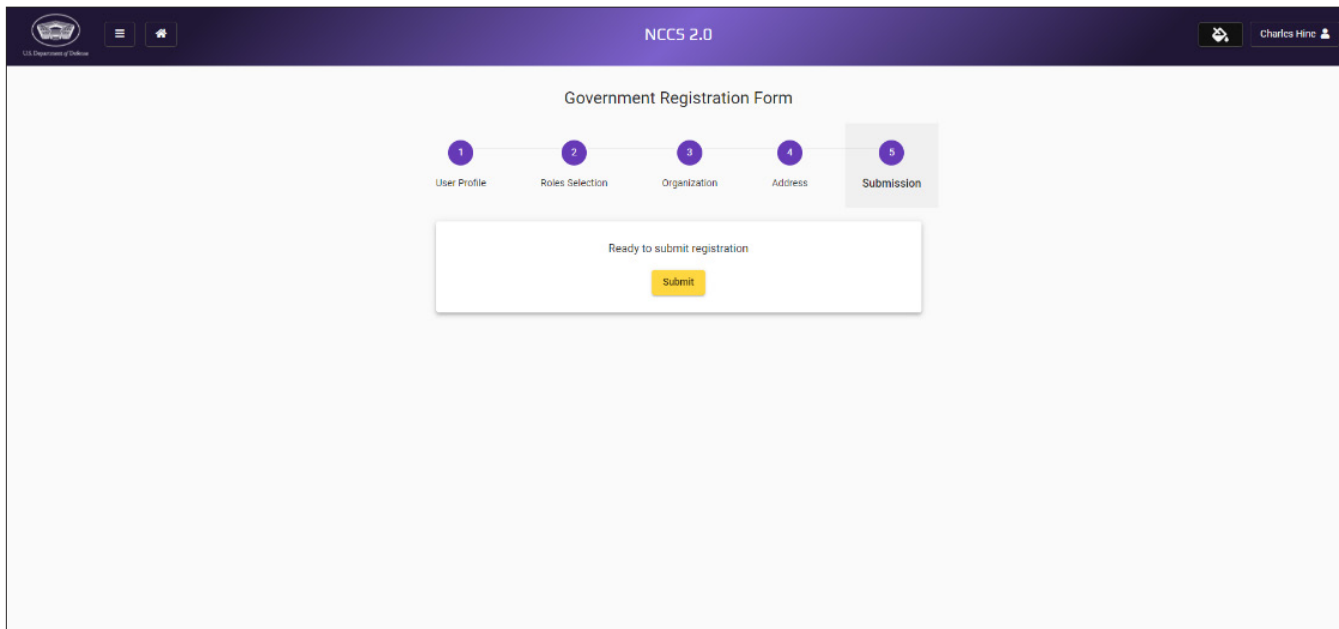Image 6. Official Duty Address

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Image 7. Registration Submission

Successful submission will bring users back to a screen with a large green check mark, indicating registration is complete. Accounts will be approved or denied within 48 hours and an email approval will be sent to users alerting them to begin utilizing NCCS.
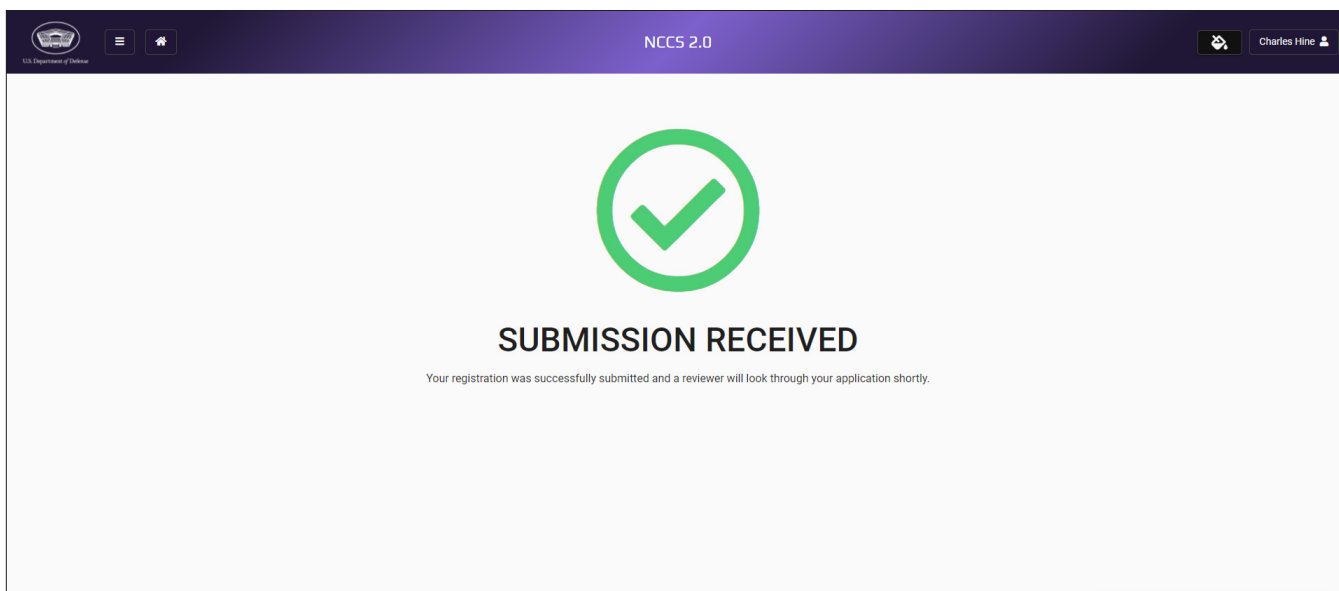

Image 8. Registration Submission - Success

5. How to Approve Users within NCCS

Once GAMs have an approved account, users will log into the NCCS application at:
https://tesseract.cloud.dcsa.mil/nccs-admin. Then the user will log into the Admin tab on the right side of the page.

The user will select **"Role Management"**. To approve a user within the NCCS application, the user will first select the **"Manage Users"** tab under the Admin tab and select **"Verify"** next to the name of the individual in que. If the GAM wishes to change the roles associated with a particular approved user that GAM must scroll to the bottom of the page and select the **"Contact Support"** link. From there the GAM will create a ticket and request a role change for the appropriate user.

Note: Please see the "Help Desk Training" for more information on filling out a Help Desk Ticket.

Image 9. Selecting User

Once **"Verify"** is selected the page will expand to show all user requested details. Scroll to the bottom following review and select **"Reject"** or **"Approve"** as appropriate.
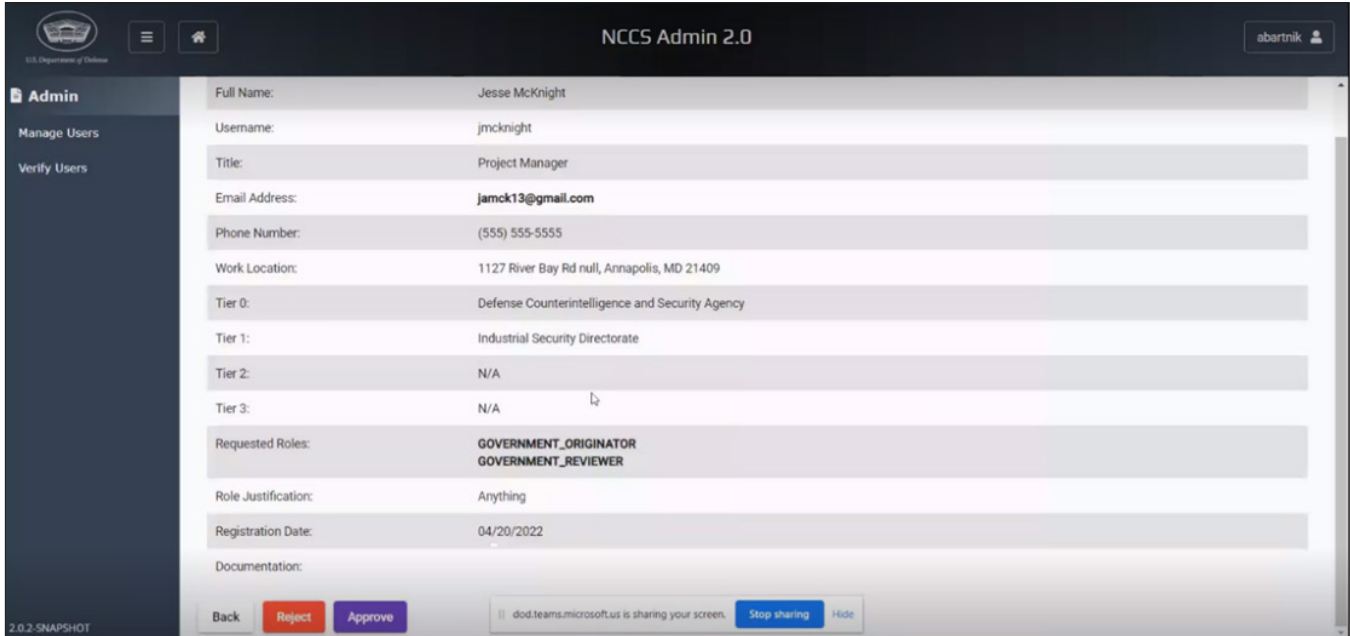

Image 10. Verify User

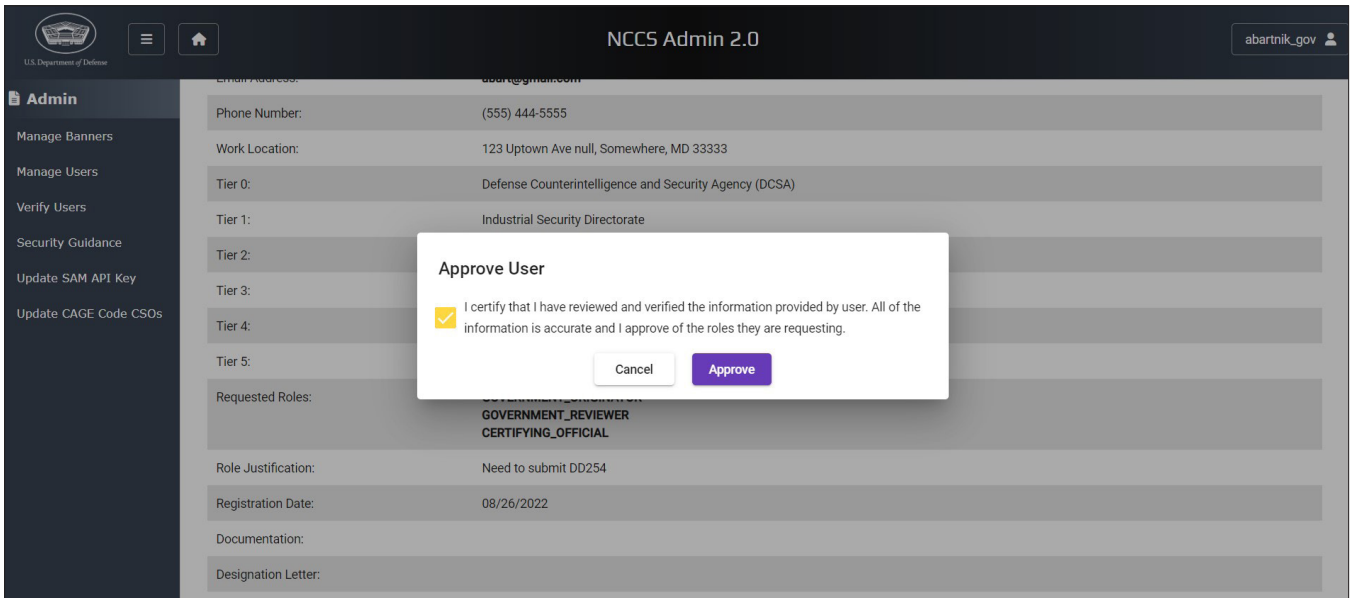The final step to complete the approval process is to select **"Approve"** in the pop-up window one final time.

Image 11. User Approval