NBIS Agency Organization

Facilitator Guide

NBIS Release Version: 4.0
Course Version Date: 05/2022

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Guide Information

Personable Identifiable Information Disclosure

This document does not contain Personable Identifiable Information (PII), all sample data shown was created for instructional purposes only.

Training Guide Use

Information in this guide and within the NBIS applications is intended solely for authorized employees. This confidential information should not be used for any other purpose.

Software Requirements

Software	Supported Versions
Web Browser	Google Chrome Firefox Microsoft Edge (Chromium) Internet Explorer (latest version – support ending July 2022)
Operating System	Windows 8 Windows 10
PDF Viewer	Adobe Reader, Acrobat Standard/ Professional version 7.0 or Later
Spreadsheet Software	Microsoft Excel

Change Log

Trainers are responsible for using the most current copy of the facilitator guide. This table documents the changes that have been made since the last facilitator guide was published. Reprint the pages that have changes or make notations in your printed copy.

Date	Change Description	Section
03/01/2022	Document Created	All
03/06/2022	Added Additional comments and performed formatting	All
03/16/2022	Added Objectives	All
03/18/2022	Final Adjustments for first session	
04/26/2022	Final Updates	
05/23/2022	Release 4.0 Updates	

Notes

Icons

These icons are used throughout this courseware.

Icons	Description
	The Alert/Hint icon indicates important information.
	The eLearning icon indicates self-paced web-based trainings located on the Learning Management System.
	The Exercise icon indicates an individual learner activity or group activity.
	The Handout icon indicates additional course materials.
	The System Demonstration icon indicates the facilitator should access a system to provide a demonstration in the system.
	The Video icon indicates the facilitator should access and play a video.

Notes

Module 1: Login and Enrollment

By completing this module, you will understand the enrollment and login process to NBIS as well as some of the common difficulties and issues.

Objective:

In this module you will learn:

- Certificate Enrollment
- Login to NBIS Enterprise Portal
- Multi-Persona Login
- Concurrent Session Restriction
- Enrollment Reset

Lesson 1: Certificate Enrollment

Enrolling your certificate is the first step to accessing the NBIS Agency IM application. When your Organization Manager creates your NBIS Agency IM user account, you will receive an email (see below) with *Welcome to NBIS IdAM Certificate Enrollment Program* information. Enrolling your certificate is a one-time action required for each Persona. After certificate enrollment, an email with the environment access link will be sent.

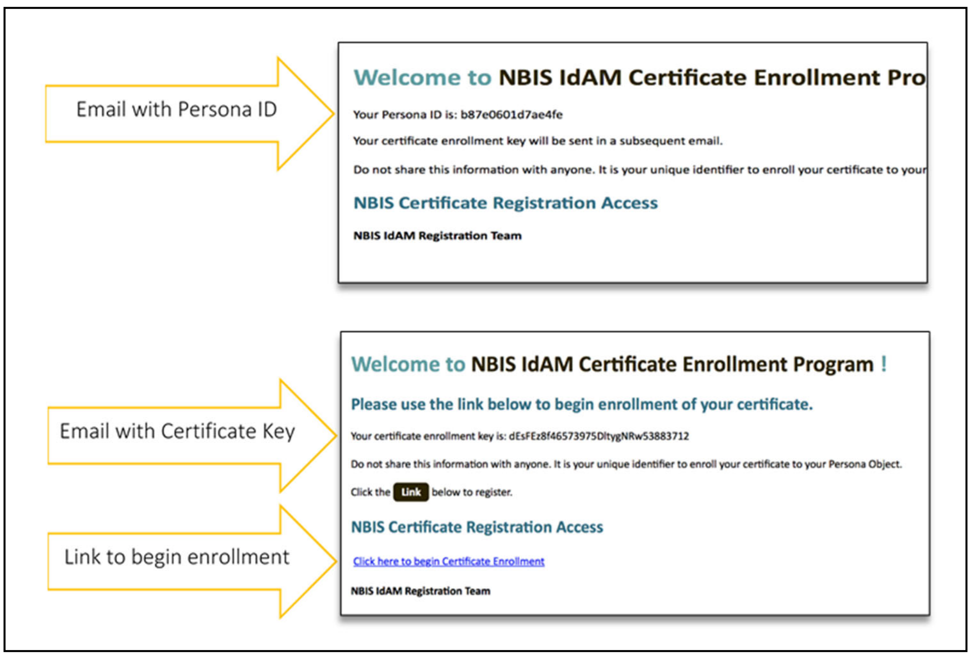

Figure 1: NBIS IdAM Emails

	Demonstration of enrollment and login

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Steps:

1. From the Welcome to NBIS IdAM Certificate Enrollment Program email, select the link **Click here to begin Certificate Enrollment**.
2. After reading the Terms of Service select, **I Accept** to agree to the service terms.
3. Enter your Persona ID and Enrollment Key and select **Begin Enrollment**. Persona ID and Enrollment Key should have been received in two separate emails. Contact your supervisor for additional support.
4. Use the **Select Certificate** button to open the certificate selection popup.
5. Choose the applicable certificate and select **OK**.

!	Ensure the certificate being selected is for ID or Authentication Purposes. Other certificates will not work.

6. A Certificate enrollment processing review is conducted to check for authenticity and validation of the submission.
7. Review the returned certificate information and select **Confirm Certificate** to continue.
8. Next, enter your SSN (no dashes) and DOB (YYYY-MM-DD) and select **Submit Enrollment** to complete your certificate enrollment.

!	The SSN and DOB must match the data entered by the User Manager that created your account. If incorrect data is entered here, your certificate will need to be re-enrolled with the correct data.

9. Select **Logout** to complete the Certificate enrollment process.

!	Make a note of the *Enrollment Submission Code* for future troubleshooting should there be issues logging in with the persona.

Module Notes:

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Lesson 2: Login to NBIS Enterprise Portal

Once Certificate Enrollment is complete, you will receive an email confirming your enrollment completion with a link to access the NBIS Enterprise Portal. If you have more than one enrolled Persona you will have an option to choose which enrolled certificate to log into.

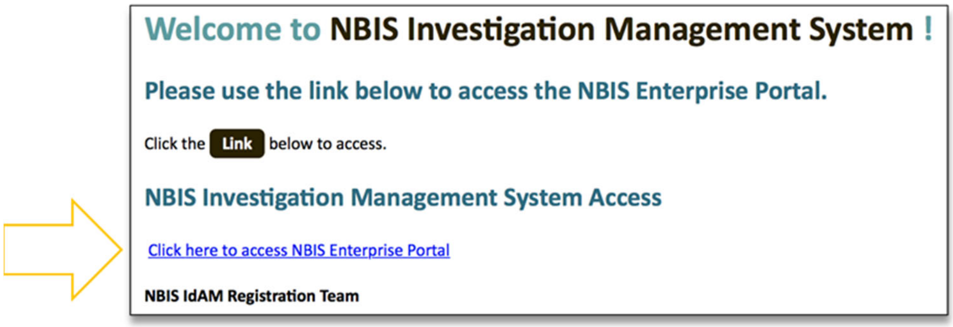

Figure 2: NBIS Portal Email

Steps:

1. From the Welcome to NBIS Investigation Management System email, select the link **Click here to access NBIS Enterprise Portal**. Bookmark the link as needed.
2. Review the Terms of Service and select **I Accept.**
3. Use the **Select Certificate** button to open the certificate selection popup.
4. Choose the applicable certificate and select **OK**.

!	Certificate selected must match the previous certificate used in the enrollment process.

If your certificate is associated to a single Agency user account (Organization) you will be directly logged into the NBIS Enterprise Portal and have access to your assigned organization and role assignment.

Module Notes:

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Lesson 3: Multi-Persona Login

If you have more than one persona linked to your CAC card, you will be prompted to select which persona to login as. After selecting a Persona, you will be logged into the NBIS system and have access to the selected organizations and roles configured in that persona.

	For users with multiple personas, only the capabilities and access for the selected persona will be available to you during that session. Other personas access will not affect your current session.

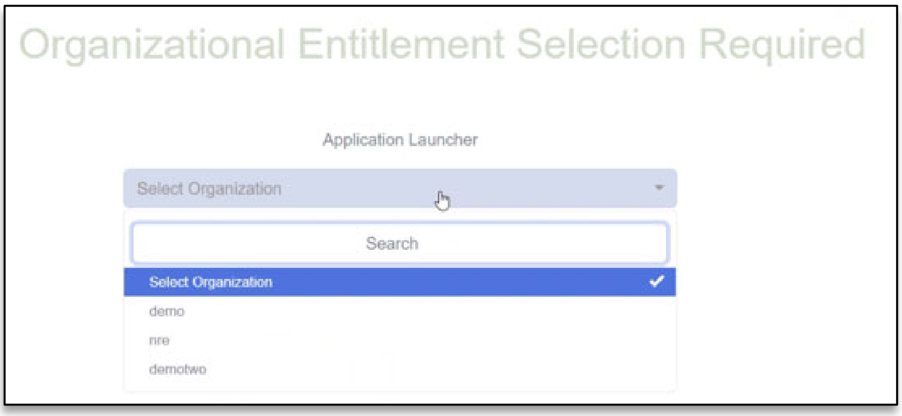

Figure 3: Multiple Persona Selection

Lesson 4: Concurrent Session Restriction

NBIS is limited to 1 (at maximum) concurrent session. Concurrent Sessions are how many sessions a user can login to at the same time. A user cannot be simultaneously logged into NBIS from different browsers or different computers at the same time. If you attempt to login to NBIS while another session is active, NBIS will block the active concurrent session. You will need to close the browser and may have to wait up to 2 minutes before navigating to the URL to login again.

Figure 4: Current Session Error

Notes

Single Browser

Logging in on the same computer and/or same browser is handled as one session. While you can login and open another tab in the same browser to the NBIS URL, NBIS will auto refresh the first tab to the same NBIS window as the newly opened tab.

Lesson 5: Enrollment Reset

Users in NBIS will need to have their CAC enrollment reset if they change CAC cards or they enter incorrect information (Certificate, SSN, or DOB) when registering a persona to their CAC. To request a reset, reach out to your User Manager. When a reset is triggered for a persona, the user will receive the two emails with the enrollment information and the link to start enrollment.

Module Notes:

Notes

Module 2: NBIS Basics

Objective:

In this module you will learn:

- What NBIS is
- Navigation Overview
- High Level Feature Implementation
- Users vs. Subjects
- User Roles
- Configuration vs. Case Processing
- Common Terminology

Lesson 1: What is NBIS?

DCSA sought to develop a solution to increase efficiency and effectiveness, without generalizing requirements that could burden or compromise the personnel vetting mission. As a result, DCSA created the National Background Investigation Services (NBIS) system to mitigate challenges that arise due to disparate Personnel Vetting programs.

The National Background Investigation Services (NBIS) System is a federal government-wide information technology system that offers a set of services to conduct investigations and adjudications in support of Suitability/Fitness, HSPD-12, and National Security cases.

It will house all data associated with background investigations for federal civilian employees, military service members, and government contractors. NBIS will protect the sensitive information used for the three adjudicative authorities by employing the latest technology and utilizing maximum security resources to guard against increasingly sophisticated and evolving threats.

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Lesson 2: Navigation Overview

Lesson 2.1: Main Application Navigation

	Main Application Navigation Demonstration

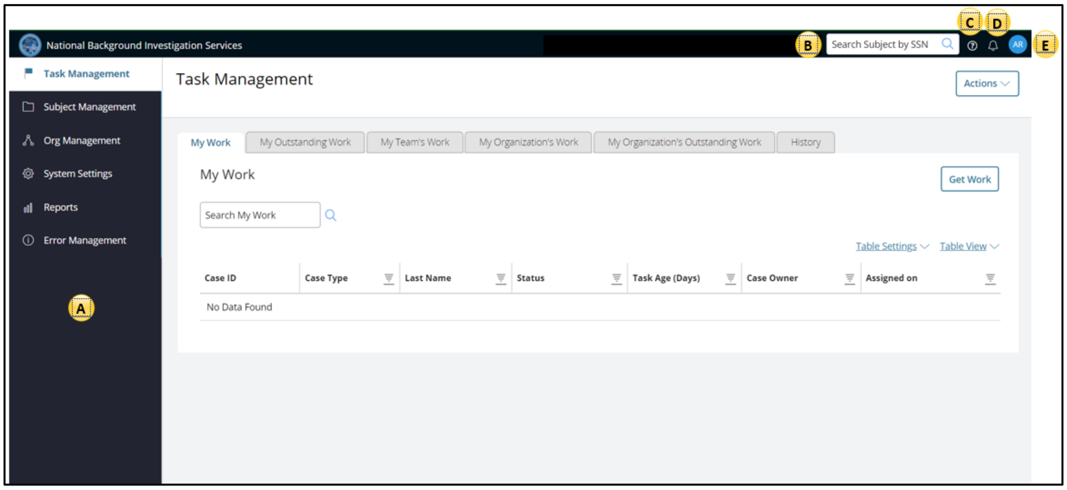


Figure 5: Application Navigation with Identifiers

A. **Navigation Menu** – Task Management, Subject Management, Org Management, System Settings, Reports, Error Management. When the page is at 100% zoom and up, a menu bar instead of the left navigation menu will be visible.

	Depending on your zoom level and monitor resolution, from the top left select the hamburger icon ☰ to display the navigation menu if it's not already displayed.

B. **Global Subject Search** – Search for subject by SSN. If the subject exists, you will be brought to the subject's profile. If the subject does not exist, you will be brought to the Create New Subject page.

C. **NBIS Help** – Help menu that displays a selectable link for DCSA's online ticket portal, the service desk phone number, and the NBIS version number

D. **Notifications** – Shows a list of notifications to the user, and a link to the case request depending on the user's roles.

E. **My Profile** – Displays the user's icon (user's initials) and once selected, the user can view their Profile or Log off.

Notes

Lesson 2.2: Tables in NBIS

The tables in the application share common designs for how to sort, filter, and view the rows of data.

Job Aid Table Interactions and Customizations (JA-018)

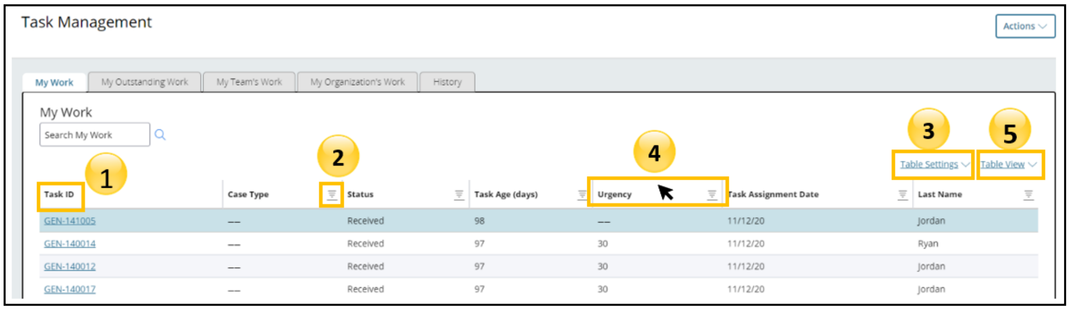


Figure 6: Table Configuration in Task Management

1. **Sort by Column** – Select the column header, like Task ID for example, to sort the table by the data in that column.
2. **Filter by Column** – Select the triangle icon to the right of the column header. A small pop up will appear where you can choose values in that column to filter the table by.

For some tables, the ability to customize the view is available. If so, then you will see the **Table Settings** and **Table View** links on the table.

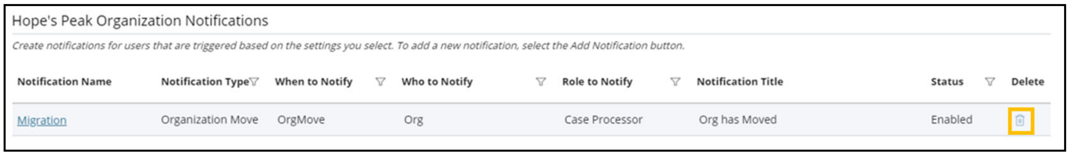
3. **Customize Columns Visible** – Select **Table Settings** to view a list of all the columns available for the table. You can check or uncheck to change the columns that are visible.
4. **Rearrange Columns** – Click anywhere inside the column header and drag to reposition the columns in a different order.
5. **Save Customized Table View** – Select **Table View** and then **Save Table** to save the columns that you configured for the table. You can also select Delete Saved Table to revert to the default view and remove your configurations.

Notes

Lesson 2.3: Additional Table Actions

Other Tables throughout the application may have additional actions built in like delete, expand/collapse functionality, or additional actions.

Delete – Select the trashcan icon to delete an entry in a table.

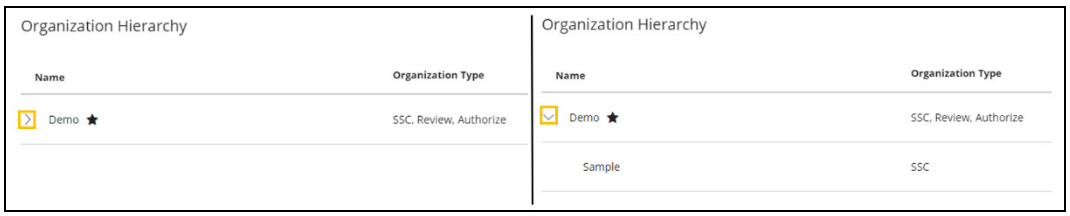

Hope's Peak Organization Notifications

Create notifications for users that are triggered based on the settings you select. To add a new notification, select the Add Notification button.

Notification Name	Notification Type	When to Notify	Who to Notify	Role to Notify	Notification Title	Status	Delete
Migration	Organization Move	OrgMove	Org	Case Processor	Org has Moved	Enabled	

Figure 7: Notifications Showing Delete

Expand/Collapse – Select the expand icon to expand a table entry. Select the collapse icon to collapse the group.


Organization Hierarchy

Name	Organization Type
Demo ★	SSC, Review, Authorize

Organization Hierarchy

Name	Organization Type
Demo ★	SSC, Review, Authorize
Sample	SSC

Figure 8: Org Hierarchy Showing Expand/Collapse

Additional Actions – Select the ellipses icon for more actions on a table entry.


Users	Actions
0	⋮

Figure 9: Actions Icon in Table

Module Notes:

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Lesson 3: High Level Feature Implementation

- **Agency** – Also known as IRA, this includes the Initiation, Review, and Authorize phases. These entail the processes of requesting an investigation on behalf of the subject, reviewing their e-App submission, and releasing the request to the ISP for Investigation or for Continuous Vetting enrollment.
- **Background Investigation** – Includes all phases that take place to create, validate, assign, and work the investigative case and leads. The result of this process will be completing the investigation process and delivering appropriate documentation to the Adjudicating agencies.
- **Adjudication** – Once the case and background investigation information is received by an Adjudicating agency, it is reviewed against guidelines to make a final determination on the subject's request for a security clearance.
- **Appeals** – If an unfavorable adjudicative decision was made, users have the option to request the Appeals Board to re-evaluate the decision on behalf of the subject.
- **Continuous Vetting** – There are different points in the overall workflow where a subject can be enrolled in their organization's Continuous Vetting program. Once this occurs, users will be able to monitor and work alerts that come in for the subject. If relevant alerts arise, the case can be transitioned to the Adjudication phase for review.
- **Screening** – Used to grant Interim Determinations and view subject populations in external organizations and hierarchies.

Lesson 4: Users vs. Subjects

Users are the different government or industry employees that will be utilizing the NBIS System.

Subjects are the federal civilian, military, or contractor personnel who are requesting to obtain a security clearance. These are individuals who are authorized to fill out the Standard Forms via the e-App system.

	Acronyms, Abbreviations, & Definitions Reference Guide

Lesson 5: User Roles

The roles within NBIS control what specific screens and actions the users have access to. Roles are provided to users based on the organization they're in and are configured within the user profile.

	User Role Reference Mini-Guide

Notes

Lesson 6: Configuration (Design Time) vs. Case Processing (Runtime)

Design Time refers to configurations that users with certain roles need to set up, for other users to successfully accomplish run time activities. There are two types of design time configurations.

- **NBIS Level System Settings** consist of tables that store data and business rules for every organization using the NBIS application.
- **Org Level Configurations** consist of business rules and data that is set up specifically for that organization and sometimes also the organization's hierarchy. Often times the data that is set up in System Settings will populate Org Level Configuration screens.

Run Time refers to the part of the system where users are executing the steps/tasks directly involved with a subject obtaining their clearance. There are two main areas where these tasks are completed.

- **Managing Subjects** – To work on a case, subjects need to be created first. Groups of users are responsible for creating and managing subjects. The capabilities that are available to a user or subject is controlled by design time configurations.
- **Working a Case** – This consists of the users completing the case workflows for each phase of the personnel vetting process. All the details of the users' permissions, the data they work with, and the workflow sequence is dependent on design time configurations.

Notes

Lesson 7: Common Terminology

	Acronyms, Abbreviations, & Definitions Reference Guide

The **Phase** is the highest-level grouping to describe where the case is at in the overall workflow for the personnel vetting process. It communicates to users the type of work currently being done on the case. Examples of phases include Initiation, Review, Authorize, Investigation, Adjudication, Appeals, Continuous Vetting, etc.

The **Status** of the case communicates the specific part of the workflow the case is at within a Phase. So, it is a more granular indication of the case progress compared to the phase.

Organizations can establish **Org Relationships** with each other when one organization is completing the work within a phase for another organization. This is also known as a **Shared Service**.

The **Worklist** refers to a task or case being assigned directly to a specific user. In Task Management, the My Work tab is equivalent to the user's worklist.

The **Workbasket** refers to a task or case in an organization that is not assigned to a specific user yet. In Task Management, the My Team's Work or My Org's Work is equivalent to the workbasket.

Notes

Module 3: User Management

Objective:

In this module you will learn:

- Users and Personas
- Roles in NBIS
- Searching for Users in NBIS
- Create a User
- Create a Persona
- Reset Authentication
- Disable Persona
- Edit User PII
- Edit User Persona Information

Lesson 1: Users and Personas

Users in NBIS have two components that make up their Profile.

- **PII** – this is used for CAC enrollment and validation
- **Personas** – Capabilities and Roles/Permissions for organization(s)

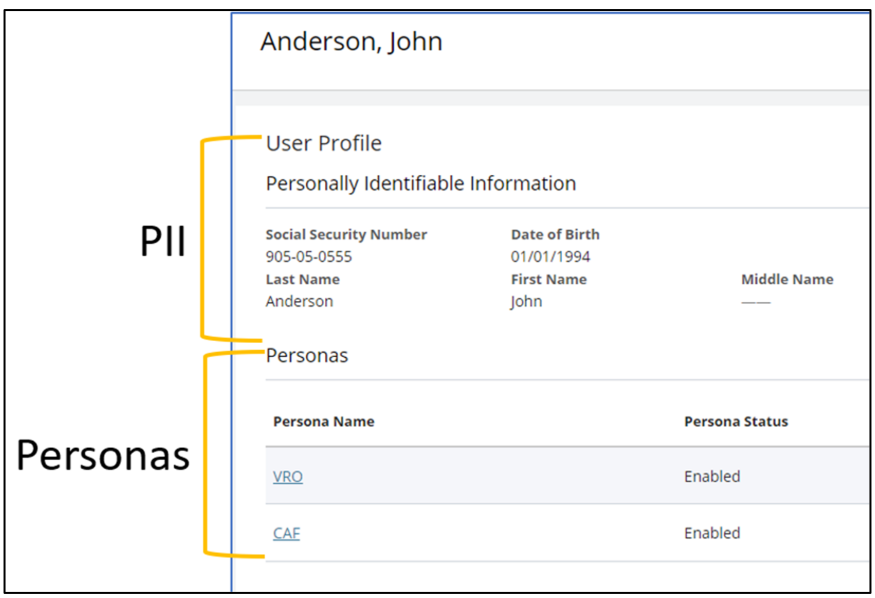

Figure 10: User Profile with PII and Persona Markers

Notes

Lesson 2: Roles in NBIS

Roles in the NBIS software do not necessarily align with roles in legacy systems like EQIP or DISS. One important thing to note is that there are no optional or mandatory permissions. If a user is given a role, they have full capabilities of that role.

Roles within NBIS are modular and most can stand alone. Every role can be stacked upon each other. If a role is added, all permissions/access/visibility that come with it will be added to the user. If the user already had permissions/access/visibility to something, adding or removing an additional role will not affect the other role.

	User Roles Reference User Roles and Permissions Reference Guide

Lesson 3: Searching for Users in NBIS

As a **User Manager**, from the create user screen you can search all users in NBIS by their SSN. It does not matter if they are in your organization or hierarchy.

	User Creation Demonstration
	Job Aid Managing Users and Persona (JA-042)
	You cannot search your own user or see it in any list outside of task reassignment. You have a read only version of your profile and personas available in the application header.

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Users** tab.
3. From the right, select **Create User** button.
4. In the SSN Search text box, enter the user's social security number and select **Continue**. If the user *does not* exist in the system, the Create User screen displays.

Notes

Lesson 4: Create a User

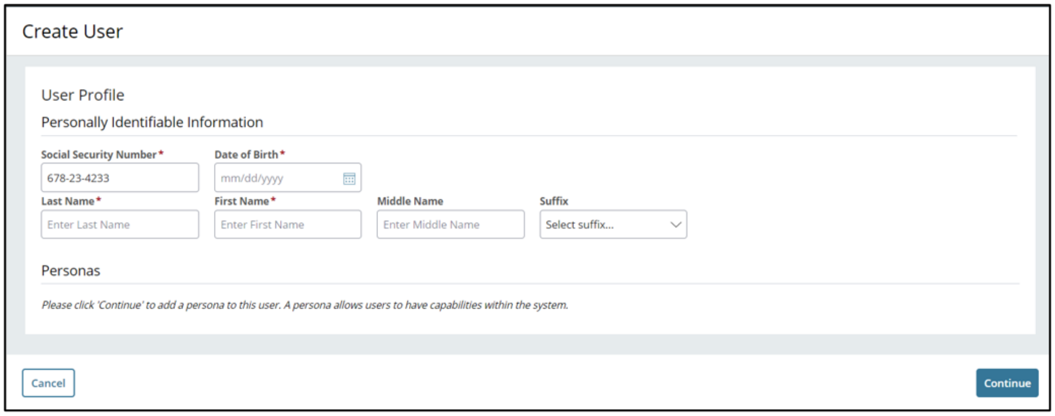

Figure 11: Create User

Steps continued:

5. Fill in the required user information under **User Profile.**

	The SSN and Date of Birth are required for the user's initial CAC enrollment. Please ensure they are entered correctly to prevent further issues. User Managers will be able to modify the SSN and DOB after the user is created.

6. After filling out all user information, select **Continue** to create a persona to add a user.

Module Notes:

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Lesson 5: Create a Persona

Steps:

1. In the **Manage Persona** tab, a user manager can enter the required information for the Persona.

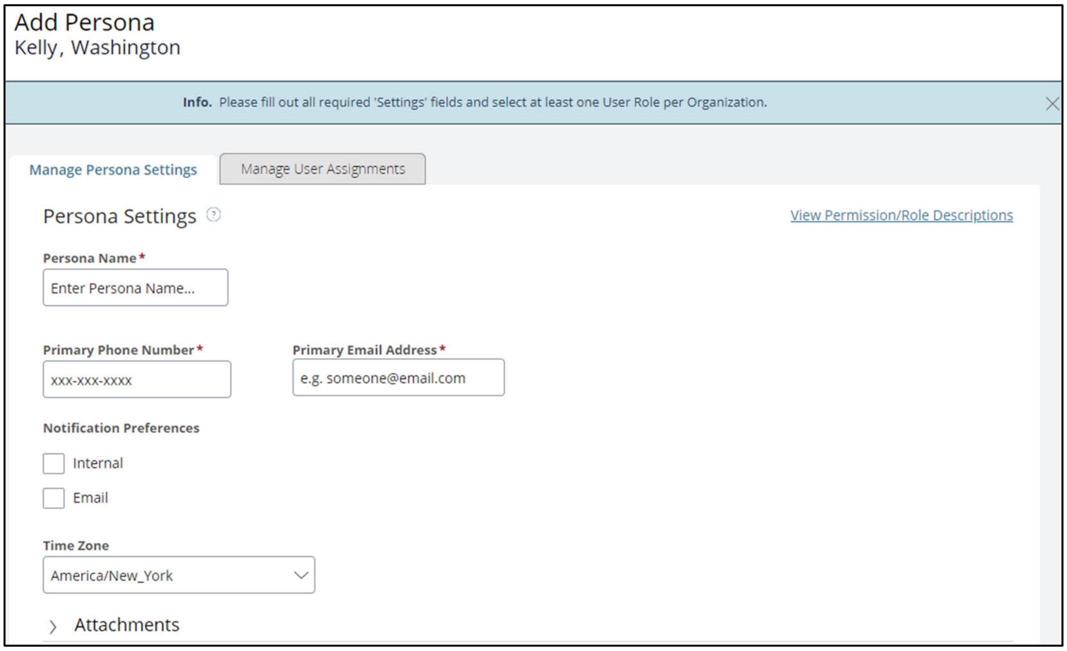

Figure 12: Manage Persona Settings

	Persona Name cannot be changed once the Persona is created.

2. Select a **Notification Preference** option. The **Internal** option displays notification alerts in the top right corner of the application. The **Email** option will route notifications to the primary email address entered for the user.
3. Select the **Time Zone** drop-down below notification preferences and ensure the correct time zone is set for the persona.
4. Select **Add Attachment** to upload required documents for the persona, and then fill in the required attachment fields.

Notes

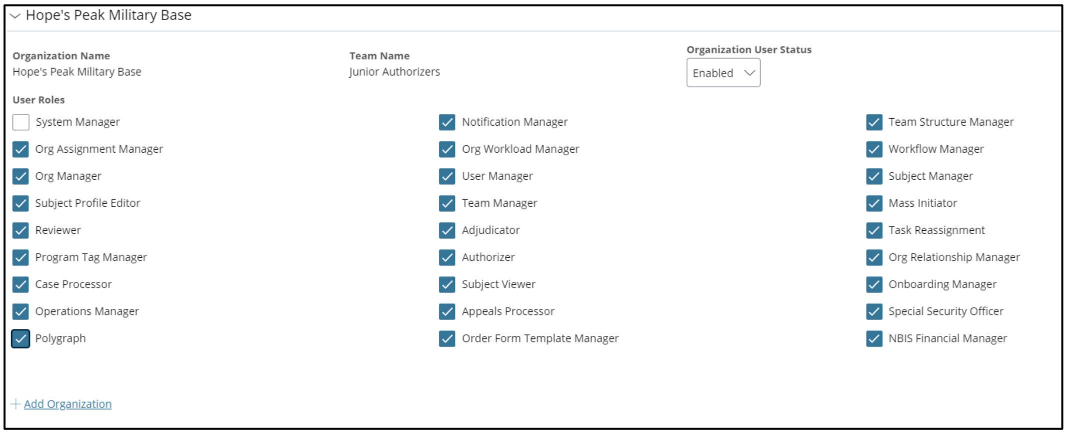

Figure 13: Manage Persona Settings

5. The organization context should be pre-populated based on the org in which the User Manager is creating the Persona. Select the **roles** the user will be granted within the organization.

!	You must select at least one role for each organization.

6. To add the user to an additional organization, select **Add Organization**. A modal will appear where you can search for an organization to add. The list of available roles within the organization will display to be selected.

!	You can disable a persona's status with that organization specifically, without disabling their login.

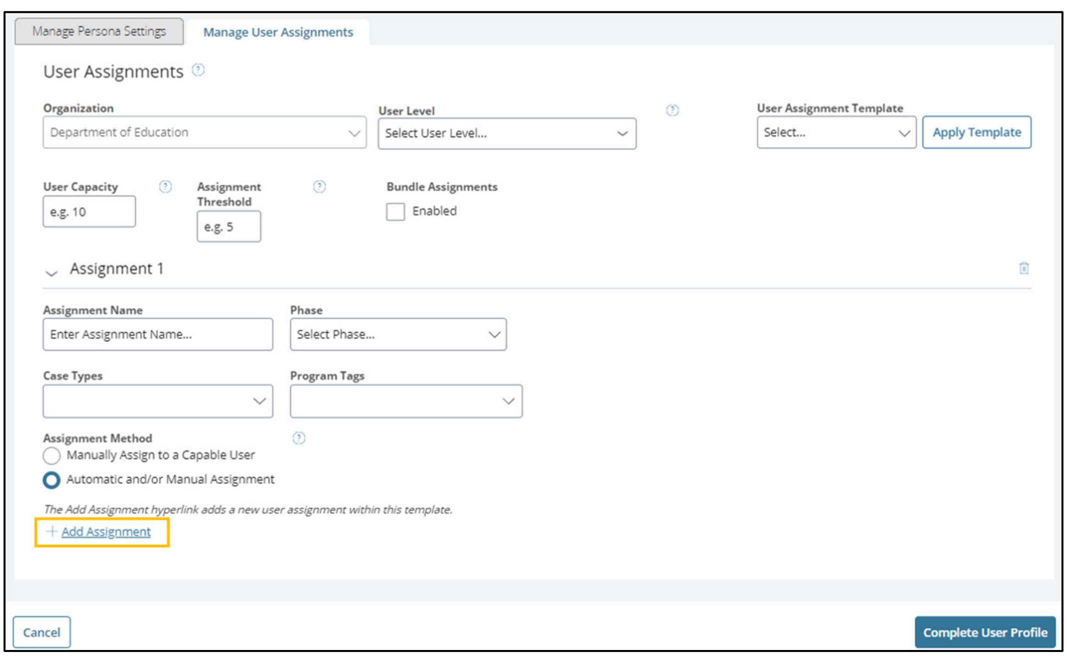

Figure 14: Manage User Assignments

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7. Select **Manage User Assignments** tab and fill in the required information related to managing the types of tasks users can be assigned based on certain task attributes.

8. From the **Organization** drop-down select your desired organization. This allows you to specify capabilities for each of the organizations a persona is associated.

9. [Optional] For the selected organization, select a **User Level** and apply any **User Assignment Templates**, if applicable.

!	User Level does not apply to Agency users.

10. If the receiver will be receiving automatically assigned work, configure the **User Capacity** and **Threshold Values**.

    Notes:

    - **User Capacity** sets the maximum number of cases a persona may be automatically assigned.
    - **Threshold** sets the minimum number of cases a persona can have in their worklist until the system queries for cases that match the persona's capabilities and adds cases to the user's worklist up to the capacity.
    - **Capacity** and **Threshold** are required if the **Automatic and/or Manual Assignment** method is selected for an assignment.
    - A user can be manually assigned cases that may exceed their User Capacity if the **Manually Assign to a Capable User** button is selected.
    - Automatic Assignment Occurs when the User Logs into NBIS if they are below Capacity, or when the Assigned cases reached the Threshold Value.

11. For users working CV alerts and cases, select the **Bundle Assignments** checkbox to group assignments for each subject.

12. Select **Add Assignment** to add an assignment to the persona. Multiple assignments can be added per organization.

    a. Select the **Phase** for the assignment. The phase determines what phase of the case the user can work on. Additional fields will populate depending on the phase selected.

    b. Select the **Assignment Method** for the user assignment. Capable means that the persona can access and work on a case with certain attributes, but only if they are manually assigned the case, not through automatic assignment. System Assigned means that the persona can work on and will be automatically assigned the case or task.

    c. Select the appropriate **Case Type** and **Workflow Status** options for the persona. These sections indicate the types of cases or tasks you want the user to be capable of working on.

    d. Select any applicable **Program Tags** needed for this assignment configuration.

Notes

13. At the bottom right of the User Profile, select **Complete User Profile** to finish creating the persona and add the user to your organization.

Module Notes:

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Lesson 6: Reset Authentication

Persona authentication resets are required if certificate enrollment fails or if a CAC/PIV card is changed.

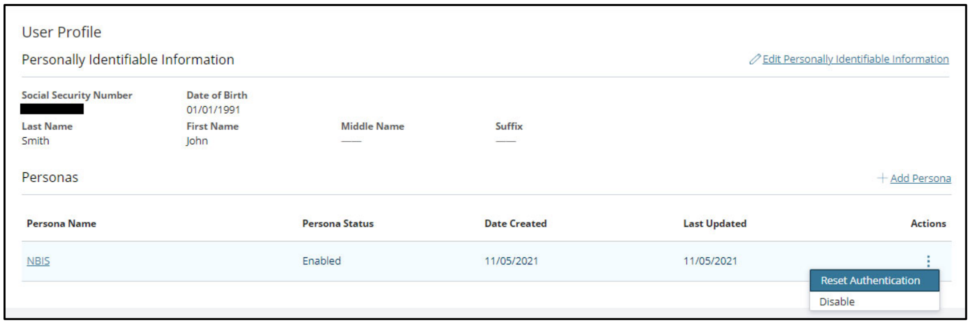

Figure 15: User Profile Ellipses Menu

Steps:

1. In Org Management, select the **Users** tab to view a list of users within the selected Organization.
2. From the **Actions** column, select the **ellipses** next to the user row you wish to view, then select **View Details**.
3. Select the **Persona Name** to view the specific persona details.
4. From the **Actions** column, select the **ellipses** next to the persona.
5. Select **Reset Authentication** to re-enroll a persona and restart their authentication process if necessary. If the emails are sent to the persona successfully, there will be a message indicating so. Otherwise, a failure message will appear.

Module Notes:

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Lesson 7: Disable Persona

If you Disable a persona, all cases in that user's worklist for their organization will return to their respective organization workbasket.

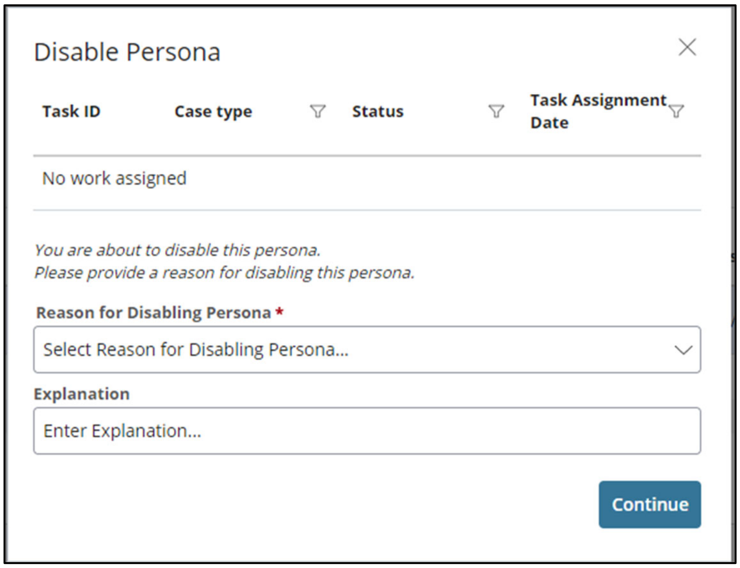

Figure 16: Disable Persona Pop-up

Steps:

1. In Org Management, select the **Users** tab to view a list of users within the selected Organization.
2. From the **Actions** column, select the **ellipses** next to the user row you wish to view, then select **View Details**.
3. Select the **Persona Name** to view the specific persona details.
4. From the **Actions** column, select the **ellipses** next to the persona.
5. Select **Disable** to disable a persona, which will apply to all organizations they are part of. The **Enable** option will appear once a persona is disabled if you want to re-enable it. A pop-up will appear displaying all tasks assigned to the persona
6. From the **Reason for Disabling Persona**, select a **Reason** and enter an **Explanation**.

Module Notes:

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Lesson 8: Edit User PII

	Editing Users Demonstration

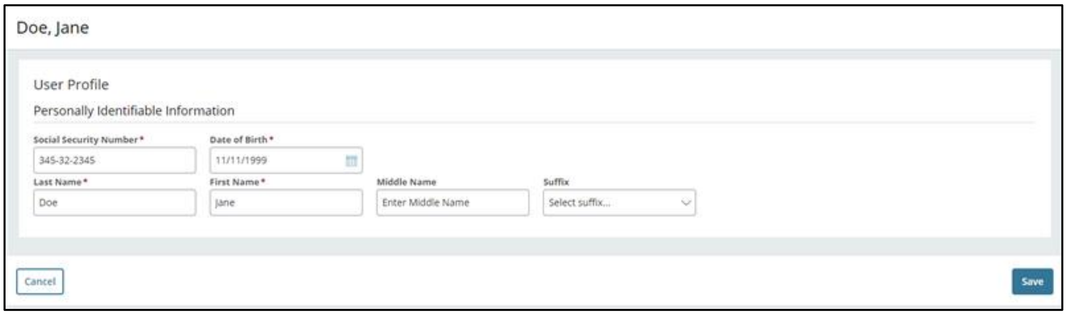


Figure 17: Edit User Profile PII

Steps:

1. In the **User Profile**, select **Edit Personally Identifiable Information**.
2. Make the changes and select **Save**.

Lesson 9: Edit User Persona Information

	A persona can be removed from an organization if they have no pending or assigned tasks. A persona is required to have at least one org and one role within the org. When editing user assignments, it is the responsibility of the **Org Workload Manager** to remove any cases the user should no longer be able to access.

Steps:

1. In the User Profile, select a **Persona Name** to edit.
2. From the bottom right of the Persona screen, select **Edit** to edit the persona details, add attachments, edit the org associations and roles, or edit the assignments.
3. Select **Save** to save the changes.

Module Notes:

Notes

Module 4: Additional User Configurations

User Assignment Templates allow the User Manager to create a set of skills/capabilities for a user within that organization in a template format. This template can then be applied to all applicable users, thus skipping the manual entry every time.

Objective:

In this module you will learn:

- User Assignment Templates

Lesson 1: User Assignment Templates

User Assignment Templates can be used to apply assignment attributes to multiple personas. User Assignments determine a user's capabilities and are managed by the **User Manager** role. Multiple assignments for the same phase can be configured within a template.

	User Assignment Template Demonstration
	Job Aid Managing User Assignment Templates (JA-028)

Lesson 1.1: Create a User Assignment Template

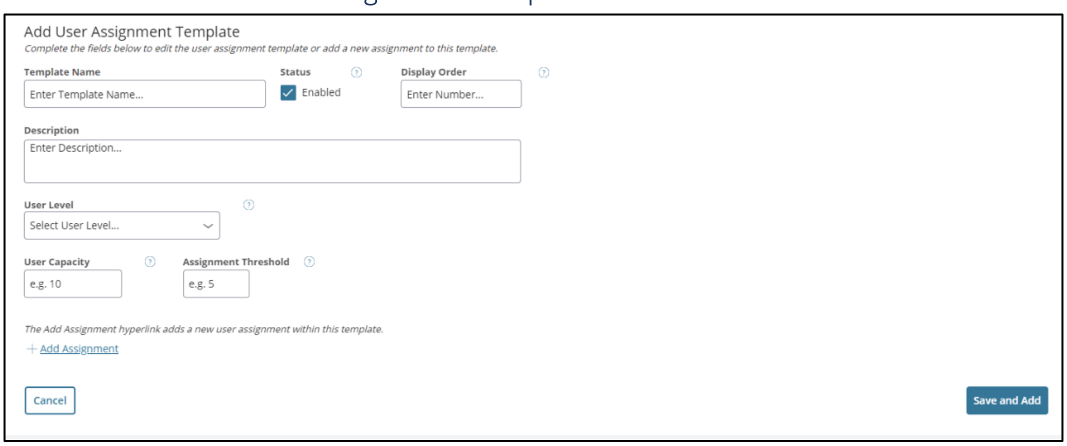


Figure 18: Add User Assignment Template

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **User Assignment Templates**.
4. To create a new template, select **Add Template.**
5. Provide the Template information.

Notes

6. To allow work to be automatically assigned, configure the **User Capacity** and **Threshold Values**.

	User Capacity sets the maximum number of cases a persona may be automatically assigned. **Threshold** sets the minimum number of cases a persona can have in their worklist until the system queries for cases that match the persona's capabilities and adds cases to the user's worklist up to the capacity. These fields are required if the **Automatic and/or Manual Assignment** method is selected for an assignment.

	A user can be manually assigned cases that may exceed their **User Capacity** if the **Manually Assign to a Capable User** button is selected.

7. Select **Add Assignment** to add an assignment to the persona. Multiple assignments can be added per organization.
   a. Select the **Phase** for the assignment. The phase determines what phase of the case the user can work on.

	Additional fields will populate depending on the phase selected.

   b. Select the **Assignment Method** for the user assignment. Capable means that the persona can access and work on a case with certain attributes, but only if they are manually assigned the case, not through automatic assignment. System Assigned means that the persona can work on and will be automatically assigned the case or task.
   c. Select the appropriate **Case Type** and **Workflow Status** options for the persona. These sections indicate the types of cases or tasks you want the user to be capable of working on.
   d. Select any applicable **Program Tags** needed for this assignment configuration.
8. Select **Save and Add** to create the template.

Notes

Lesson 1.2: View, Edit, Delete User Assignment Templates

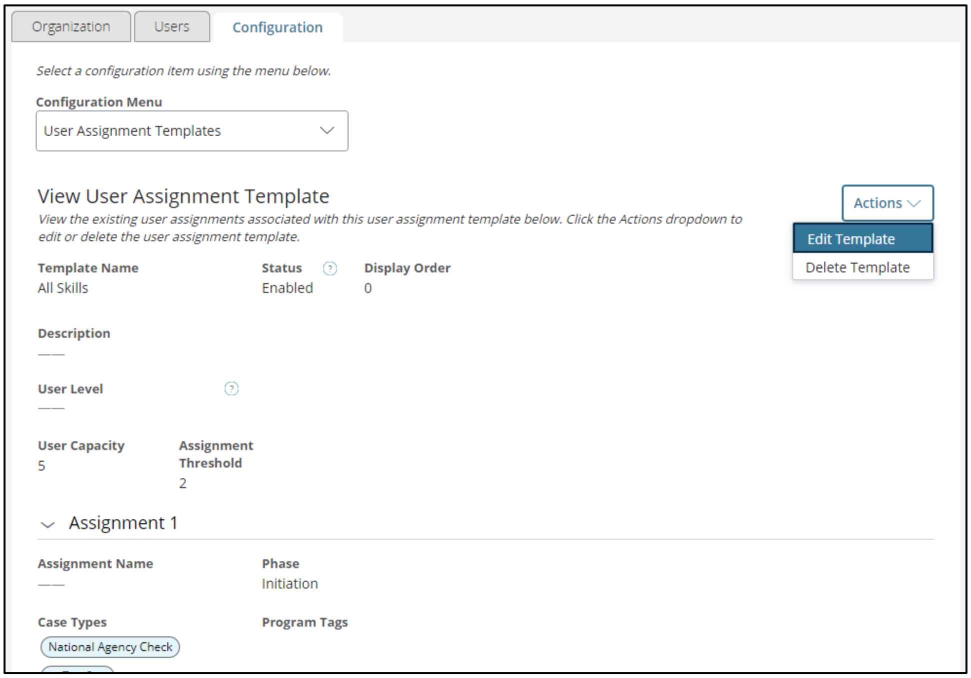


Figure 19: View User Assignment Template

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **User Assignment Templates**.
4. Select the **User Level Name** to view its details.
5. From the **Actions** drop-down, select **Edit Template** or **Delete Template.**

Module Notes:

Notes

Module 5: Organization Management

The Organization tab contains Hierarchy, Details, and Teams sub tabs. The Users tab lists users added to your organization or hierarchy. The Configurations tab contains several organization configurations covered throughout this section.

Objective:

In this module you will learn:

- Org Context & Navigation
- Organization Hierarchy
- Important Information About Hierarchy
- Organization Details
- Organization Creation
- Organization Relationships
- Organization Migration

Lesson 1: Org Context and Navigation

The Organization Context is your current organization showed in the header of the application.

	User Assignment Template Demonstration

Figure 20: Org Management Header

	The Configuration tab visibility is dependent on the roles assigned to your persona for that organization.

Navigation Steps:

1. From the left navigation menu, select **Organization Management.**

	Org Managers are not able to manage the user and team tabs unless granted appropriate roles to manage them. These tabs will be in read-only mode. Teams do not apply to agency organizations.

2. The organization title and breadcrumb (link below organization title) will tell you which organization's attributes you are viewing. The breadcrumb is a link that will move to that organization's page if you navigate to a different organization level.
3. Select the **Hierarchy** tab to view the sub-orgs in the current organization's hierarchy.

Notes

4. Select the expand icon > if available to view an expansion of the sub-org's hierarchy. Navigate to Other Organizations.

There are two ways to switch organization context:

- From the **Search & Switch Org** field, enter an organization's name, Org Path, or Org Code to find and select a different organization to view its details, users, and hierarchy.
- In the **Actions** column, select the **ellipsis** to display the action options for the sub-org. Select **Switch Organization Context** to view the sub-org's details, users, and hierarchy.

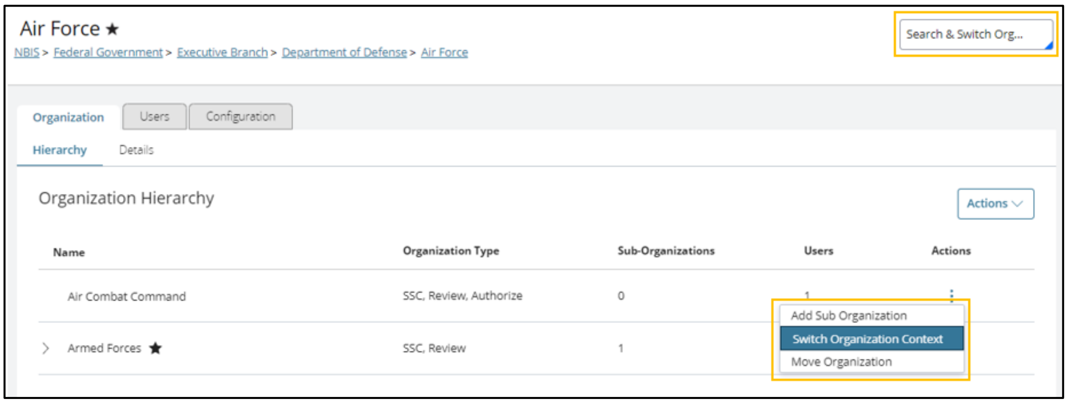


Figure 21: Org Management – Hierarchy

Module Notes:

Notes

Lesson 2: Organization Hierarchy

The way you refer to other organizations is determined by the current context and hierarchy.

- Everything above your current organization is a **Parent Organization**
- Everything below your current organization is a **Sub Organization**.

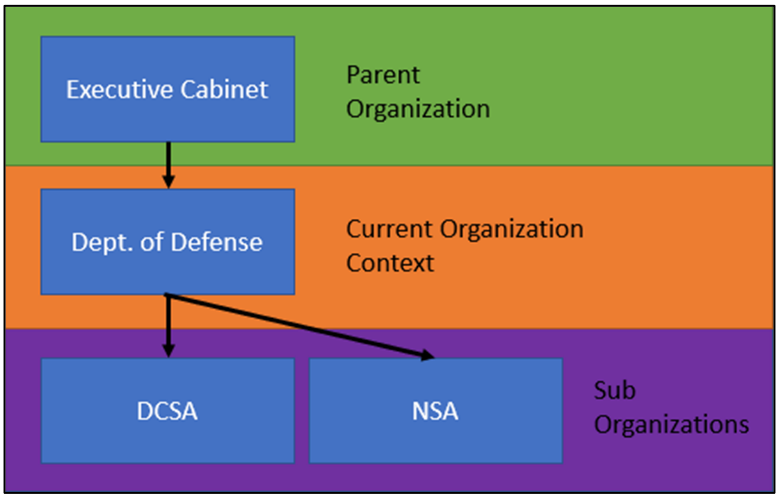


Figure 22: Hierarchy Diagram

Lesson 2.1: Important Information About Hierarchy

The organization has fields that define the Org Types, Org Roles, and Org Functions. When defining a hierarchy, it is important to be aware of the impact these values are defining for all sub organizations.

There is a feature called **inheritance** built into the organization data. Org Types, Org Roles, and Org Functions are inherited by all suborganizations. When a role/type/function is removed, it will be unavailable for all sub organizations.

Inheritance also supports certain configurations, such as Order Form Templates and Notifications. Sub-organizations can copy or inherit these configurations from their parent to reduce configuration time.

Module Notes:

Notes

Lesson 3: Organization Creation

An **Org Manager** can add an organization or sub-organization.

	Organization Creation Demonstration

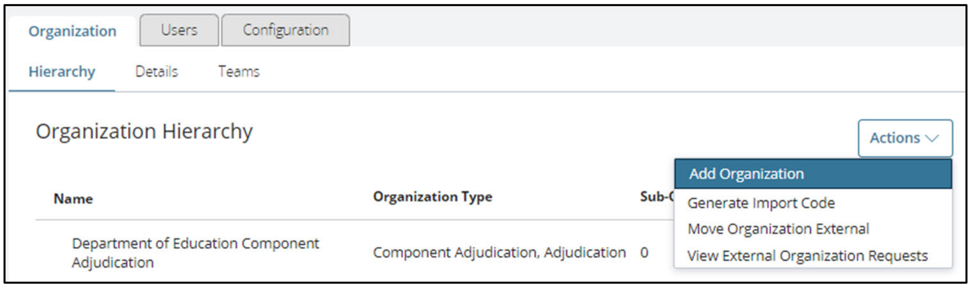


Figure 23: Add Organization Action

1. From the left navigation menu, select **Org Management**.
2. From the **Actions** drop-down, select **Add Organization** to create an organization at your current position in the hierarchy.
3. Enter the Organization's details as needed and then select **Save.**

	Organization Abbreviations must be unique within their hierarchy and cannot be changed once the organization is created.
	The Org Level drop-down list will be populated based on the Org Level table in system settings. The "Eligible for DoD Continuous Evaluation Program" checkbox will appear only for Org Levels marked with the CEP flag, which are "Organization" and "Military Headquarters". Only the Onboarding Manager can create grouped level orgs.
	You need to add the SON, SOI, and DISS Mapping (DISSInternalSMOID for file ingest) codes in the Legacy Systems section of Org Details so that data can be passed downstream to DISS and CVS.

Module Notes:

Notes

Lesson 3.1: Add a Sub-Organization

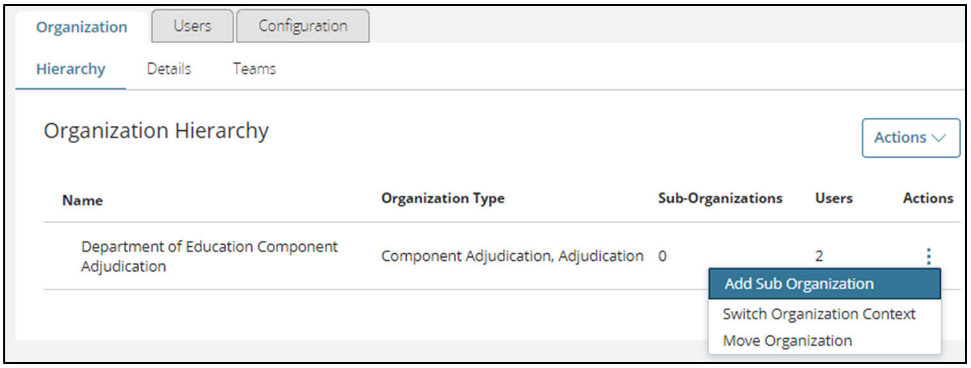


Figure 24: Add Sub Organization Action

1. From the left navigation menu, select **Org Management**. You should be displaying the Organization tab and Hierarchy sub-tab.
2. Select the **ellipses** for the desired organization and select **Add Sub Organization** to create a sub organization at this location.
3. Enter the Organization's details as needed and then select **Save.**

	Organization Abbreviations must be unique within their hierarchy and cannot be changed once the organization is created.
	The Org Level drop-down list will be populated based on the Org Level table in system settings. The "Eligible for DoD Continuous Evaluation Program" checkbox will appear only for Org Levels marked with the CEP flag, which are "Organization" and "Military Headquarters". Only the Onboarding Manager can create grouped level orgs.
	You need to add the SON, SOI, and DISS Mapping (DISSInternalSMOID for file ingest) codes in the Legacy Systems section of Org Details so that data can be passed downstream to DISS and CVS.

Module Notes:

Notes

Lesson 4: Organization Details

Organization details is the basis of all configurations in NBIS. is divided into the following sections:

Section	Summary
Overview	Where Org Name, Abbreviation, Org Level, and affiliation are configured.
Org Types, Functions, & Roles	Org capability/functionality within NBS and what users in this org will be able to do
CV Settings	Allows for release directly to CV instead of Investigation.
Legacy Systems	Holds mapping values for SON, SOI, DISS SMO, JPAS, CVS, etc…
Org Location and Mailing Address	Address information
Point of Contact	Who to contact for this organization (all role user)

Lesson 4.1: View an Organization's Details

View and Edit Organization Details Demonstration

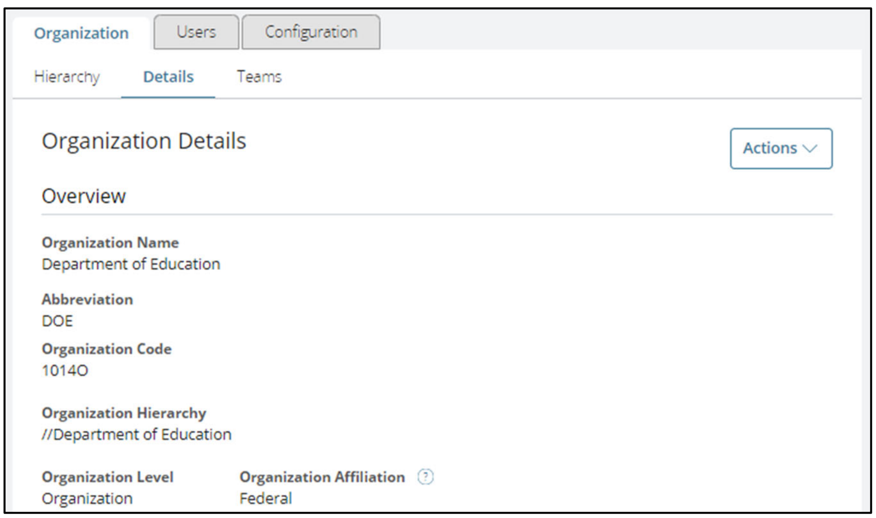


Figure 25: Organization Details

Steps:

1. From the left navigation menu, select **Org Management**.
2. Open the Details sub-tab within the Organization tab.

All information displayed will be in read only format. The Actions drop-down will grant you access to the appropriate actions for your role.

Notes

Lesson 4.2: Edit an Organization's Details

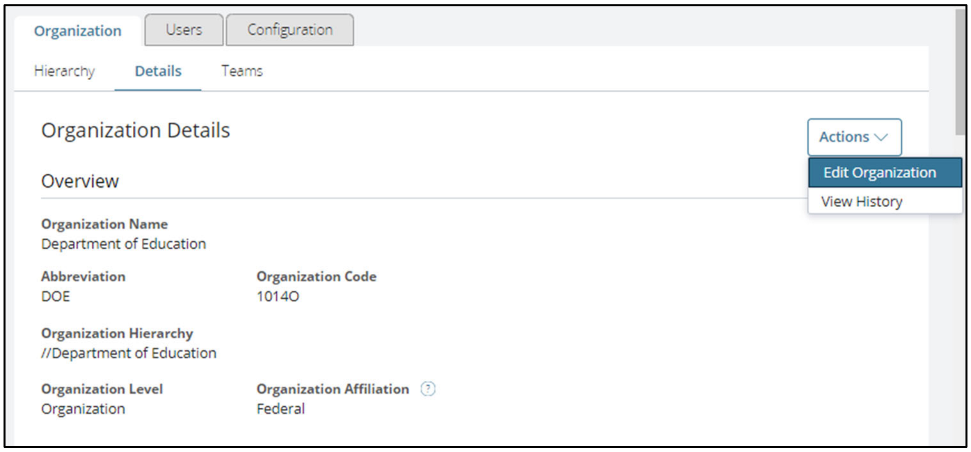


Figure 26: Edit Organization Action

Steps:

1. From the left navigation menu, select **Org Management**.
2. Open the Details sub-tab within the Organization tab.
3. From the **Actions** drop-down, select **Edit Organization.**
4. Edit the Organization's details as needed and then select **Save.**

Module Notes:

Notes

Lesson 5: Org Relationships

The Organization Relationships page is a way for your organization to establish a connection with other organizations and distribute services for other organizations to utilize. The services your organization can provide are related to the Org Functions your organization can have, which is determined by your Org Types. This information can be found in the Org Details page within Org Management. The **Organization Relationship Manager** is the only user that can configure these relationships.

Using the Org Relationship page to establish relationships will allow you certain privileges within the system, such as utilizing other organizations outside of your hierarchy in Form Routing. This will also allow you to access certain Services from other organizations, if available.

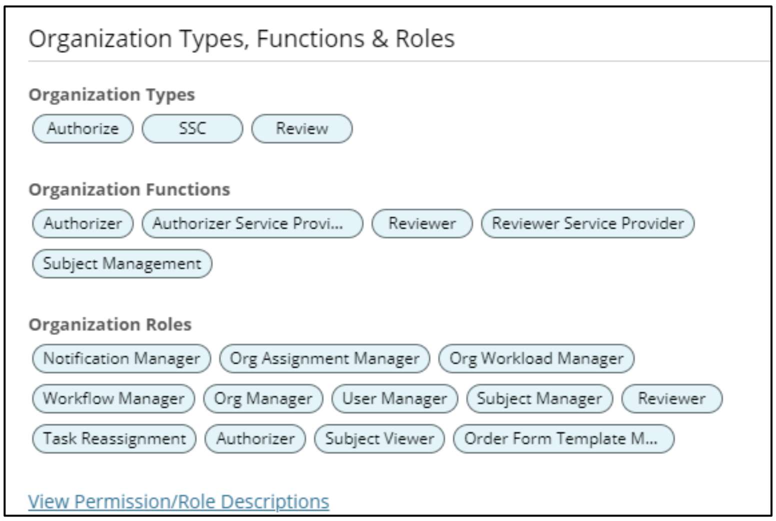


Figure 27: Org Types, Functions, and Roles from Org Details

To edit the Organization Relationship page, your organization must contain one of the "Provider" functions, under the list of Org Functions. As a Service Provider organization, you will be able to edit who you provide services to, and how you implement your organization's services on the "Internal Relationship Management" section of the screen.

	Org Relationships Demonstration

Notes

Lesson 5.1: Internal Relationships

Figure 28: Internal Org Relationships

Steps:

1. From the left navigate menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the **Configuration Menu** drop-down, select **Organization Relationships**.
4. Under the **Internal Relationship Management** section, select **Edit Relationships**.
5. Here, you can set your org as the **Service Provider Organization**. From there, you can designate one of your sub-organizations within your hierarchy to be the implementor responsible for carrying out the service.

!	The Service Owner Organization does *not* have to be your org. Only sub-organizations that also have the corresponding Org Function are selectable in this field item. This includes your organization.

6. Select **Save** after making your selections.

Module Notes:

Notes

Lesson 5.2: External Org Relationships

The External Service Relationship Management section of the page displays the organizations you are providing services for.

> Once you have configured your internal relationships, you can share your configured services out to other organizations for them to utilize.

Steps:

1. From the left navigate menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the **Configuration Menu** drop-down, select **Organization Relationships**.
4. Under the **External Service Relationship Management** section, select **Edit Relationships**.

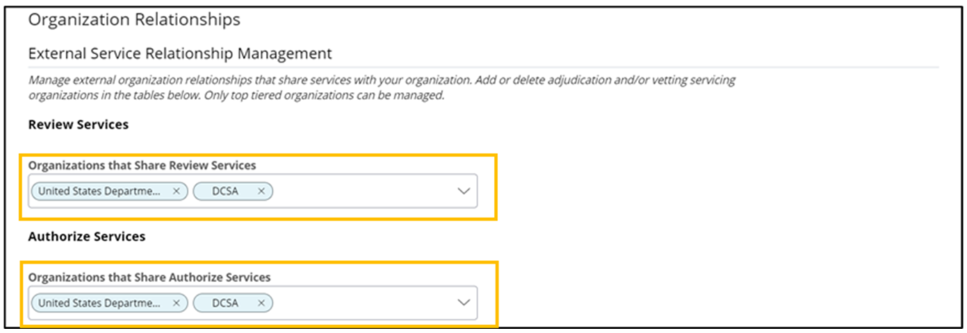


Figure 29: External Relationships Management

5. In the spaces provided under each service, you can enter organizations you would like to provide your services to.
6. Once you have made your selections, select **Save** at the bottom of the screen.

> As a consumer or receiver of these services, if you are an organization that does not have any of the "Provider" functions, then under Organization Relationships you will only see the tables displaying the relationships you currently possess for each service.

Module Notes:

Notes

Lesson 6: Organization Migration

Organization 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.

Migration Notifications can be configured and sent to users affected by the migration. Migration Notification messages will be automatically sent to organizations affected by the migration.

Due to hierarchical inheritance, sub-orgs cannot have roles/types/functions which the parent organizations do not have. If the moving organization has certain roles/types/functions that the receiving organization does not have, these will be automatically dropped during the migration. If a user's roles were removed through migration, the user will no longer have access to the navigation and page options when logging into the system.

The **Reviewer** and **Authorizer** roles are protected, and therefore retained during migration to prevent interruptions to active cases.

> It is the Org Manager's responsibility to manually update the organization details and configurations post-migration. The User Manager may need to update user personas and their assignment configurations depending on the org's new location and functionality within the hierarchy.

Module Notes:

Notes

Lesson 6.1: Internal Organization Migration

Org Managers can move organizations within their hierarchy context. The migration needs to be started from a parent organization that can see the migrating org and its new location.

	Job Aid Internal Organization Migration (JA-039)

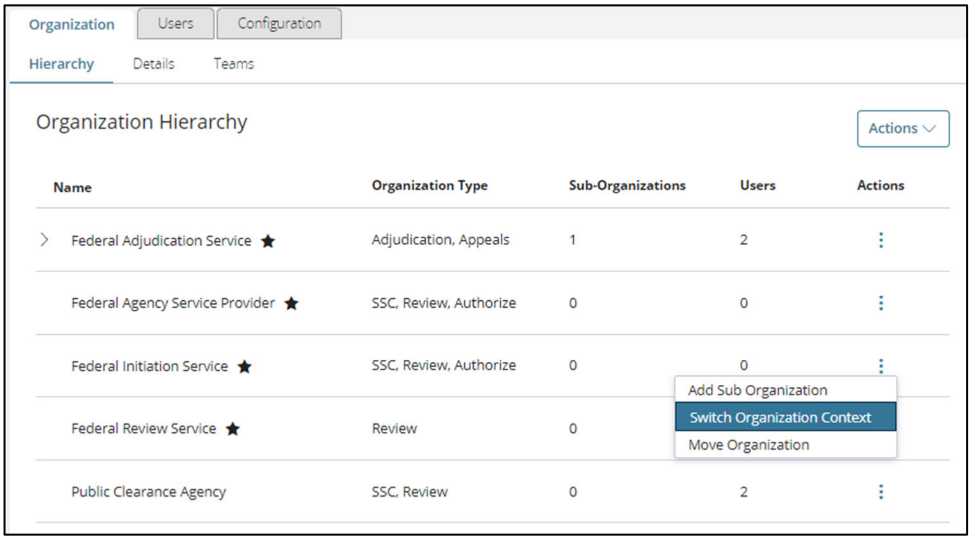


Figure 30: Move Organization Action

Steps:

1. From the left navigation menu, select **Org Management** and locate the specific organization you want to move.

	Your organizational context determines your options for Org Migration. You can only migrate to orgs below your current context. If the org needs to move above your current hierarchy, a higher level Org Manager will need to perform the migration.

2. Under the **Actions** column for the specific organization, select the **ellipses**, and then select **Move Organization**.
3. Choose the receiving org and select **Move Here**. You cannot move to the same parent org.

	You cannot move government organizations under contractor organizations.

Notes

4. The confirmation page displays the preview of the new hierarchy after confirming the organization migration. Select **Confirm** to proceed with the migration.

	If there are Warnings, please review the warnings and the relevant information in Reference File 014. You may need to resolve the User/Role warning before the migration can take place. If impacted workflows are the only warnings, you can Confirm the migration and the workflow will be disabled.
	Job Aid Validation of a Workflow (JA-014)

Module Notes:

Notes

Lesson 6.2: External Organization Migration

External Migrations allow for organizations to migrate out of their immediate organization's hierarchy. Migrations must be completed in the context of the organization that will be migrating. Parent organizations cannot perform external migrations for their sub-orgs.

The steps for migration require both organizations, receiving and migrating, to work together to complete the process. The Receiving organization will be the new parent of the moving organization. The migrating org will be leaving its hierarchy and moving to a new one within NBIS.

	External Organization Migration (JA-040)

Lesson 6.2.1 Step 1 (Receiving Org) – Generate the Import Code

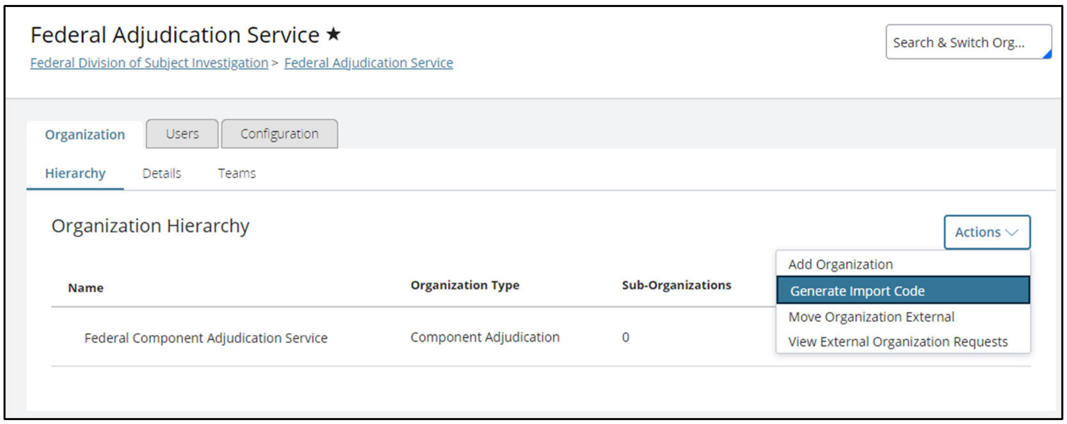


Figure 31: Org Management - Generate Import Code

Steps:

1. From the left navigation menu, select **Org Management**.
2. Switch context to the receiving organization within the Organization Hierarchy.
3. As the receiving org, under the **Actions** drop-down, select **Generate Import Code** link to create the code to provide to the migrating org.

	The expiration date is automatically set to 90 days, but it can be adjusted by selecting the calendar icon.

4. Select the **Generate Code** button**.**

	Make a note of the Import Code and Expiration date and provide the code to the migrating org. They need this information to complete their portion of the migration

5. Select **Done** and provide the migrating org the Import Code.

Notes

Lesson 6.2.2: Step 2 (Migrating Org) – Enter Migration Code

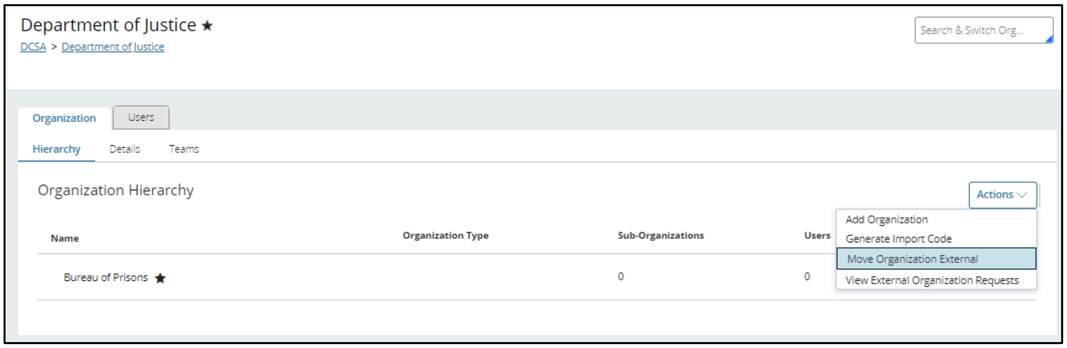


Figure 32: Org Management - Move Organization External

Steps:

1. From the left navigation menu, select **Org Management**.
2. Switch context to the organization that will be receiving the migrating Organizations within the Organization Hierarchy.
3. Under the **Actions** drop-down, select **Move Organization External** to input the Import Code provided by the receiving organization.
4. Enter the Import Code and select **Submit**.
5. It may give you a warning of impacted workflows or affected users. Select **Back** to adjust workflows, users, or roles/functions. Select **Confirm** to proceed. If you choose to go back and adjust the configuration, you will need to repeat Steps 1-4 to continue.

	If there are Warnings, please review the warnings and the relevant information in Reference File 014. You may need to resolve the User/Role warning before the migration can take place. If impacted workflows are the only warnings, you can Confirm the migration and the workflow will be disabled.
	Job Aid Validation of a Workflow (JA-014)

Notes

Lesson 6.2.3: Step 3 (Receiving Org) – Confirm the Migration

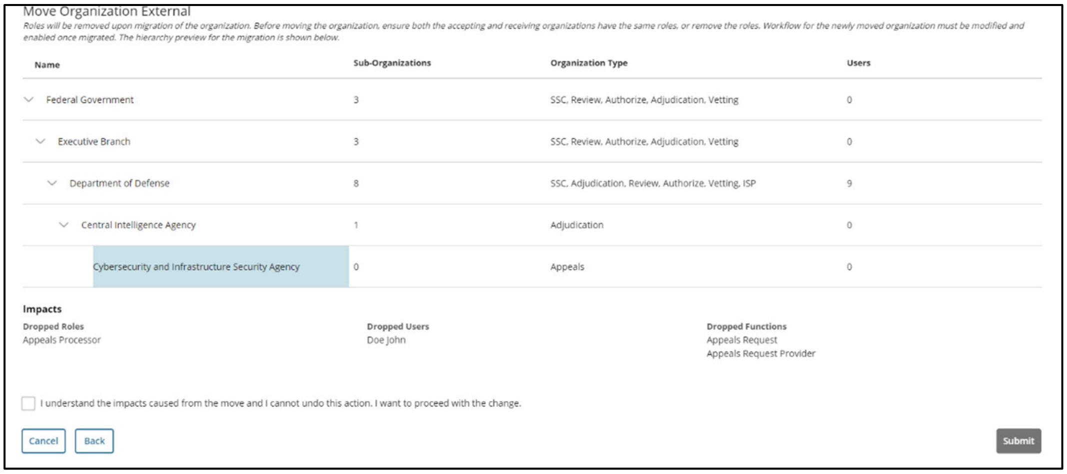


Figure 33: Organization Hierarchy Preview

Steps:

1. From the left navigation menu, select **Org Management**.
2. Under the **Actions** drop-down, select **Import External Organization.**
3. Confirm the location of the migrating org is correct in the receiving org's hierarchy and select the **checkbox,** confirming the impacts and change.
4. Select **Submit** to receive the migrating org. If you do not want to move ahead with the migration, select **Cancel** to restart the entire process.

	See Reference File 014 if you are not able to Move Organization due to warning messages.
	Job Aid Validation of a Workflow (JA-014)

Module Notes:

Notes

Module 6: Org Level Configurations

Objective:

In this module you will learn:

- Assignment Rules
- Notifications
- Program Tags
- Order Form Templates
- Form Routing

Lesson 1: Assignment Rules

The **Org Assignment Manager** can create and manage Assignment Rules for their organization. Assignment Rules define custom priorities for automatically assigned work within an organization.

Lesson 1.1: Default Task Priority

Assignment rule configurations are optional for an organization but are recommended to appropriately prioritize their case work. By default, NBIS will automatically assign a default priority of 999 to all cases/tasks. Without any assignment rules configured the system will automatically queue the work to be assigned to users as "First in First Out".

Assignment Rules, if configured, are always applied to cases to give them capability requirements. Cases are then automatically assigned to a user's worklist based on the configured Assignment Rules and a user's defined capabilities, capacities, and thresholds.

Note: Users in the system will automatically receive cases only if they are set to receive work automatically. This applies to the default case priorities as well.

Lesson 1.2: Prioritization of Assignment Rules

Once you add, edit, or delete an Assignment Rule, you need to reprioritize the rules within the system. This allows the system to immediately apply the updates to the cases that are in flight in an Organization's unassigned workbasket. This will not affect cases already assigned to users.

If **reprioritize** is not selected, the system will automatically reprioritize cases overnight to reflect any changes. Reprioritizing does not visually change anything on the assignment rules table, it only impacts the in-flight cases as described above.

Module Notes:

Notes

Lesson 1.3: Creating Assignment Rules

	Assignment Rule Demonstration

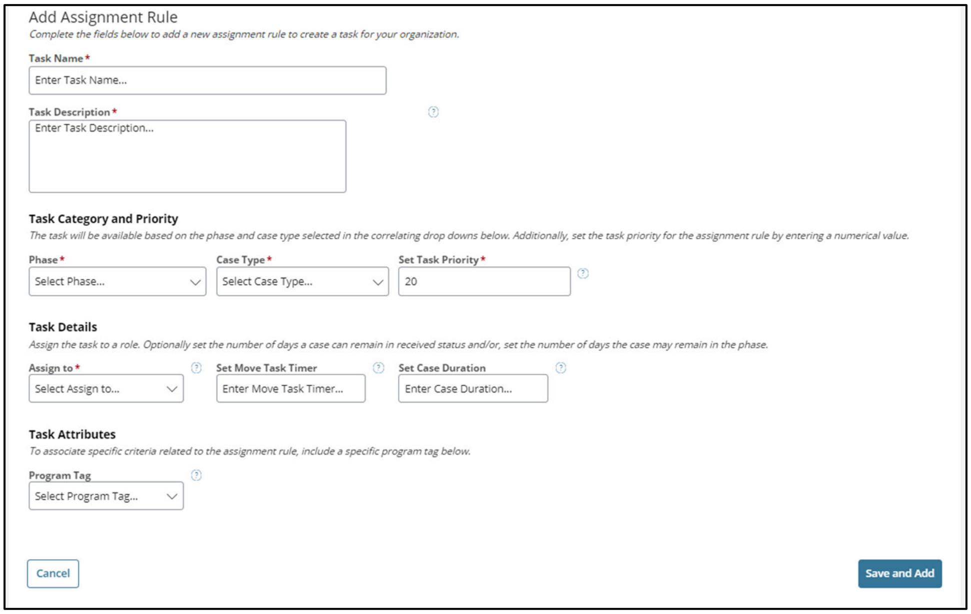


Figure 34: Add Assignment Rule

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab to view the configuration options.
3. From the Configuration Menu drop-down, select **Assignment Rules**.

There are two ways to add a new Assignment Rule:

- From the **Actions** drop-down, select **Add Rule**. This will add the rule to the bottom of the list.
- Under the **Actions** column, select the **ellipses**. You can select **Add Above** or **Add Below** according to the priority of the new rule.

4. Complete all required fields.

	Assignment Rule Fields Reference Document (REF-016)

Notes

Notes
The system will apply the Assignment Rules in the order of **Task Priority** – the lower the number, the higher the priority. No two assignment rules can be the same. However, multiple assignment rules can have the same task priority value.
The **Set Task Priority** should already be assigned to the rule according to the method by which you added the Assignment Rule.
If you choose **Previous Owner** under **Assign To**, a **Set Assignee Duration** field appears. This field determines how long the task will remain untouched in the previous task owner's workbasket until it is automatically reassigned to another capable user.
Selecting **Any** from the Case Type drop-down allows the system to search for any options when executing the rule.

5. Select **Save and Add**.

Lesson 1.4: View and Edit Assignment Rules

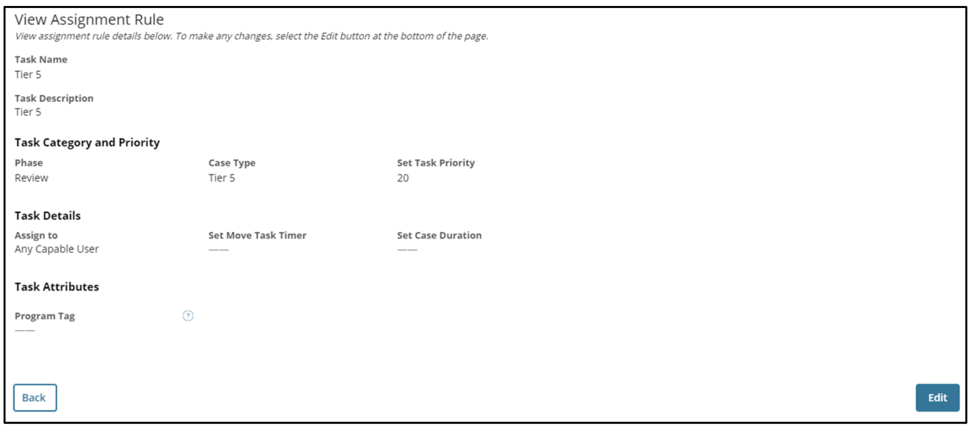


Figure 35: View Assignment Rule Details

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab to view the configuration options.
3. From the Configuration Menu drop-down, select **Assignment Rules**.
4. Under the **Actions** column, select the **ellipses** for the specific rule and then select **View Details**.
5. Select **Edit**.
6. Make any changes and select **Save** when completed.

Notes

Lesson 1.5: Deleting Assignment Rules

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab to view the configuration options.
3. From the Configuration Menu drop-down, select **Assignment Rules**.
4. In the table of **Assignment Rules,** select the **ellipses** under the **Actions** column.
5. Select **Delete** to remove the desired rule.

Module Notes:

Notes

Lesson 2: Notifications

The **Notification Manager** can create notifications for a specified organization. Notifications can be sent to users within that organization or to the subjects. When a notification is created, it can be inherited (copied) by all organizations in the hierarchy below it, if the notification is enabled in the parent. Notifications *cannot* be sent to users outside your organization or to external organizations, including your parent organizations.

Lesson 2.1: Types of Notifications

There are four different types of notifications that can be triggered:

- **Status/Assignment** – Alert users when a case request moves to a different status within the workflow and when a case is assigned to a user or workbasket depending on the phase.
- **Stagnant Case** – Alert users when a case has been delayed in a phase for a determined amount of time. This notification only applies to SSC, Review, and Authorize organizations currently.
- **Case Expiration** – This feature sets the timing for how long cases remain open after the standard form (SF) is received by the agency as well as the notification. Optionally, you may choose to send a case expiration reminder by entering the number of days a reminder will be sent before the case expiration. This notification only applies to SSC, Review, and Authorize organizations.
- **Organization Move** – Alert users when a team or an organization is moved internally or externally.

Lesson 2.2: Notification Delivery

Notifications are delivered to users via in-system alerts or emails. This preference is configured in the user Manage Persona Settings tab of a persona.

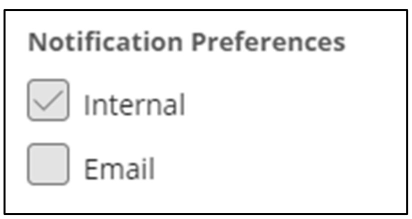


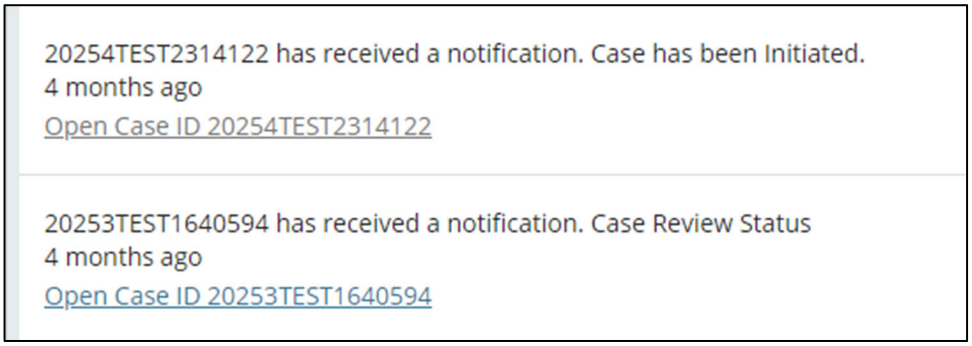
Figure 36: User Persona - Notification Preferences

In-system messages are delivered to the notification icon located in the header next to the Subject Search Bar. When the notification icon is selected, a popup will appear showing the most recent 10 notifications for a user. If more are available, a **Show More** button will be displayed.

Notifications that your user triggers, will not be delivered to your user, regardless of configurations.

Case related notifications may have the link disabled if the user does not have the correct roles/permissions to view the case. The user can open the case from the notification if the hyperlink is enabled.

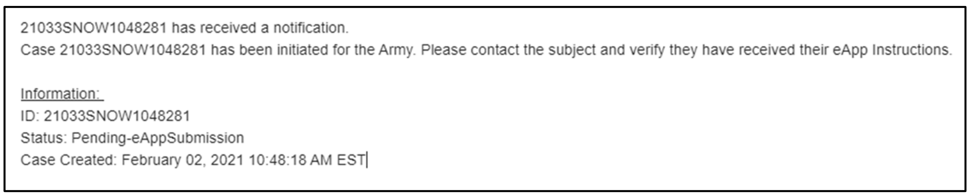
Notes


20254TEST2314122 has received a notification. Case has been Initiated.
4 months ago
Open Case ID 20254TEST2314122

20253TEST1640594 has received a notification. Case Review Status
4 months ago
Open Case ID 20253TEST1640594

Figure 37: Enabled/Disabled Hyperlink Case Notifications

Email notifications will only display the provided information. No links to the cases or software will be provided.


21033SNOW1048281 has received a notification.
Case 21033SNOW1048281 has been initiated for the Army. Please contact the subject and verify they have received their eApp Instructions.

Information:
ID: 21033SNOW1048281
Status: Pending-eAppSubmission
Case Created: February 02, 2021 10:48:18 AM EST

Figure 38: Email Notification

Module Notes:

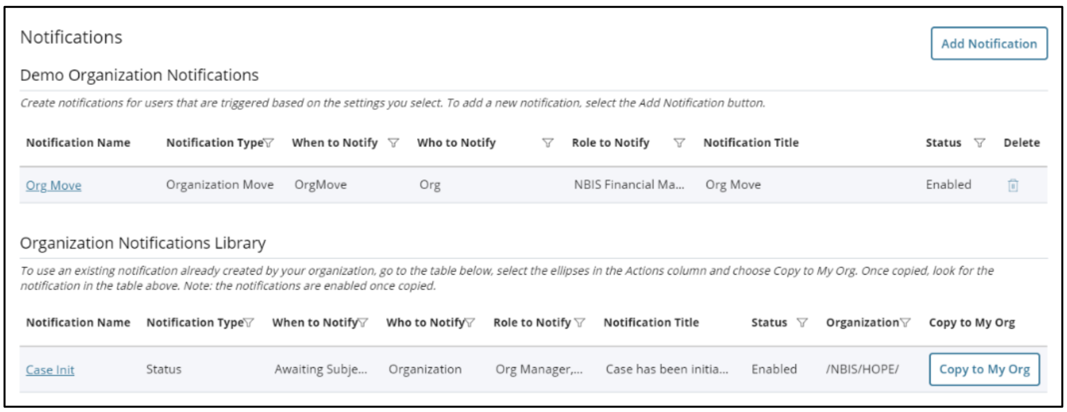
Notes

Lesson 2.3: Managing the Notification Tables

Notification Table Demonstration

Steps:

1. From the left navigation menu, select **Org Management.**
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Notifications**.


Notifications

Add Notification

Demo Organization Notifications

Create notifications for users that are triggered based on the settings you select. To add a new notification, select the Add Notification button.

Notification Name	Notification Type	When to Notify	Who to Notify	Role to Notify	Notification Title	Status	Delete
Org Move	Organization Move	OrgMove	Org	NBIS Financial Ma...	Org Move	Enabled	

Organization Notifications Library

To use an existing notification already created by your organization, go to the table below, select the ellipses in the Actions column and choose Copy to My Org. Once copied, look for the notification in the table above. Note: the notifications are enabled once copied.

Notification Name	Notification Type	When to Notify	Who to Notify	Role to Notify	Notification Title	Status	Organization	Copy to My Org
Case Init	Status	Awaiting Subje...	Organization	Org Manager,...	Case has been initia...	Enabled	/NBIS/HOPE/	Copy to My Org

Figure 39: Notifications Tables

There will be two tables displayed:

- **Organization Notifications** – Notifications enabled for your organization.
- **Organization Notification Library** – All enabled notifications from the orgs above you in the hierarchy.

4. Select the trashcan to delete notifications in your organization or select the **Copy to My Org** button to inherit a notification from the Organization Library.

For Interim and Component Adjudication Orgs, you need to open the desired notification and copy them into your organization to implement. The **Copy** button on the table will not work.

5. Select the **Notification Name** to open the details of the selected notification.
6. From this screen you can **Edit Notification** or **Copy to My Org** depending on which table you are viewing notifications.

Notes

Module Notes:

Lesson 2.4: Creating a Notification

	Notification Creations and Fields Demonstration
	Job Aid Manage Org Notifications (JA-015) Notification Reference Table (REF-003) Specific Notification Configurations Reference Document (REF-004)

Steps:

1. From the left navigation menu, select **Org Management.**
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Notifications**.
4. From the Notifications main page, select the **Add Notification** button
5. Select the **Phase** for the notification.

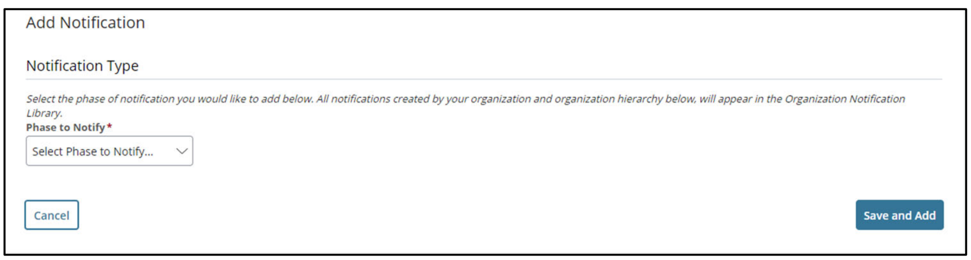


Figure 40: Add Notification

6. Select the **Notification Type**.

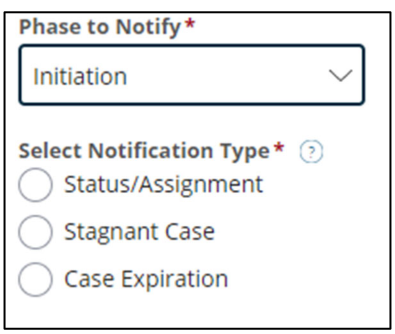


Figure 41: Phase to Notify

	Select **None** in the Phase field for the Organization Move notification type.

7. Fill in the required information:

Notes

a. Notification Type

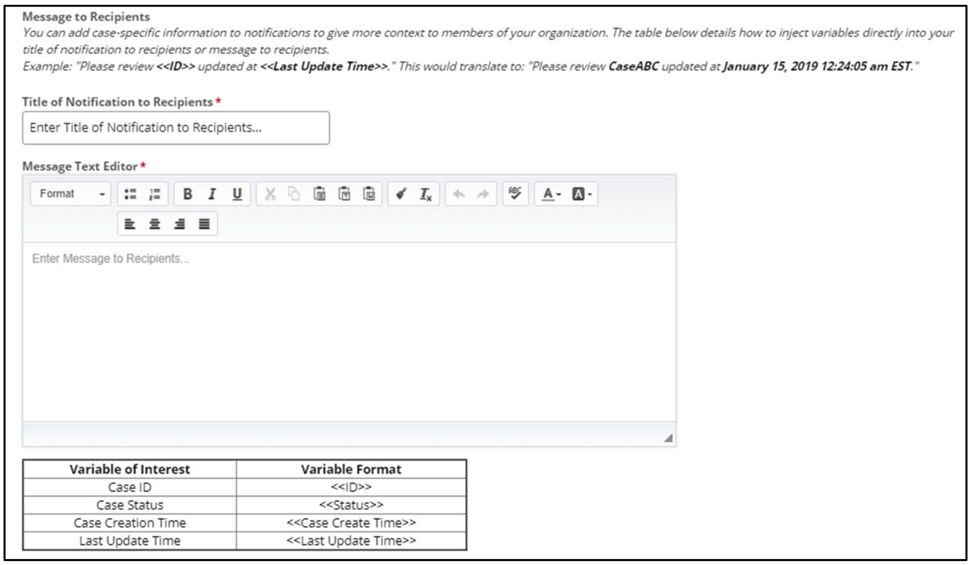
b. Notification Name (not seen by recipients)

c. When to Notify, Who to notify

> Selecting the Current Assignee's Team, Last Assignee's Team, or Organization options from the Who to Notify field, will display the Roles to Notify and User Levels to Notify fields. This will allow the Notification Manager to refine further the group of users that they want to receive the notification, based on their role and user level.

d. Title of Notification to Recipients

e. Notification Message



Variable of Interest	Variable Format
Case ID	<<ID>>
Case Status	<<Status>>
Case Creation Time	<<Case Create Time>>
Last Update Time	<<Last Update Time>>

Figure 42: Notification Message to Recipients

8. Select **Save and Add** to create the notification.

Module Notes:

Notes

Lesson 2.5: View and Edit a Notification

View and Edit Notification Demonstration

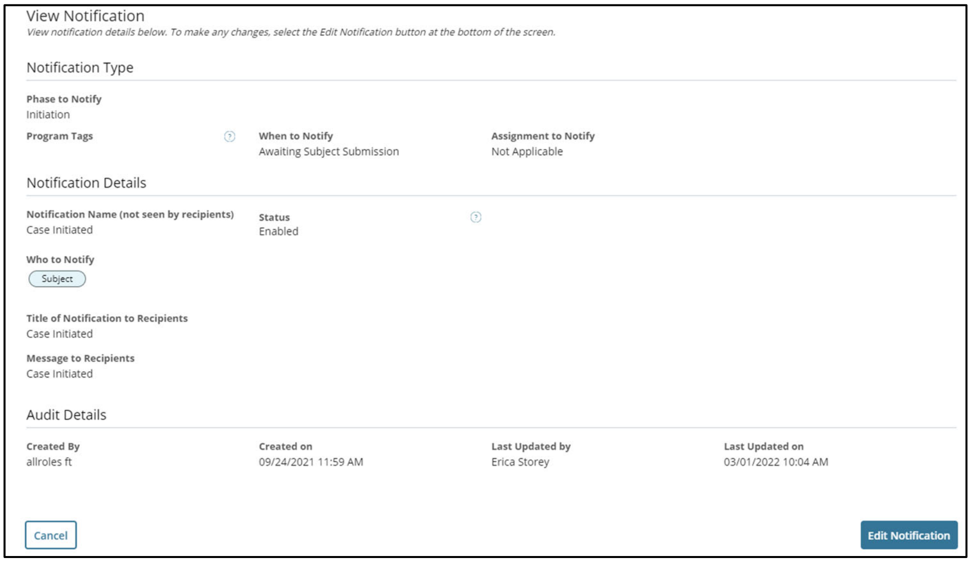


Figure 43: View Notification details

Steps:

1. From the left navigation menu, select **Org Management.**
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Notifications**.
4. Select the **Notification Name** to open the details of the selected notification.
5. Select **Edit Notification** to switch to edit mode.
6. Once changes are made, select **Save** to update the notification.

Notes

Lesson 3: Program Tags

Program Tags are being updated, please do not use for assignment engine. Updates coming soon.

Program tags are created and managed at the organization level and are not inheritable. They are used to provide additional restrictions for users and org level configurations when interacting with subjects and cases. To access the Program Tags page, you will need to have the **Program Tag Manager** or **Operations Manager** role.

Your program tag permission will determine what actions are available for that program tag. A **Tag Owner** will have full access to the tag with the ability to edit both tag details and configurations as well as approve or deny incoming tag requests. In program tag details, a Tag Owner can see the other Tag Owners. A **Tag Modifier** has restricted access to the tag. Tag Modifiers can view tag details but are only able to edit their organization's tag configurations. They will not see which organizations own the program tag.

	Tag Modifiers are not displayed under any view of the program tag. Tag Owners can view a history of requests for their tags which includes the permissions and reasons.
	Job Aid Managing Organization Program Tags (JA-016) Job Aid Program Tags Requests & Submissions (JA-037) Job Aid Org Managing Incoming Program Tag Requests (JA-038) Program Tag Configuration Reference Tables Document (REF-005)

Lesson 3.1: Program Tag Configuration Overview

The Program Tag landing page will display a table of your organization's program tags. This table will show your tag permission type. Below this table, there will be a Program Tag Library table. The library will display all protected or public program tags available within NBIS. The Actions drop-down menu will allow you to add a new program tag, view tag requests, or refresh the page.

	Program Tag overview demonstration and creation of a Program Tag

Module Notes:

Notes

Lesson 3.2: Creating a Program Tag

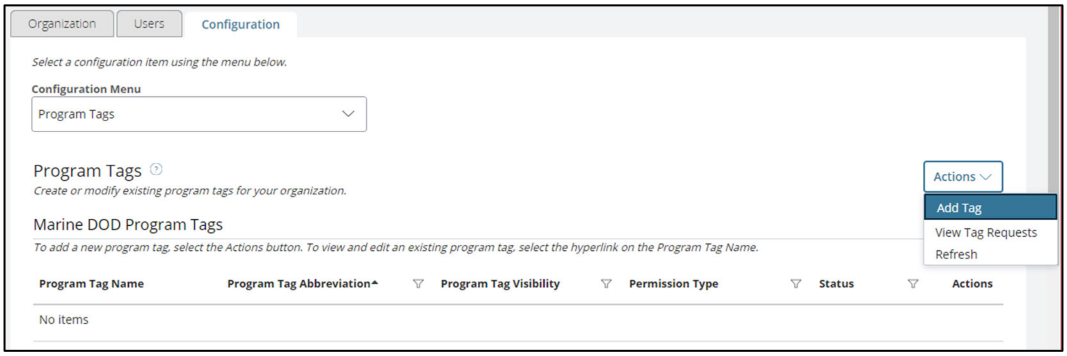


Figure 44: Org Management - Add Tag Action

When you create a Program Tag, your organization is automatically the owner of the tag.

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. To create a new tag, from the **Actions** drop-down, select **Add Tag.**
5. Fill in the program tag information.

The Program Tag abbreviation serves as a unique identifier and cannot resemble an existing Program Tag in NBIS.

6. Select **Save and Add**. The Program Tag you created will appear in the list of Program Tags for your Organization.

Module Notes:

Notes

Lesson 3.3: View a Program Tag

There are two sections within each program tag. **Program Tag Details** displays the basic details of the tag. The information displayed will depend on whether your organization is an owner or modifier of the tag. The **Program Tag Configuration** section is unique to each organization and shows how the selected program tag is implemented for that organization.

> To actually make use of a program tag for users or certain configurations, the Program Tag Configuration must be edited to have a tag restriction.

Figure 45: View Program Tag

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Select a **Program Tag** to view details for.

Module Notes:

Notes

Lesson 3.4: Edit Program Tag Details

Program tags are only editable by Tag Owners. Tag modifiers will have read only visibility of this section. Any changes made to this section will be reflected in all modifying and owning organizations.

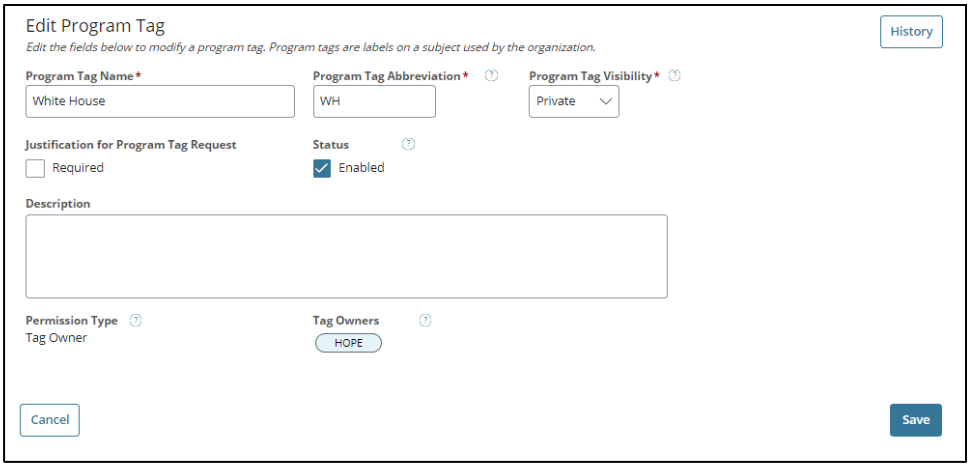


Figure 46: Edit Program Tag

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Select a **Program Tag** to view details for.
5. Select **Edit Details** to modify the tag's Specific Details.
6. Select **Save** when the changes are complete.

Module Notes:

Notes

Lesson 3.5: Editing the Organization Configuration for a Program Tag

The Tag Configuration is unique to each organization and determines how the tag is implemented for users, subjects, cases, and organization configurations. Tag permission does not affect the ability to configure these fields.

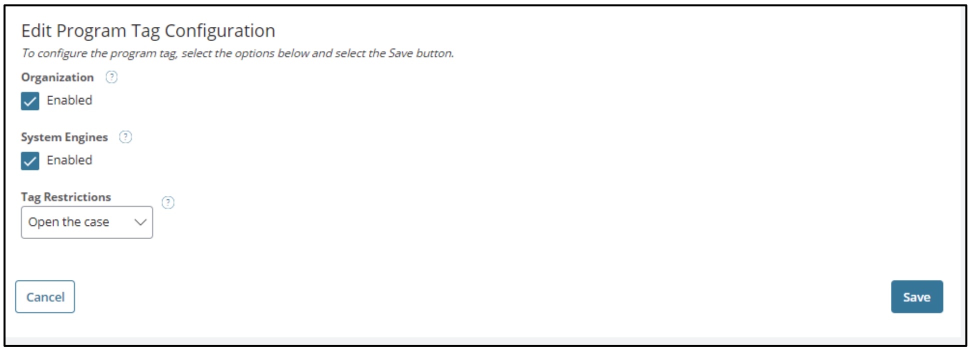


Figure 47: Edit Program Tag Configuration

Demonstration of Editing Tags

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Select a **Program Tag** to view details for.
5. Select **Edit Configuration** to modify the system configurations or restrictions for this program tag.
6. Select **Save** when the changes are complete**.**

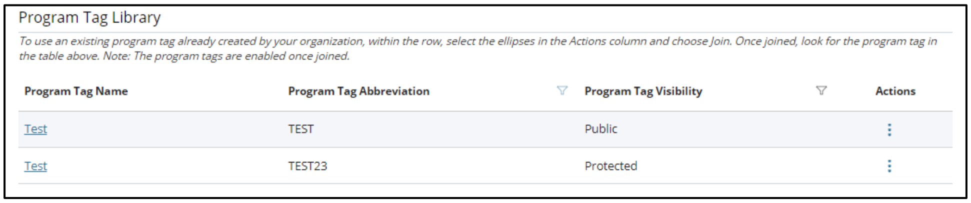
Module Notes:

Notes

Lesson 3.6: Program Tag Library

The Program Tag Library beneath the organization program tags contains all other program tags that are used by other organizations in the Protected or Public visibility. This is where the Program Tag Manager can become Tag Modifier and Owner of the other program tags.

Joining a public tag allows your organization to become a modifier without having to request permission.


Program Tag Library

To use an existing program tag already created by your organization, within the row, select the ellipses in the Actions column and choose Join. Once joined, look for the program tag in the table above. Note: The program tags are enabled once joined.

Program Tag Name	Program Tag Abbreviation	Program Tag Visibility	Actions
Test	TEST	Public	⋮
Test	TEST23	Protected	⋮

Figure 48: Program Ta Library

Demonstration of Library and Requesting Permission

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Scroll down to the **Program Tag Library.**

Module Notes:

Notes

Lesson 3.7: Requesting Tag Permissions

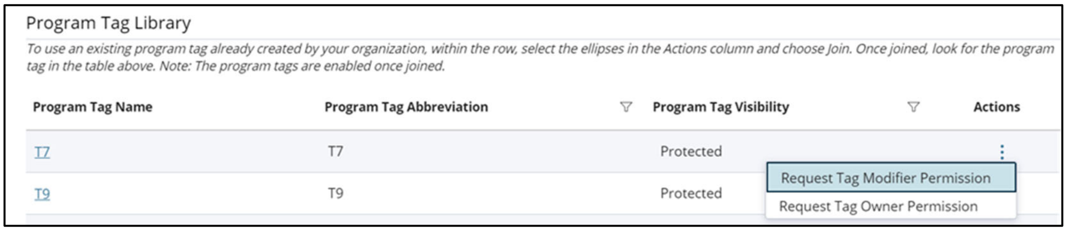


Figure 49: Program Tag Library - Request Permission

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Scroll down to the **Program Tag Library.**
5. Under the **Actions** column, select the **ellipses**, and select **Request Tag Modifier Permission, Join,** or **Request Tag Owner Permission**.
6. Enter the justification for the request (if required) and select **Submit**.

Module Notes:

Notes

Lesson 3.8: Managing Tag Requests

Tag Owners have the ability to manage incoming requests to modify or own for their program tags. When other organizations request permission to one of your Program Tags, their request will appear on your Program Tag Requests page. A notification will also appear for the **Program Tag Manager** within the system.

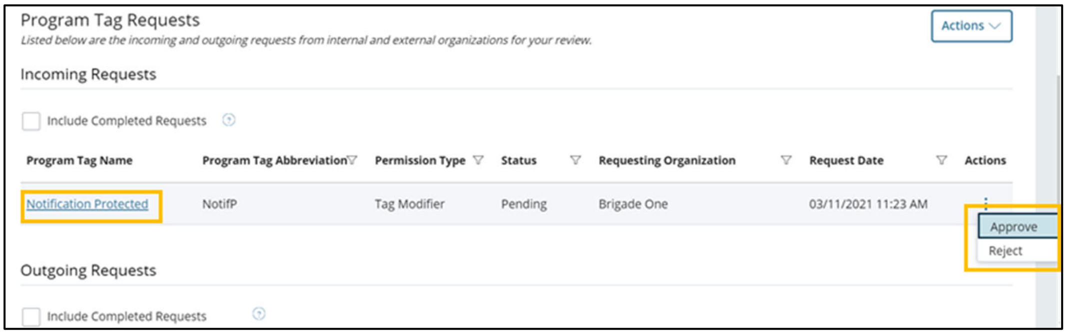


Figure 50: Program Tag Requests Page

Demonstration of Approval and History

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. On the Program tag main page, from the **Actions** drop-down, select **View Tag Requests**. The page will display all the Incoming and Outgoing Requests for your organization.
5. To approve or reject an incoming tag request, select the **Program Tag Name** on the request or select the ellipses under the **Actions** column.
6. Select **Reject**/**Approve**.

If a Program Tag Request is rejected, a pop-up will display asking you the reason for rejecting (this is optional) and the request will be moved into the rejected status. Approved requests will display the program tag in the list of My Program Tags and will allow the current organization access to the program tag.

Module Notes:

Notes

Lesson 3.9 Changing Permissions on your Tags

For program tags your organization implements as a modifier or owner, there are multiple actions available to change your permission level. Depending on your current permissions, only certain actions will be available.

Actions:

- Remove Permission – Remove the tag from your organization.
- Request Tag Owner Permission – Request a permission increase from modifier to Owner.
- Revert to Tag Modifier – As a Tag Owner, use to lower your access level down to a Tag Modifier.

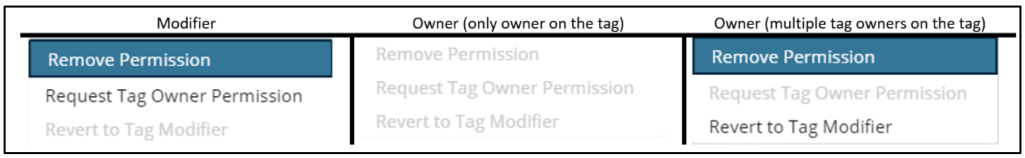


Figure 51: Program Tags - Modify Org Tag Permissions

Every program tag must have at least one Tag Owner.

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** tab.
3. From the Configuration Menu drop-down, select **Program Tags**.
4. Select the **ellipses** in the row of the selected program tag in your organization.
5. Modify permissions as needed.

Module Notes:

Notes

Lesson 4: Order Form Templates

Order Form Templates can be configured to fill out some or all Order Form (Agency Use Block, AUB) information. These sections include Position Details, Optional Coverage, and Financial Details. The **Template Manager** can manage an organization's Order Form Templates from the **Order Form Library**. Sub-organizations can also inherit templates from their parent organization if the **Only My Organization** checkbox is left unchecked (disabled).

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 the new template if changes are made to the respective fields on the base template.
- Copying a template will copy all the base templates values onto the new template, and those same values can be changed directly from the new template, without affecting the original values on the base template.

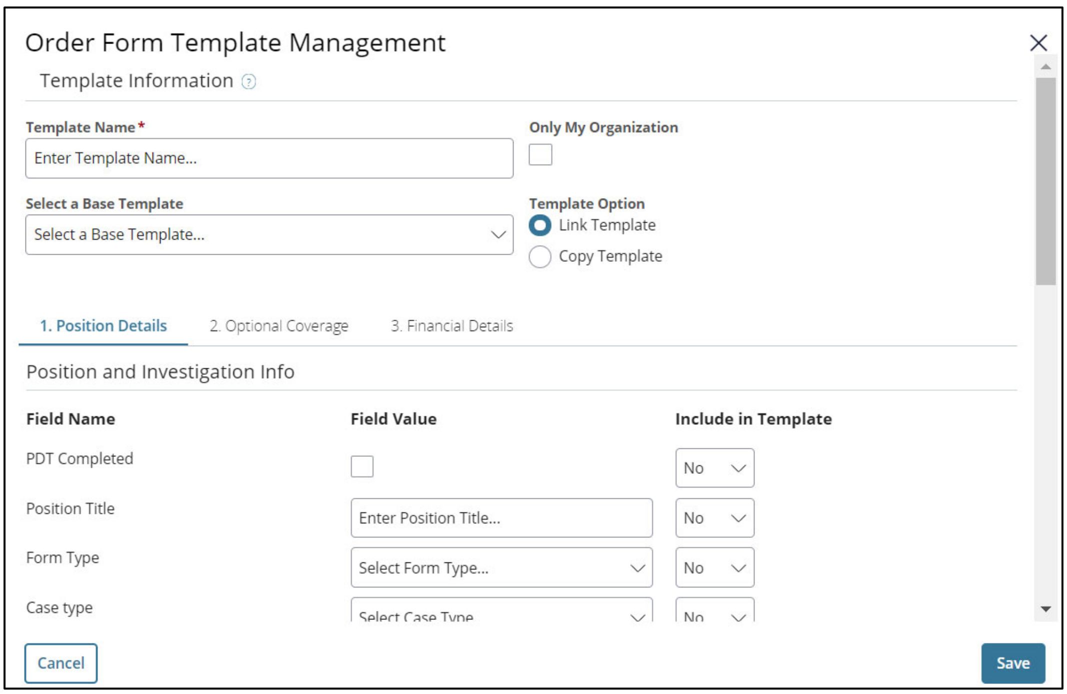


Figure 52: Add Order Form Template

Notes

Lesson 4.1: Create an Order Form Template

Steps:

1. From the left navigation menu, select **Order Form Library**.
2. From the **Organization** drop-down, select an Organization to view its Order Form Templates.
3. In the selected organization, select **+Add Template** to create a new Order Form Template.
4. Complete the **Order Form Template** fields including the Optional Coverage and Financial Details tab with desired values.

   Note: When entering data, change the **Field Value** for the value to be applied. If **Field Value** is set to no value, data will not be applied.

   Note: Change the **Include in Template** value to **Yes** to apply the field value to the template.

   Note: Select **Only My Organization** check box if you do not want the template to be automatically inherited by sub-organizations within your hierarchy.
5. Select **Save** to create the template.

Module Notes:

Lesson 4.2 View & Edit a Template

Steps:

1. From the left navigation menu, select **Order Form Library**.
2. From the **Organization** drop-down, select an Organization to view its Order Form Templates.
3. From the **Template Name** column, select a **Template**.
4. Select **Edit** to modify a template. Make all desired changes.
5. Select **Save** to save the modified template.

Notes

Lesson 5: Form Routing

The **Workflow Manager** is responsible for managing the Agency Workflows in the **Form Routing** tab. A form routing **Workflow** determines which organizations will perform the review and authorization phases of the agency process for the Initiating Org.

Two tables will be displayed: one displaying all workflows for your organization, and another showing all workflows that you are a part of (including Organization Relationships).

Review and Authorization organizations do not configure this routing unless they are initiating cases as well. This only needs to be configured for SSC and FSO organizations.

Lesson 5.1: Create a Workflow

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** Tab.
3. From the Configuration menu drop-down, select **Form Routing**.
4. From the Actions drop-down, select **Add Form Route** and complete the form.

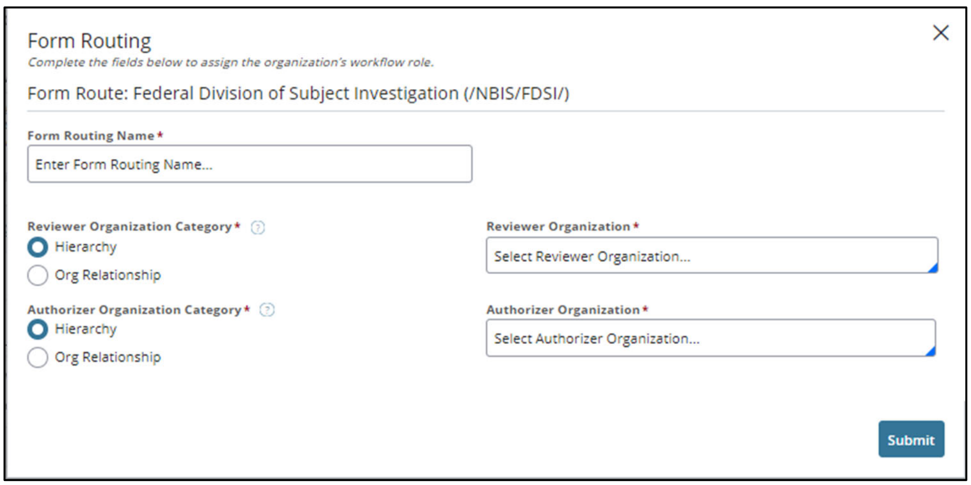


Figure 53: Form Routing Configuration Modal

- Select **Hierarchy** to choose the same organization in which you are creating the workflow or other organizations within your hierarchy to complete the respective phase.
- Select **Org Relationships** to choose an organization you have established a relationship with that is outside of your organizational hierarchy, to complete the respective phase.

5. Once all required fields are completed, select **Submit** to create and save the new workflow.

Lesson 5.2 View & Edit a Workflow

Steps:

1. From the left navigation menu, select **Org Management**.
2. Select the **Configuration** Tab.
3. From the Configuration menu drop-down, select **Form Routing**.
4. From the Form Routing Name column, select a **Workflow**.
5. Select **Edit** and Update the workflow as needed.

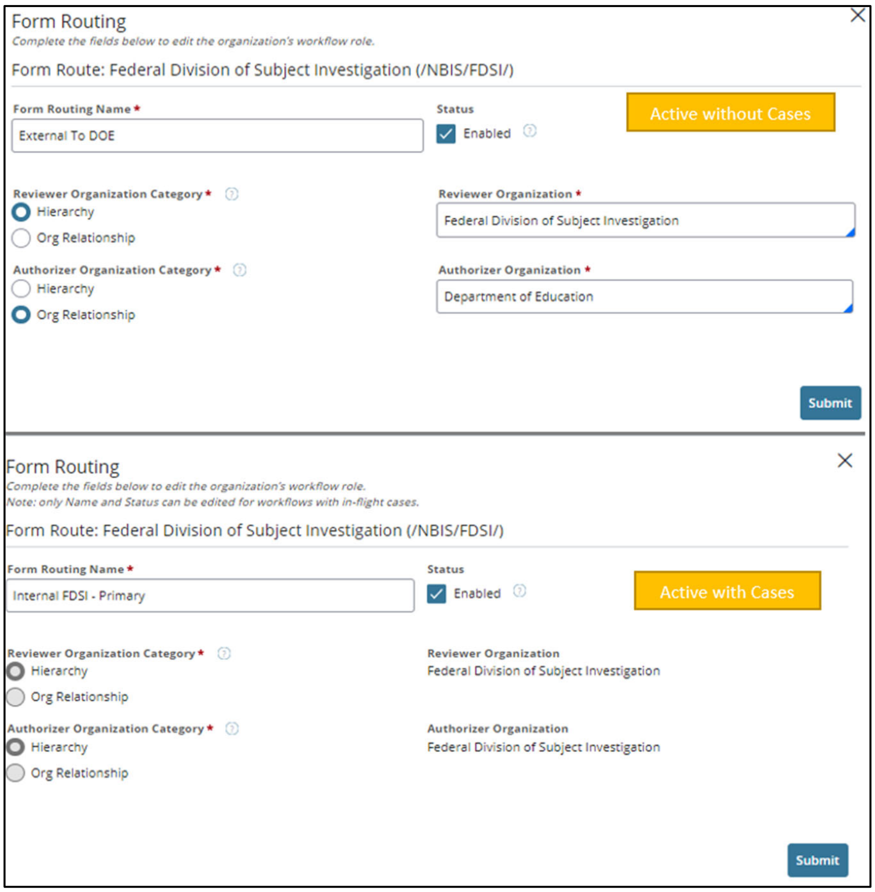


Figure 54: Edit Options for Form Routing Workflows

<u>Note:</u> Only Name and Status can be edited for workflows with in-flight cases (Authorize & Review).

6. Select **Save**.

Notes

Appendix

Org Configuration Reference Table

Last Update: 01/18/2022
Release: 4.0 Pittsburgh

Org Level Configurations	Org Type								
	SSC	Review	Authorize	Adj	Appeals	Screening	CA	FSO	CV
Assignment Rules	X	X	X	X	X	X	X	X	X
Notifications	X	X	X	X	X	X	X	X	X
Form Routing	X	X	X					X	
Workflow Builder				X	X	X			X
Service Catalog				X	X	X			X
Program Tags	X	X	X	X	X	X	X	X	X
Organization Relationships	X	X	X	X	X	X	X	X	X
Ingest Management				X					
User Levels				X	X	X			X
Modules				X	X	X			X
User Assignment Templates	X	X	X	X	X	X	X	X	X
Case Category									X
Case Progression Exception Rules									X

Notes

Organization Levels

This list may not match the exact option in your Testing or Production NBIS environment. There may be additional options or some of these may have been disabled or modified.
This list is accurate to the production environment at the time of publication. (02/25/2022)

Group – the group flag represents Organization levels that are on the top of their hierarchy and can only be assigned to an organization by the **Onboarding Manager** user role.

CEP Flag - This Flag determines if an organization level is eligible for DoD Continuous Evaluation Program.

Org Level Name	Description	Example	Group	CEP
Branch of Government		Executive Branch	X	
Organization	The highest point of responsibility in the reporting structure of the hierarchy. Match to cabinet level department	departmental agency; independent agency; non-profit agency; law enforcement agency, DoD	X	X
Component Organization	Large, potentially independent, parts of an agency that reports directly to the head organization and oversees smaller offices	sub-agency; component; board; committee; commission; administration; center; facility		
Reporting Office	Office within the component or head organization that fulfills a specific hierarchical function and may or may not oversee other, smaller reporting offices	office; division; branch; directorate; bureau; program; unit; department		
Regional Offices	Office that carries out organizational and mission-related functions for a specific geography within the scope of a Reporting Office, Component Organization, or Organization.	field office; regional office; district office; processing center		
Functional Center	Geographically dispersed agency component that carries out mission-related activities.	laboratory; research center; airport; border station; school/university; hospital; consulate; national park		X
Military Headquarters	The headquarters-level for military branches	office of the secretary; divisions; supporting establishments	X	X
Military Operational Command	Large geographical or functional command which includes a collection of units and formations under the control of a single officer.	combat command; combatant commands; MAJCOMs		
Military Installation	A facility that is controlled by or primarily supports DoD's activities. An installation may consist of one or more sites, may house equipment or personnel, and may facilitate training or other military operations.	military base; field agency	x	

Notes

Org Level Name	Description	Example	Group	CEP
Military Field Units	Tactical military units located at home or abroad and either combat, combat-support or non-combat in capability. These units may be housed inside military installations.	division; brigade; regiment; battalion		
Industry - Head Facility	The highest point of responsibility in the reporting structure of the hierarchy, the centralizing security office for the industry partner.	Accenture	x	
Industry - Component Facility	Other cleared facilities that process investigations within the hierarchy of an industry partner.	Accenture Federal Services		
Grouping	Used to gather multiple entities under a common umbrella			
Personnel Vetting Unit	Organizations that perform Personnel Vetting services in the US Government		X	
Field Operating Activity	DOD Level organization that does not have agency designation.		X	
Agency	Organizations with an agency designation that report up to another level of the government before reaching up to the presidential level.		X	
Bureau	A sub-division of an executive department in the US Government.		X	
Cabinet Level Department	Cabinet Level Organizations in the US Government.	Treasury, Department of Defense	X	
Independent Agency	Organizations that report to the president directly and not through another department level organization.		X	
SSC Office	Any office preforming national security, suitability, or credentialing work.			

Notes

Role Matrix

Last Update: 02/25/2022
Release 3.3 Dusseldorf

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
Adjudicator	Can access and select Guidelines to complete an adjudication case. Adjudicator role needs to be paired with the Case Processor role to adjudicate a case.	Case Worksheet – Guidelines tab	Adjudication, Component Adjudication
Appeals Processor	Can complete Appeals information on a case. Appeals role needs to be paired with the Case Processor role to complete appeal actions.	Case Worksheet – Appeals Guidelines Tab	Appeals
Authorizer	Can review entire case requests, completing financial details, editing certain order form details if needed, and deciding whether to approve, reject, or hold cases. Also, can create & search for subjects.	Subject Management, Task Management, Order Form, Global Search	Authorize
Case Processor	Can processes cases and be paired with other roles to provide additional capabilities. This role has access to view & edit a subject's profile by accessing it from the Subject Banner in a case.	Task Management, Case Worksheet, Global Search	Adjudication, Appeals, Screening, Component Adjudication, Vetting
Component Adjudicator	Can view Case Information tab on the worksheet for cases in the Component Adjudication phase. Needs to be paired with the Adjudicator & Case Processor roles to complete adjudicative actions. Can grant determinations from the Subject Profile tab. Needs to be paired with roles that can view Subject Management to access Subject Management.	Case Worksheet - Case Information Tab, Subject Management – Grant Determinations	Component Adjudication

Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
CV Analyst	Can view and process CV alerts. The user is responsible for processing the CV cover case which contains the data of all validated alerts and managing the Issue Tags. Needs to be paired with Case Processor to access the case.	Task Management	Vetting
Enrollment Manager	Can manually enroll & unenroll subjects from a Continuous Vetting program. Has the ability to search for & create subjects and view their information in the Subject Profile & History.	Global Subject Search, Subject Worksheet	Vetting
Facility Security Officer (FSO)	Can manage subjects and complete actions like initiating case requests, complete mass initiation or affiliation for subjects, manually create service catalog requests to their Service Provider, add/edit subject's PII, manage contractor affiliations, manage access, complete appeals, complete adjudication sub-tasks, and submit visit requests for subjects. Can also create, edit, request, and approve visit events. Can manually reassign tasks to users in their org.	Task Management, Subject Management, Global Search, Visit Management	Facility Security Office
Initiator	Can initiate subject case requests and complete Routing details, edit certain order form details before receiving the subject's SF back from eApp, and create & search for subjects. Can complete mass initiation or affiliation for subjects.	Dashboard, Task Management, Order Form, Global Search	SSC

Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
NBIS Financial Manager	Can manage SON/SOI and SON/IPAC relationship tables, and IPAC, IPAC Exemption, TAS, and BETC codes at a global NBIS level.	System Settings	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Notification Manager	Can create and manage notifications related to the case completion processes, to be sent out to organization users or subjects.	Organization Management	All Org Types
Onboarding Manager	Can manage Org Levels and create orgs with grouped Org Levels. This role also has permissions to add any function or org type to an org regardless of inherited restrictions. Also has permissions to add certain roles to orgs, regardless of org type.	System Settings, Organization Management	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Operations Manager	Can manage certain Org Configurations tab. Has access to Reports and all tabs in Task Management.	Organization Management, Reports, and Task Management	Adjudication, Appeals, Screening, Vetting
Order Form Template Manager	Can manage the Order Form Templates for their organization(s).	Order Form Library	Authorize, Facility Security Office, Review, SSC
Org Assignment Manager	Can manage Assignment Rules for their organization(s).	Organization Management	Adjudication, Appeals, Authorize, Component Adjudication, Facility Security Office, Review, Vetting
Org Manager	Can manage Details & Hierarchy for their organization(s).	Organization Management	All Org Types

Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
Org Relationship Manager	Can manage org relationships that are established between organizations outside each other's hierarchy or servicing relationships to orgs in your hierarchy, in the Org Relationship tab.	Organization Management	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Org Workload Manager	Can manage skillsets of users in their organization and manually assign cases to users within their organization(s).	Task Management, Organization Management	Adjudication, Appeals, Authorize, Component Adjudication, Facility Security Office, Review, Screening, Vetting
Polygraph	Can add, edit, and remove polygraph entries from a given subject. Needs to be paired with roles that can view Subject Management to access Subject Management.	Polygraph section in Subject Worksheet	Other than for Adjudication Org Type, can only be added to an org by the Onboarding Manager.
Program Tag Manager	Can manage the program tags that are available for their organization(s).	Organization Management	All Org Types
Reviewer	Can review the subject's standard form, accept, or rejecting subject responses, and add attachments. If rejecting they can also add comments and re-route the case back to the subject. Can also create & search for subjects.	Subject Management, Task Management, Order Form, Global Search	Review
Screener	Can Manage Interim Determinations from the Subject Profile. Has access to My Subject List to view subjects in their organizational hierarchy and subjects in orgs that have a Screening org relationship with their org.	Subject Management	Screening

Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
Special Security Officer (SSO)	Can manage certain Access Levels and Interim Determinations for subjects. The Access Levels & Determinations they manage are controlled by the System Manager. Needs to be paired with the Subject Manager to gain access to Subject Management.	Subject Management	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Subject Manager	Can manage subjects and complete actions like initiating case requests, manually create service catalog requests for their service provider, complete adjudication sub-tasks, add/edit subject's PII, affiliations, access, and complete appeals and visit requests for subjects. Can also create, edit, request, and approve visit events. Can manage interim determinations from the subject profile.	Task Management, Subject Management, Global Search, Order Form, Visit Management, Reports	SSC
Subject Profile Editor	Can update subjects' SSN or other PII data in the subject profile if needed. Can view Subject Worksheet tabs and reset the subject's eApp password.	Subject Management, Global Search, Task Management	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Subject Viewer	Can view subject information from within Subject Management. Can view visit information within Visit Management.	Subject Management, Global Search, Task Management, Visit Management	Authorize, Facility Security Office, Review, SSC

Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(s) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
System Manager	Can manage System Settings, org hierarchies, org details, users, and workflows.	System Settings, Organization Management, Task Management	Not linked to a specific org type. Can only be added to an org by the Onboarding Manager.
Task Reassignment	Can reassign cases to users within their team or, if unassigned to a team, to others who are unassigned within their organization from within the Order Form. Needs to be paired with either Initiator, Reviewer, or Authorizer.	Order Form, Task Management	All Org Types
Team Manager	Can manage user skillsets and access My Team's Work in Task Management to assign cases. Can view the hierarchy and details of a team. Ability to reopen closed cases.	Task Management, Organization Management	All Org Types
Team Structure Manager	Can manage the structure and details of teams within organizations. Can add, remove, and reassign users to teams.	Organization Management	All Org Types
User Manager	Can create and manage users within their organization(s).	Organization Management	All Org Types
Workflow Manager	Can create, modify, or disable a workflow, specifically in the Form Routing tab.	Organization Management	Authorize, Facility Security Office, Review, SSC