NBIS Demo Day #7 Q&A

v. 1-Feb-2023

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

*The following questions and answers (Q&A) were consolidated from the NBIS Demo Day (#7) which occurred on February 1, 2023. This NBIS Demo Day primarily focused on organization set-up, system configurations, and user management capabilities.

1. Q: Will there be an NBIS training manual & Tips & Tricks to help new users in using the system?

   A: User Guides exist, which will assist in maneuvering through the system. These can be found within the Countermeasures website: https://nbistraining.countermeasures.com/courses/home

2. Q: Will slides of this Demo Day be available?

   A: Following the demo, the video and Q&A will be posted on NP2 and on our Countermeasures temporary training website. For more information on NBIS please refer to:
   DCSA website: https://www.dcsa.mil/is/nbis/

   NBIS Training Site: https://nbistraining.countermeasures.com/courses/home

   NP2 Portal: https://np2.opm.gov/

3. Q: Regarding provisioning - if we have multiple cage codes in our organization, should it be one person per cage code, or 1 person in the org who will provision for all cages?

   A: If the CAGE codes are not contained within the same hierarchy, then 1 person per CAGE should be provisioned (can be the same person). For CAGE codes all contained under the same hierarchy, then 1 person should be provisioned into the top level (parent) CAGE/org, and can scale the user base down through the hierarchy.

4. Q: Can my NBIS account be reset – (since the FSO was to initiate the NBIS and I am the AFSO).

   A: The enrollment screen of NBIS has a 'Deactivated User? Reactivate Here' option you can use to reset your account.

5. Q: To whom do we send the NBIS PSSAR for Industry?

   A: All industry users who have a Hierarchy and/or Account Manager role in DISS were invited to begin onboarding through email. The email also contained attachments that instructed Initial users for their organization to process their PSSAR and get on-boarded to NBIS. If you have one of those roles in DISS today, but did not receive the email on either 11/22 or 1/9, please contact dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil. If you are not to be the first/initial user in your organization, then that initial user will be responsible for collecting your PSSAR and provisioning you into NBIS.

6. Q: Can you assign component adjudicator to just one person in your sub orgs?

   A: Roles can be assigned as needed for the mission. If only one component adjudicator is needed, then it would be assigned as appropriate.

7. Q: What is SSC?

   A: Security, Suitability, and Credentialing.

8. Q: Does the favorable determination have to be made in NBIS for automatic enrollment in CV?

   A: A recordation of a favorable determination is required for CV enrollment; this determination can be made in NBIS or may be migrated in from other systems (e.g. DISS/CVS/etc.)

9. Q: Why didn't you set up a form routing for initiating?

   A: The form route is created and configured at the org that initiates. The form route does not have a field to indicate which org would be initiating since it would be the Org that created the form route.

10. Q: Industry question - Our company has an FSO at HQ under one CAGE code and a Division under a different CAGE code. Does the HQ have to set up their NBIS account before the division?

    A: If your HQ is set up in DISS as the parent of your Division CAGE, then HQ will need to enroll in NBIS first and then provision their user base, to include child orgs/CAGEs. If the Division CAGE is in a separate hierarchy, as a top-level parent (e.g. - Directly under the VROC org in DISS), then that CAGE can gain access to NBIS without HQ's enrollment.

11. Q: Can you add more than one cage code?

    A: Not at this time. It is currently one cage code per org.

12. Q: So, everyone should have the auto enroll in CE box checked, correct? As all cleared personnel need to be in CE?

    A: That would be dictated by policy and scaling, our system currently allows for the configurable option as we transition from legacy systems (including CE enrollments), however eventually, yes this checkbox will be mandated.

13. Q: Will enrolling in CV this way eliminate the need to submit enrollment lists monthly? And would unchecking the box dis-enroll someone?

    A: CV enrollment will be automated when the pre-requisites for enrollment are met. The checkbox at the org level is whether or not they wish to allow the automated enrollment.

14. Q: Can we edit the org info if it is missing the contact information?

    A: If you have the Role of Org Manager, yes.

15. Q: Who/what would be considered as a "sub org" for contractors?

A: Sub orgs are often called child orgs, or SMOs in DISS today. Essentially, any org that is not at the top of their hierarchy in DISS would be considered a sub org when migrating over to NBIS.

16. Q: What does industry choose for Organization Level?

    A: Industry - Component Facility will be utilized for all Industry orgs below the top level. If an Industry organization needs created that will be at the top level of the hierarchy, they will need to initiate a service request with DCSA.

17. Q: When you are setting up a Sub Org would that be like a Parent / Subsidiary?

    A: Correct

18. Q: How do we remove users from the Org Management > Users tab

    A: First you must have the User Manager Role. Within the Users tab you would select the name of the User you wish to remove, and remove the provisioning for your organization from their User Profile. More details will be provided with the User Guides.

19. Q: I've heard that DISS will remain the system of record. Which system should we use, DISS or NBIS?

    A: As Organizations begin entering NBIS, there may be a need to use both systems until legacy systems have been sunset. Once legacy systems are sunset, NBIS will be the system of record.

20. Q: If we have no "action" tab does that mean I am not authorized to make edits? I can see a hierarchy at the top of the page, but the rest is blank

    A: Correct, you may have visibility of the org, but you may not have proper roles to take actions within the org shown at the top of the screen.

21. Q: For the initial user in NBIS, who will issue access to the other members of the organization and is that one person per organization or per SMO? If you have an MFO, can you only have one person from your company issue access to the other FSO's at the other locations?

    A: The initial user will be provisioned into the top level of the hierarchy for every CAGE they request (e.g. - If all SMOs fall below a top-level org, that top level org will get the initial user who will then scale to all orgs below, but if each SMO is in a separate hierarchy, then each top-level SMO will get an initial user, which can be the same person if desired). The initial user can give the User Manager role to other users they provision, which would allow multiple users to accomplish the provisioning of subsequent users.

22. Q: Regarding how our MFO is setup - more so how it was initially set up versus how it should be set up. Is there someone I can work with to ensure we set things up correctly for our MFO?

    A: If you need more personalized assistance, you can email the following inbox: mailto:dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil

23. Q: If an FSO has 3 companies they support, would this be where we add and access those other profiles?

    A: Yes, prior to jumping to this Org Relationships section, it would be done from the Organization Tab showing hierarchy.

24. Q: What if we don't see configuration under sub-orgs?

    A: Currently you have to be provisioned into the Sub-Orgs to see their configuration tab as well (If you have the proper roles for that sub org as well).

25. Q: Does the system have an "audit" function so I can an audit trail of field changes, like who made a change at what time?

    A: There is a backend log of changes made (to include user making the changes and when) within the system; however, they are not currently available to be pulled by the Org at this time. A request would need to be made for that data.

26. Q: What if we do not have initiator under organization functions?

    A: Then you will not be able to initiate cases.

27. Q: So, if we're a single facility, is that why we don't have organization relationships?

    A: You won't have org relationships if you are not a service provider. Form routing shows you who provides services to YOU.

28. Q: Is Org Relationships only for Federal? I don't have the option but am the highest user in our MFO.

    A: That's correct. There are Org Relationships, such as the relationship needed to send case authorizations to DCSA/VRO, but industry users do not have the ability to manage org relationships.

29. Q: How do we now if we need to add a sub org?

    A: It depends on how your security management and case submission operations are structured. Generally, if you have a need to keep security management/case submission work with a specific office or group, we would advise you create a separate sub-org to segregate that work.

30. Q: For industry, will we have authorize capabilities? The authorizer organization under workflow is not populating. The directions say to use VRO as the authorizer org but I don't have that option.

    A: Correct. VRO must create the authorizing relationship to you (Or your parent) for them to be an option as your authorizer.

31. Q: Would you please use (current workflow) use case for Org, Sub-org relationship?

A: DCSA = parent, VRO = sub org. VRO provides CV services for DCSA

32. Q: Where on the SAAR is the request for an Operations Manager?

    A: The current PDF DD2962 does not have all of the available NBIS user roles. For Federal Agencies, we have advised them to provide the Org and Roles information in block 19B as free text. We are working on updating the pdf form. Operations Manager role is only available for Adjudications, CV Providers, Appeals, and Investigator Org Roles. That role is not available for the Org Types we typically set up for I/R/A purposes.

33. Q: Can you have another agency provide you "Initiate" Services? Or only the subsequent services?

    A: You can be a provider and/or consumer of all services available in NBIS. All personnel security components may be delegated to providers through org relationships. Initiation from an org that a subject is not directly affiliated with is considered a Screening org in NBIS.

34. Q: Will there be a training site set up that agencies can login to develop their training and not be working with SPII/PII or live data?

    A: At this time we are not able to offer access to a training environment. We advise agencies to view and utilize all available videos, webinars, job aids, and computer-based training available on the https://nbistraining.countermeasures.com/courses/home website. Agencies can also request a 'Go-Live' configuration check as well as a 'Watch Party' through the NBIS Federal Agency Support Team mailbox to help build system confidence. dcsa.quantico.nbis.mbx.federal-agency-support-team@mail.mil

35. Q: I am the Organization Manager - do I need to take additional actions for each CAGE Code to have my persona take? HOF is Home Office, i.e., a Corporate Office

    A: If they are built into separate Orgs, you would need to also be provisioned into those orgs as an Organization Manager to have the same actions.

36. Q: What would industry use Form Routing for?

    A: Routing your initiated cases to VRO.

37. Q: How do we add an initiator?

    A: On Organization Manager can add that function.

38. Q: We have to select who receives the SF-86 after FSO review is completed?

    A: What is being displayed now is what is considered design-time. It is the configuration set up by the organization when on-boarded and should not need adjustment until necessary. It is not at run-time when an FSO is reviewing each SF.

39. Q: In the Form Routing, can the Reviewer and Authorizer be the same?

A: If that org has both Functions, yes.

40. Q: Can my deputy provision me?

    A: As long as your deputy as the appropriate roles to be able to provision you, then yes. You may need to add roles to their profile to give them the ability to do so.

41. Q: Our company does not have an Authorizer in our organization assigned in DISS. How do we get one? When following along with this webinar, the Form Routing is Blank for routing to an authorizer, I assume because we are not assigned one.

    A: An Org with the Authorizer Function will need to establish a relationship with you (or your parent depending on Org structure) for them to populate in that dropdown.

    Follow-up Q: What is the role of an "authorizer"? Can we be our own authorizer? We are a one FSO, non-possessing company with currently only one master account.

    Follow-up A: Industry cannot act as their own "authorizer," as that role reviews all investigative requests, and completes all relevant financial details. For Industry, this is typically done by a federal agency, so you'd establish a relationship to that Org in order to authorize those investigative requests.

42. Q: We have two cage codes; would that be a sub?

    A: Yes. They would have to be separate Orgs in NBIS.

43. Q: We don't have the Order Form Library available to us. Where do we go to add that?

    A: You will need to reach out to your onboarding rep to assign the appropriate role.

44. Q: Is there a training specifically for FSO's that does not include tasks that we do not do, like form routing?

    A: There are multiple recorded webinars that are and will be made available, which are specifically geared towards Industry. While many are still being made ready to distribute, you can view many of them today at: https://nbistraining.countermeasures.com/courses/home

45. Q: Validating that we can actually add our users without sending documents to NBIS? But we must have PSSARs, PII and Cyber certs for all users, correct?

    A: That is correct, NBIS will provision the first user(s) with the intent that each agency/org/company can then scale/provision according to their organizational needs. However, to your second point, yes PSSARS and training are required to be an NBIS user.

46. Q: I have the Order Form Template Manager role but do not have the Order Form Library in the left navigation. Is that function not available yet for Industry?

A: The function is available to all initiating orgs. If it is not working, please reach out to your onboarding rep as there is a process for system fixes.

47. Q: I do not have an order form library. I should have all functions as the manager, correct?

    A: If you are responsible for setting up the AUBs for initiation as a template for yourself or other users, then yes. Users require the role of Order Form Template Manager to have that option.

48. Q: If we create a new Order Form Template and we allow it to be inherited to the Sub-Org, will the template show up as a selection to be used in the Sub-Orgs?

    A: Correct.

49. Q: On the template, when going through all of the sections, would it mimic the AUB, as in the field names being the same as the AUB in eQIP?

    A: The fields in the Order Form Template and a case Order Form will be similar to the AUB, but may not be described exactly as eQIP.

50. Q: Does "Include In Template" remove it from display during review, or remove it from the form completely?

    A: “Include in Template” means that the values for that field will be populated in a live case when you apply that template. If you do not select "Include in Template" the fields will still be present in an individual case's order form after you apply the template. The fields will just be set to the default value.

51. Q: For the Financial Details portion of the Order Form Template, can the agency input the TAS code/number information, or will that need to be completed by NBIS/DCSA/FAST?

    A: All Federal Agency IPACs have been marked as TAS exempt in NBIS. You should set up your Order Form Templates to include your SON, IPAC, and ODN. You should not need TAS. If NBIS does not allow you to authorize a case and says you need TAS, please contact the helpdesk and we can ensure your IPAC is on the exemption list.

52. Q: In the order form templates can you do a template for T3, T5 and PRs?

    A: Yes. It is not restricted by the Tiers. It can be applied to all.

53. Q: Will you be able to enter/update the TAS portion of the Financial Details?

    A: Yes.

54. Q: Is NBIS expecting Industry to submit SF-85s, or will SF-85s remain with Government?

    A: All case types will be included with NBIS.

55. Q: If you are the FSO and handle it all, do you have to have your backup user set up the user assignment for you? Or as FSO and initial user, is this routing already set up?

    A: You will still need your 2nd user to set up your assignments.

56. Q: Is NBIS taking over for DISS eventually or are we using NBIS in addition to?

    A: DISS will eventually sunset and NBIS will be used for end-to-end personnel vetting.

57. Q: So, someone has to assign a PR to a user before that user can open the investigation?

    A: In order for an Initiator, Reviewer, or Authorizer user to be assigned a case, they must have User Assignments. User Assignments can be specific statuses, case types, and program tags (if used). Without a User Assignment, those users should be able to open an active I/R/A case, but they would not be able to work it until they had the appropriate User Assignments.

58. Q: With the Hierarchy option selected, will the User Role be available to assign in a sub organization?

    A: If you are referring to Form Routes, and selecting the "Hierarchy" option, that just means that available options for Review and Authorize orgs will include all sub-orgs below you and any orgs above you up to the next 'grouped' org (has a star next to it). User roles are not related.

59. Q: I went to the link provided for additional manuals and help - and it's now being migrated between DCSA and CDSE - so which of the two has the manuals, user guides, etc. for NBIS?

    A: We are in the process of migrating training/resources to CDSE and Service Now from the Countermeasures site. However, you can still access Countermeasures at this time to find user guides and job aids.

60. Q: Are we able to change the persona name?

    A: Not at this time. We advise that personnel use generic terms for the persona name as orgs and roles may change.

61. Q: Who can set the program tags?

    A: Program Tag Manager is required to manage an organization’s program tag(s).

62. Q: Where could I find a list of roles which are automatic as part of an Org and what roles have to be added in System Settings before they are available for the org?

    A: The User guide will provide all roles and what Orgs they are available to.

63. Q: What is the source of the User’s info?

    A: Currently it is manually entered when the User is provisioned.

64. Q: The attachment that needs to be uploaded with a user - would that document be like a PSSAR?

    A: Federal Agency User Managers who have completed onboarding are encouraged to provision any remaining users in their organization. The required documents to upload in NBIS are the PSSAR (DD2962), DoD Cybersecurity Training certificate (or agency equivalent), and DoD PII Training certificate (or agency equivalent). The PSSAR can be downloaded at: https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2962v2.pdf

65. Q: Can the Services establish our own PTMs? Or is that someone from the NBIS team? In other words, can we appoint a Program Tag Manager within the Air Force to manage?

    A: Program Tag Manager is a user role available to Air Force. You can give as many or as few of your users that role as you would like. That said, Program Tags are created and configured for individual orgs. We would need to talk through a strategy for any widespread uses (e.g., one Air Force Org creating a Program Tag that all Air Force orgs then adopt).

66. Q: How do we know what Persona name to give a user?

    A: That is up to the User or Org to decide on the naming conventions. Some Users with multiple personas may request them to be specific to the differences.

67. Q: Where can we find a glossary of terms?

    A: Within the user manuals, you will find a list of NBIS terminology.

68. Q: When adding a new user--what should I do if the system populates a person's prior name (based on the SSN) but not their current name? It prepopulated the user's prior original name in JPAS/DISS but not the current name that shows in DISS

    A: The Subject record would have to be updated first.

69. Q: Will user roles/permissions cascade down from top org to sub-orgs, or do you need to establish roles/permissions under each sub-org? Is NBIS set up the same as DISS?

    A: Currently as a user, you will need to be provisioned into each Sub Org with the roles you require. At this time, no, NBIS is not set up the same as DISS.

70. Q: What would be a Persona Name that industry should use (e.g., users last name, first name)?

    A: Generally, it is used to identify a user's company, (e.g. CAS/VRO/Boeing/Lockheed). 99% of users will only ever have one. A rare occasion that a user will have 2 could be if you are a military reservist and an FSO, both needing access to NBIS. You "could" state "FSO" but if the user has another job as an FSO, it could get confusing when logging in.

71. Q: Is there a singular assignment that will encompass all phases as opposed to multiple assignments?

A: Not at this time.

72. Q: I assume you cannot create org user for yourself? Should this have been setup when the PSAAR was submitted for your company?

    A: Correct, a user cannot create themselves. NBIS onboarding will provision a high-level user(s) who will then be able to provision others. If you have submitted an approved PSAAR and not heard back, recommend reaching back out to us.

73. Q: How do we learn about subject management? No one shows in my subject list. How do I move my roster of cleared staff over to NBIS?

    A: In order for them to populate in your Subject Management Tab, you have to have an affiliation with them. You can utilize the Mass Initiation feature to only affiliate them to your Org if they are not already. (User Guide can provide more info)

74. Q: What needs to be put in the persona name block? I have multiple accesses associated with different companies that aren't affiliated with each other. Is the persona meant to differentiate between these different accesses?

    A: If you choose to, yes however, you can also have them in the same persona. However, in order to prevent having potentially 10s or 100s of personas, you are able to add orgs to a single persona, providing access to subjects all in one persona.

75. Q: Will government also be initiating investigations in NBIS or with they continue to use NP2?

    A: Agencies are submitting eApp initiations in NBIS. The investigation currently gets routed through PIPS until BI is built in NBIS.

76. Q: Why can't I see my name in the user list?

    A: Because you cannot edit yourself. You can view your profile in the top right corner where your initials are.

77. Q: Why are there 2 logins, 1 for NBIS and 1 for ServiceNow?

    A: ServiceNow is a separate system from NBIS, therefore requiring 2 log-ins.

78. Q: Why aren't my subjects listed in NBIS?

    A: You will need to take affiliation for them to show in your list.

79. Q: If initiated cases are cancelled when a person is removed from an org (transfers to another command), what happens if they needed that initiated case to go to the new command? (updated or upgraded clearance eligibility, etc.)

A: Only if the case is still in the submission phases will it be cancelled. If the case is already received or scheduled with BI, it will continue as long as they have an affiliation.

80. Q: When full adjudication begins in July, will the DISS CATS functionality be turned off, or will you still need DISS to perform backend functions?

    A: Scaling users, data, and workload out of DISS and into NBIS will be in an iterative manner. The main goal is to develop the functionality necessary to remove users from DISS prior to sun-setting. DISS may remain active in some capacities subsequent to that time, however the goal of legacy sun-setting is to do so strategically while doing continuous gap analysis.

81. Q: Are we able to delete sub orgs or move individuals from parent to sub?

    A: You are able to take affiliation/remove affiliation with subjects with any org you have visibility of. As a parent, you can give affiliation to subjects for a sub org.

82. Q: Does it matter what name you use for the Org name?

    A: This is configurable at the time an Org is created.

83. Q: What is a sub org?

    A: A sub org is an organization that operates separately from its "parent". Think DOD as the parent to DCSA, which is then the parent to VRO.

84. Q: Do I need to add my company to this hierarchy if we are a single entity? We have no sub orgs.

    A: When on-boarded, your company will be placed in the NBIS hierarchy where it belongs per the onboarding team. You do not have to create sub orgs if you deem it unnecessary.

85. Q: Will any of the data transfer from DISS into NBIS or do we need to create all from scratch?

    A: We are currently working on aligning the data fields between DISS and NBIS for migration.

86. Q: The enrolling in CV after fav determination - can this be selected even if the org has no relationship with a CV service provider?

    A: It can be selected; however, multiple pre-requisites must be met before CV service is actually provided. The relationship with a provider is one of them.

87. Q: I'm the FSO. I do 100% of all functions for my company. What roles do I need?

    A: Within NBIS, you are prohibited from adding roles to your own profile, so you'd first add those roles to another colleague, then have that person add appropriate roles to your profile. As an FSO, you'd likely need FSO, Subject Manager, and Operations Manager, at a minimum.

88. Q: If you have a sub org and in time you fold that organization into the parent or into another sub org, can you just move those records into the parent or do you delete them and then have to reenter them? Example would be a company with several smaller companies that are being folded into another owned organization.

    A: NBIS has internal and external organization migration capabilities. Org Managers can move organizations within their hierarchy and external to their hierarchy. For external migrations the Receiving and Migrating organization need to work together on the migration.

89. Q: How do you remove an organization?

    A: All users and workflows should be removed/deactivated, and an option to delete orgs will be available.

90. Q: Regarding deleting orgs, what are the parameters/requirements? What role is required? What happens if you delete an org with cases initiated? Where do those cases go? What if there are users in that org with only roles in that org? Is their persona automatically disabled?

    A: Users, subjects, workflows will need to be removed prior to deleting an org. Cases that were initiated will be cancelled when you remove the subject's affiliation.

91. Q: Will industry have access to order form template?

    A: Yes

92. Q: As the FSO, I've on-boarded myself into NBIS. How do I add others to NBIS? Via the same onboarding method that I used or is there another method?

    A: NBIS onboarding teams will assist with provisioning the first user/users at a high level using the PSSAR and required training certificates. From there, a provisioned user with the proper roles may "onboard" additional users. Users cannot onboard themselves.

93. Q: Do you have to set up a form routing for each individual investigation or can it be set as a default?

    A: Once the template is created, you'll be able to select the template. There are many questions regarding Order Form Template Manager. This is a role that needs to be provided to you by your onboarding rep when creating your org.

94. Q: Can you create a new template by bringing up an existing one then simply change the name? Or will this "delete" the one you are editing?

    A: A user can link or copy an existing template to expedite the template creation process. Linking a template will copy all the base templates values, and these values can only be changed on a new template if changes are made to the respective fields on the base template. Copying a template will copy all base template values onto a new template, and those same values can be changed directly from the new template, without affecting original values on the base template.

95. Q: Now that DOD isn't doing PRs as we once knew them, will the T5R, T3R, etc., be renamed?

    A: CV and the use of REO/RSIs will be the replacement for Periodic Reinvestigations. Additionally, TW 2.0 has a 3-Tier approach to initial investigations which NBIS is well positioned to comply.

96. Q: As an FSO of a single entity facility, why, and at what point do I need to create my own SF-86 template? Isn't the SF-86 already in eQIP?

    A: Templates are optional features in NBIS. For your specific circumstances, an Order Form Template may not be of great benefit.

97. Q: Are the templates currently available for use for industry or is this a future option?

    A: There are currently some basic order form templates set up for Industry based on the various case types. However, a user with the Order Form Manager role can create additional/specific order form templates.

98. Q: What is the relevancy of adding a Persona Name?

    A: Persona name has no functionality tied to it, however in some circumstances a user may require having more than one Persona (e.g., two separate jobs with requiring NBIS access). This is different from a user who needs access to multiple orgs with varying roles in each for a single job. The later scenario only requires one persona. If the former situation exists, the name assists with logging into the correct Persona.

99. Q: Where do we obtain User Name and PW for the Countermeasures training site?

    A: If you do not have a username or password, you access the site via CAC/PIV/ECA.

100. Q: Would we as contractors want a sub relationship with our subcontractors for some reason with this function?

    A: Typically, org relationships would not exist between contractors and subcontractors. If there are specific needs once case initiations begin in NBIS, you can reach out to dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil and we can look into your situation, and either set up that relationship or discuss alternatives.

101. Q: The Order Form Library does not show in my NBIS sidebar?

    A: A user would need to have the role of Order Form Template Manager to see the Order Form Library in the NBIS left navigation menu.