NBIS Demo Day #8 Q&A

v. 19-Apr-2023

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

*The following questions and answers (Q&A) were compiled from the NBIS Demo Day (#8) which occurred on April 19, 2023. This NBIS Demo Day primarily focused on the IRA & eApp process in the NBIS system and where to find NBIS training resources.

1. Q: Where can I find a recording of Demo Day?

   A: Demo Day will be recorded and published on NP2, and on our temporary training platform, Countermeasures.

   These sites can be accessed from the below links:
   DCSA website: https://www.dcsa.mil/is/nbis/
   NBIS Training Site: https://nbistraining.countermeasures.com/courses/home
   NP2 Portal: https://np2.opm.gov/

2. Q: For industry, should our subject view be blank at this point, or should our subjects have migrated over from DISS?

   A: The Subject migration from DISS, particularly the affiliations with orgs, is still outstanding. For now, you will not see Subjects, (which are affiliated in DISS), affiliated in NBIS. DCSA is working now to complete that NBIS affiliation process.

3. Q: Will the role to run reports be automatic? Also, will the reports be customizable to show contract numbers and email addresses?

   A: The roles of who can run reports will be configurable by the individual organization. Also, there is still ongoing development regarding the customizability of reporting.

4. Q: For entities that just received an FCL and provisioned under DISS, will there be an NBIS onboarding notification sent or do we need to request an NBIS account via PSSAR?

   A: If you have just received your FCL and have onboarded into DISS, you will need to submit a PSSAR and training certificates via the NBIS Onboarding Portal (ServiceNow) to have your NBIS account created.

5. Q: What do you advise an FSO to do if they haven't been asked to create an NBIS account yet?

   A: If you will be the initial user in your organization to onboard into NBIS, you can contact: dcsa.meade.nbis.mbx.nbis-industry-onboarding-team@mail.mil and request an invitation to onboard into NBIS for Industry.

6. Q: For industry, will the SOI/SON be prefilled as it is in DISS?

   A: No, at this time it will need to be added.

7. Q: Can the SSN of the subject be edited if the user entered it wrong?

   A: It depends on the user role a user is assigned. Only certain roles have the ability to edit.

8. Q: How do we add the SON/SOI?

   A: Org Managers would add the SOI/SON in Org Management under Org Details.

9. Q: How do I add my counterpart as a full rights user?

   A: If you have the appropriate roles, you will be able to add additional roles to your counterpart by adding those user roles to their persona.

10. Q: Can we initiate 5 subjects at a time (mass initiations)?

    A: Yes, NBIS has this capability. It is done through the Mass Initiation feature via a CSV file.

11. Q: Does the FSO get cc'd on the e-mail that goes out to the applicant?

    A: No, The emails are auto generated to be sent to the applicants via the NBIS system.

12. Q: For subjects born overseas, is there a naturalization and born abroad block?

    A: This is under current development.

13. Q: When will the facility clearance information be updated within organization details in NBIS?

    A: The transfer of FCL data is an ongoing task. For now, this data will not be displayed, but is still able to be viewed in DISS.

14. Q: When will we be able to enter multiple email addresses when entering applicant information?

    A: The ability to have multiple email addresses should be available in NBIS in June 2023.

15. Q: Some personnel should not be searched (Directors, Appointed Officials, individuals that may have been in the news). Are there features that only allow "special users" to work those types of cases, and also identifies personnel that attempt to access cases they are not authorized to see?

    A: NBIS will eventually have the ability to restrict visibility of certain subjects within the system, and identify certain users who have the appropriate permissions to view those subjects. This capability is in development.

16. Q: Where can I find the announcement that e-QIP will no longer be active after October 1, 2023?

    A: The notice (FIN 23-02) can be viewed on the DCSA website: https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Security-HR-Professionals/Notices-for-Policies-Systems-Processes/

17. Q: Will eApp have any existing data from e-QIP or will it be completely blank for the subject?

A: Yes, legacy data from e-QIP will migrate over for users in eApp.

18. Q: If the subject has to revise the SF86 after submitting in eApp, will they have to answer all the yes & no questions again?

    A: Yes, the Y/N questions are required to be filled out again after making an update.

19. Q: When performing a mass initiation, will subjects be created if one is not currently in NBIS?

    A: Yes, mass initiation will create subjects who are not previously in NBIS.

20. Q: Will a user manual be provided?

    A: Yes. Admin, Agency and Service Provider user guides are available as well as numerous job aids and knowledge articles. They can found on the NBIS Training Site reflected above as well as on the ServiceNow Training Portal (site shown in question 24).

21. Q: Industry does have Treasury Account Symbol (TAS) currently. How will we know or find these for the NBIS / eApp?

    A: Some organizations, including NISP Cleared Contractors (i.e. 'Industry') have logic in NBIS, which removes the requirement to input TAS information prior to releasing a case submission.

22. Q: I am an FSO and I need to provision my AFSO, do they have to go through ServiceNow like I had to when I got the initial account?

    A: No, they don’t have to go through that ServiceNow process. They will need to submit their documentation directly to you. At that point, you can go into NBIS and create their account and grant them the roles they need to complete their functions.

    Note: To add a user in NBIS, go to 'Org Management' and ensure you’re in your assigned org for your work. Select the 'Users' tab. Within that tab, you can utilize the 'Create User' feature. Please go here for more detailed instructions (or search for KB0011467 in ServiceNow): https://dcsa.servicenowservices.com/csm?id=kb_article_view&sysparm_article=KB0011467

23. Q: When will ServiceNow be available to NBIS users, specifically non-DoD?

    A: ServiceNow is already available to users including non-DOD and Industry users. You may go to the site and login if you already have an account. If you do not have an account, you can register for one.

24. Q: What is the Service Now portal website address?

    A: https://dcsa.servicenowservices.com/nbis

25. Q: When is the next NBIS Demo Day?

A: The next NBIS Demo Day will be in July 2023. You can find more information on the DCSA event calendar found here: [Events Calendar (dcsa.mil)]

26. Q: How often are the training materials updated?

    A: Training materials are updated on an ongoing basis as updates to the system impact them.

27. Q: Can you add subjects to Subject Management without initiating an eApp?

    A: Yes, by taking an owning or servicing affiliation with that subject.

28. Q: Is NBIS replacing DISS?

    A: Yes. NBIS will be the one-stop-shop IT system; it will replace legacy systems.

29. Q: When working in NBIS, how much time do you have before system times out?

    A: The system will timeout after several minutes of inactivity.

30. Q: How do I create a subject in NBIS?

    A: The Subject Management tab will show existing subjects under your organization. To create a new subject, users would perform a SSN search in the Search for SSN or Case ID box in the top right. If a subject exist in NBIS, it will show up. If not, you have the ability to create a new subject from there.

31. Q: If we have populated the subject's email in DISS will it flow over to NBIS?

    A: Yes, subject email data will be migrated from DISS to NBIS.

32. Q: If an incorrect email was inputted when initiating a subject, do I have to initiate a whole new case/request?

    A: No. The email should be corrected in the subject profile, then the FSO/subject manager will need to reset the eApp password, which will generate an email to the subject.

33. Q: How do I reset an eApp password for a subject?

    A: To reset an eAPP password, under the user's subject profile, go to the "Actions" drop-down box and select "Reset eApp Password". An email will be sent directly to the subject with instructions on how to log into eApp.

34. Q: How often do you need to change login information to access NBIS? (e.g. 90 days, etc.)

    A: The login to NBIS is certificate based (e.g. CAC).

35. Q: If we need to modify the case type and the subject has already started their standard form, do we cancel and reinitiate in NBIS?

    A: Yes, you would need to cancel and reinitiate the case.

36. Q: If we have multiple email addresses for a subject or the eApp user, will it send an email notification(s) to both email addresses?

    A: No. One email will be marked as primary.

37. Q: If a subject is locked-out, how do we unlock them?

    A: From within the Subject Profile in NBIS, in the upper right-hand corner select the Actions drop-down, then select-reset eApp password.

38. Q: Do applicants get additional emails if they do not login and start their eApp within a certain timeframe?

    A: This can be configured in notifications within the Org Management screen.

39. Q: How many days does the subject have to complete their eApp? And if not completed in time, will their account be terminated?

    A: The countdown timers will not change from what it is currently in e-QIP. (Note: Current e-QIP limitations are 30 days to log in).

40. Q: How do we know what accesses we should have before adding a user?

    A: There is an ongoing discussion about the access requirements for NBIS users. Currently a favorably adjudicated T1 is required, however this may change in the future. Roles that are available to be granted by a User Manager are dependent on the organization function. Therefore, certain roles (e.g. adjudicator), can only be given to users in an Adjudication org.

41. Q: Is there an option in NBIS for us to resend the email to the subject if they did not receive it?

    A: You can reset the password, which will automatically send the email to the subject. There is no "resend" feature currently. (Note: Ensure applicants are checking their junk mail folders).

42. Q: When will we have access to NBIS eApp?

    A: If your organization is initiating cases in NBIS, then your subjects have access to eApp now.

43. Q: What does the subject see when their eApp is sent back for corrections?

    A: The subject will be prompted to complete the specific area(s) that needs clarified.

44. Q: Is there a help document for eApp that can be sent to the individual?

A: eApp itself has numerous help features contained within the site to help aid the applicant as they fill out the standard form.

45. Q: When is the anticipated date for DISS to be shut down?

    A: To be determined.

46. Q: Will the FSO still be able to review the e-QIP form after submission?

    A: The FSO will have an opportunity to review the standard form in NBIS (once completed in eApp) and reject the form back to the subject to make any necessary corrections in eApp.

47. Q: Can iPad, Mac or other devices be used to complete the eApp?

    A: eApp is an online site, you should not have an issue using your devices.

48. Q: Will the FSO be notified that the eApp application has been completed by the subject?

    A: Yes, the case will be assigned to them in their task inbox.

49. Q: How can you check to see if the applicant worked on the eApp?

    A: Statuses are being updated and are currently under further development.

50. Q: When initiating, can agencies modify the auto-generated emails from NBIS to subjects?

    A: Not at this time, but this has been a request and ongoing discussions are occurring.

51. Q: Regarding the Authorization phase, NBIS recommends the routing details to DCSA for investigation on most of my cases. I only had a few cases that it was recommend for CV. Is this normal?

    A: Recommendation for CV enrollment (or continued enrollment) would occur for T5Rs and T3Rs, it is dependent on what types of cases you are initiating in NBIS.

52. Q: Is there a guide that indicates the steps on how to create templates in NBIS?

    A: If you have a DCSA ServiceNow account, follow the link below (or search for KB0012415 in ServiceNow):
    https://dcsa.servicenowservices.com/csm?id=kb_article_view&sysparm_article=KB0012415

53. Q: Is contract number a required field?

    A: If a user selects that the subject is a contractor, then Contract Number becomes required.

54. Q: What is a FIPC code?

A: FIPC codes are a series of code options that indicate special processing for an investigation.

55. Q: Will agencies have the Subject Profile Editor Role?

A: Currently yes, but there are ongoing discussions to remove this role.

56. Q: Can AUB's be pre-populated like before?

A: Yes

57. Q: Will Industry have to fill out any financial information in NBIS prior to authorizing a case?

A: No, VRO would supply any missing financial data. However, Order Form Templates are available in NBIS for Industry orgs, which auto populate the Financial Details (if the order form template is applied).

58. Q: Will there be a compact copy of the subjects form to view/save like there currently is?

A: Currently only archival copy is available. Eventually NBIS will show the compact copy.

59. Q: In eApp, is there an option to see a review copy of the standard form prior to the subject signing the signature pages?

A: No, not at this time.

60. Q: For Industry, how do you find out what your SON and / or SOI # is?

A: For NISP Cleared Contractors the SON is 346W, SOI is DD03, and IPAC is 97008801. VRO can input this information when they authorize the case request.

61. Q: Are the current e-QIP reports (with associated data/statuses) available on the NBIS platform?

A: There are current reports in NBIS regarding submission cases. Also, please note, the NBIS reports capability is currently under further development.