



SERVICING ORG ACTIONS KNOWLEDGE ARTICLE

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Purpose: An orientation to the available actions in a servicing organization's action drop-down from the subject's case worksheet.

Overview:

- Phases are the highest-level grouping to describe where the case is in the overall workflow of the personnel vetting process by communicating the type of work being completed on the case.
- Statuses within a phase are dependent and unique to that phase and reflect the state of the case in the phase.
- The case's listed status within the phase will identify the specific condition of work being completed on the case.
- A servicing organization's status changes are driven by the actions taken on a case by the user. The user will complete an action on a case to drive the case to a Closed status.

SERVICING ORG ACTIONS KNOWLEDGE ARTICLE

From the adjudicators and CV cover Case Worksheets, the following actions are available by selecting the Actions Drop-down:

National Background Investigation Services

Search Subject by SSN

Task Management

Subject Management

Org Management

Reports

Subject Name SSN

Program Tags:

Citizenship: United States

Place of Birth:

Date of Birth: 01/01/1970

Aliases:

Tier 5

Phase: ADJUDICATION 11/09/2022

Status: RECEIVED 11/09/2022

Case ID: 223135MIT1158295

Case Owner:

Assigned To:

Assigned On: 11/09/2022

Profile

Attachments

Notes

Guidelines

Profile

Active

Case History

Vetting History

Active

Filter by

See All...

Cases

Expand All

Case ID	Phase	Case Type	Start Date
223135MIT1158295	Adjudication	Tier 5	11/09/2022

See more

Determinations

There are no current determinations.

Choose an Action

Select Action...

Add Notes

Title

Enter Title...

Notes

Enter Notes...

Add

Actions

- Refresh
- Change Case Owner
- View Audit Log
- View Case Timeline
- Record Investigation
- Record Adjudication
- Create Case
- Create Request

From the CV alert Case Worksheet, the following actions are available by selecting the Actions Drop-down:

National Background Investigation Services

Search Subject by SSN

Task Management

Org Management

Reports

Subject Name SSN

Program Tags:

Citizenship: United States

Place of Birth: TAMPA, Florida

Date of Birth: 02/03/1975

Aliases:

CV Case -

Phase: CV ALERT 11/03/2022

Status: RECEIVED 11/03/2022

Priority: MEDIUM

Case ID: 22307MCCA1303521 - 002

Case Owner:

Assigned To:

Assigned On: 11/03/2022

Profile

Alerts

Issues

Attachments

Notes

Profile

Active

Case History

Vetting History

Active

Filter by

See All...

Cases

Expand All

Case ID	Phase	Case Type	Start Date
22238MCCA1135250	Continuous Vetting	Incident Report	08/26/2022

See more

Determinations

There are no current determinations.

Alert Actions

Choose an Action

Select Action...

Continue

Add Notes

Title

Enter Title...

Notes

Enter Notes...

Add

Actions

- Refresh
- Change Case Owner
- View Audit Log

Refresh

- Updates the current screen after an action is taken and pulls in any updated information not currently showing.

Change Case Owner

- Current case owner holds the ability to change ownership of a case.
- Case ownership changes may occur due to personnel changes and workload management.

The screenshot displays the NBIS web application interface. On the left is a dark sidebar with navigation links: Task Management, Subject Management, Org Management, and Reports. The main content area shows a case profile for 'Subject Name SSN'. At the top, there are fields for Citizenship (United States), Place of Birth, Date of Birth (01/01/1970), Aliases (N/A), and Contact Info (View). Below this, the case details include Tier 5, Phase: ADJUDICATION, Status: RECEIVED, and Assigned On: 11/09/2022. A modal window titled 'Change Case Owner' is open in the center, featuring a 'Team' dropdown menu, a 'Case Owner' dropdown menu, and a checkbox labeled 'Please confirm by selecting this checkbox'. A blue arrow points from the 'Case Owner' dropdown in the modal to the 'Case Owner' field in the background case details. The background also shows a table of cases with columns for Case ID, Phase, Case Type, and Start Date.

View Audit Log

The View Audit Log action allows the user to visibly see the status changes of a specific case and the actions taken to drive the case's status changes.

- The Audit Log modal will display the status changes of the case by displaying the start status, the action taken, date the action was taken, which user took the action, and the end status.

Start Status	Action	End Status	Date	User	Notes
Received	Send RFI	Awaiting RFI AOR	11/09/22 12:42 PM	User Name	—
Awaiting RFI AOR	Intends to Respond to RFI	Awaiting RFI Response	11/09/22 12:48 PM	User Name	—
Awaiting RFI Response	Receive RFI Response	RFI Response Received	11/09/22 12:49 PM	User Name	—

View Case Timeline

The View Case Timeline action allows the user to see the phase and status history of a specific case.

- The Case Timeline modal will display phase, date the case was within the phase, the case's status while in the phase, and what organization was completing work on the case while in the listed status and phase.
- The Case Timeline modal's displayed information can be sorted by columns.
 - To sort the data, the user will select a column header to sort the data contained within that column.
 - The data can be sorted by ascending or descending order.
- The displayed information can also be filtered by column. To filter specific data, select the triangular filter icon location to the right of the chosen column.

The screenshot displays the NBIS interface for a subject named "Subject Name SSN". The subject's profile is visible, showing details such as Citizenship (United States), Place of Birth, Date of Birth (01/01/1970), and Allocations (N/A). The subject is currently in the "Tier 5" phase, with a status of "RFI RESPONSE RECEIVED" as of 11/09/2022. The Case ID is 22313SMIT1158295, and the Case Owner is assigned to the subject. The Case Timeline modal is open, showing a list of events for the subject's case. The modal includes a table with columns for Phase, Date, Status, and Organization. The events are as follows:

Phase	Date	Status	Organization
Adjudication	11/09/2022	Received	DCSA Adjudications
Adjudication	11/09/2022	Pending Upload of RFI AOR	DCSA Adjudications
Adjudication	11/09/2022	Pending RFI Response	DCSA Adjudications
Adjudication	11/09/2022	RFI Response Received	DCSA Adjudications

Record Investigation

The Record Investigation action allows a user to manually input details of an investigation case that was not originally created in NBIS.

- The user will have the ability to input all required investigation information that was completed outside of NBIS.
- Once inputted, the information will be viewable within the subject's Case History tab which is accessible from the Subject Worksheet.

The screenshot displays the "Record Investigation" form in the NBIS interface. The form is titled "Record Investigation" and includes a subtitle: "Complete the following required fields to record completed investigation data for Tucker Smith. Investigation data is viewable within the subject's history tab." The form is divided into two main sections: "NBIS Information" and "Investigation Data".

NBIS Information

- Case Type ***: A dropdown menu with "Tier 5" selected.

Investigation Data

- Organization ***: A text input field with the placeholder "Enter Organization...".
- External Case ID ***: A text input field with the placeholder "Enter External Case ID...".
- Start Date ***: A date picker with the format "mm/dd/yyyy".
- End Date ***: A date picker with the format "mm/dd/yyyy".
- Include an Adjudication**: A checkbox.

The form includes "Cancel" and "Submit" buttons at the bottom.

National Background Investigation Services

Search Subject by SSN

Task Management
Subject Management
Org Management
Reports

Subject Name SSN

Program Tags:

Citizenship: United States Place of Birth: Date of Birth: 01/01/1970 Aliases: N/A Contact Info: [View](#)

Tier 5 Phase: ADJUDICATION 11/09/2022 Status: RFI RESPONSE RECEIVED 11/09/2022 [Collapse](#)

Case ID: 22313SMT1158295 Case Owner: Assigned To: Assigned On: 11/09/2022

Profile Attachments Notes Guidelines Active Task

Profile

Active Case History Vetting History

Case History

Determination History [Expand All](#)

The subject has no determination types.

Request History

There are currently no closed requests.

Case History [Expand All](#)

Case ID	Case Type
22313SMT1328567	Tier 5

Phase	Organization	Begin Date	End Date	Ending Status	External Case ID
Investigation	DCSA Adjudications	07/01/2022	11/01/2022		123456789

Choose an Action
Select Action... [Continue](#)

Add Notes

Title
Enter Title...

Notes
Enter Notes... [Add](#)

Upload Attachments

Record Adjudication

The Record Adjudication action allows a user to record an adjudication that was completed outside of NBIS.

- To Record an Adjudication, an investigation must be correlated to the adjudication.
- If an investigation does not exist in NBIS, one must be inputted prior to recording an adjudication.
- Once inputted, the information will be viewable under the Determinations section, accessible from the Profile tab on both the Subject and Case Worksheet.

National Background Investigation Services

Search Subject by SSN

Task Management
Subject Management
Org Management
Reports

Subject Name SSN

Program Tags:

Citizenship: United States Place of Birth: Date of Birth: 01/01/1970 Aliases: N/A Contact Info: [View](#)

Record Adjudication

Complete the following required fields to record adjudication data for Tucker Smith. Adjudication data is viewable within the subject's history tab.

NBIS Information

Case ID *
22313SMT1328567 - Tier 5

Adjudication Data

Organization *
Enter Organization...

External Case ID
Enter External Case ID...

Determination Type *
Select Determination Type...

Determination Result
☐ Favorable/Administrative
☐ Unfavorable

[Cancel](#) [Submit](#)

The screenshot displays the NBIS interface for a subject named 'SSN'. The left sidebar contains navigation links: Task Management, Subject Management, Org Management, and Reports. The main content area shows the subject's profile, including citizenship (United States), place of birth, date of birth (01/01/1970), aliases (N/A), and contact info (View). The case details section shows the case ID (22313SMIT1158295), phase (ADJUDICATION), status (RFI RESPONSE RECEIVED), and assigned on date (11/09/2022). The 'Profile' tab is active, showing a table of cases and a table of determinations. The 'Determination' table is highlighted with a yellow box.

Type	Determination	Determined
Final	Top Secret - SCI	11/07/2022

Outcome	Considerations	Date	Category
Grant	---	11/07/2022	National Security

Additional Considerations: ---

Agency: DCSA Adjudications

Create Case

Servicing organizations can manually create a case for organizations the user is affiliated with.

- The user can Create a Case as required.
- The case can be assigned to the user themselves or enter the servicing org's task workbasket.
- The created case will be visible on the subject worksheet.

The screenshot shows the NBIS interface with a 'Create a Case' modal dialog open. The dialog has a title bar with a close button (X) and a 'Submit' button. The form inside the dialog includes a 'Phase of Case' dropdown menu (set to 'Adjudication') and a 'Case Type' dropdown menu (set to 'Tier 3'). The background interface is dimmed, showing the same subject profile and case details as the previous screenshot.

National Background Investigation Services

Search Subject by SSN

Task Management

Subject Management

Org Management

Reports

Subject Name SSN

Program Tags:

Citizenship: United States

Place of Birth:

Date of Birth: 01/01/1970

Aliases: N/A

Contact Info: [View](#)

Tier 5

Phase: ADJUDICATION

11/09/2022

Status: NO RESPONSE RECEIVED

11/09/2022

Case ID: 22313SMIT1158295

Case Owner:

Assigned To:

Assigned On: 11/09/2022

Profile

Attachments

Notes

Guidelines

Active Task

Profile

Active

Case History

Vetting History

Filter by

See All...

Cases

Expand All

Case ID	Phase	Case Type	Start Date
22313SMIT1339333	Adjudication	Tier 3	11/09/2022
22313SMIT1158295	Adjudication	Tier 5	11/09/2022

See more

See more

Choose an Action

Select Action...

Continue

Add Notes

Title

Enter Title...

Notes

Enter Notes...

Add

Create Request

While a servicing org offers services to their customers, the org may also utilize an internal service catalog offering of other service organizations.

- The list of service request options available will depend on the organization.
- Within the Create a Request modal, the instructions will appear. The requirements for the request will differ for each service provider based off case requirements.

National Background Investigation Services

Search Subject by SSN

Task Management

Subject Management

Org Management

Reports

Subject Name SSN

Program Tags:

Citizenship: United States

Place of Birth:

Date of Birth: 01/01/1970

Aliases: N/A

Contact Info: [View](#)

Tier 5

Phase: ADJUDICATION

11/09/2022

Status: NO RESPONSE RECEIVED

11/09/2022

Case ID: 22313SMIT1158295

Case Owner:

Assigned To:

Assigned On: 11/09/2022

Profile

Attachments

Notes

Guidelines

Active Task

Profile

Active

Case History

Vetting History

Filter by

See All...

Cases

Expand All

Case ID	Phase
22313SMIT1158295	Adjudication

Determinations

Type	Determination
Final	Top Secret - SCI

See more

Create a Request

Organization

DCSA Adjudications

Service*

Select...

Select...

Incident Report

Quality Assurance

Scattered Castles Check

Reciprocity

Recertify Eligibility Request

Eligibility Upgrade Request

Case Processing Awaiting Files

Incident Report

Order File

Interim SCI Request

Interim Suspensions

Reciprocity

Industry Interim Suspension

Expedite Adjudication

Reconsideration

Responses

ESC

RSI

Submit

Choose an Action

Select Action...

Continue

Add Notes

Title

Enter Title...

Notes

Enter Notes...

Add

Upload Attachments