



# NBIS Agency Organization

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## Facilitator Guide

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



**Notes**

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**Notes**

## 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.

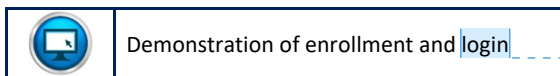
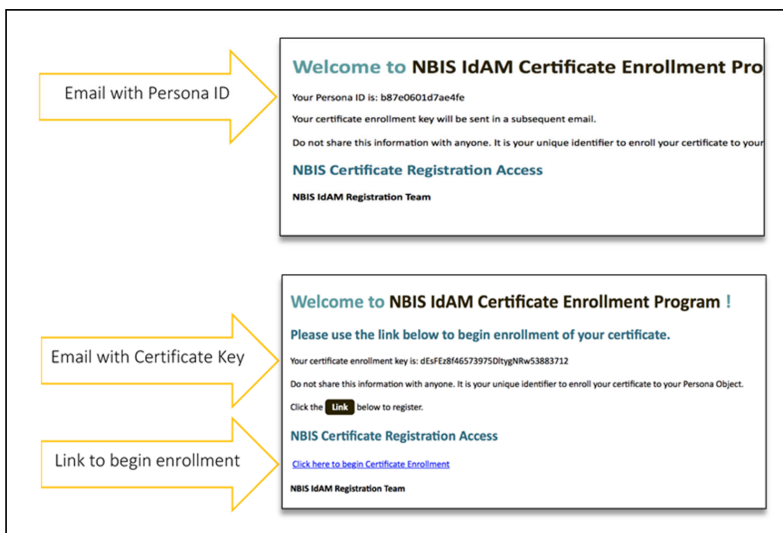
### Objective:

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.



Demonstration of enrollment and login

**Commented [A1]: FG DEMONSTRATION:**

[M0-L1]

Show emails

Enroll the Certificate

[M0-L2]

Receive the next email with env Access

Login to the environment

**Mention:**

- 1) Review Supported Browsers from Guide Information chapter
- 2) Bookmark the login link to the environment after you receive the email.



**Notes**

## 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.

**Commented [A2]:** FG: This is a common mistake for first users

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.

**Commented [A3]:** FG: Emphasize this point, You will be able to circle back to the reset information in [M1-L5]

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:



**Notes**

## Lesson 2: Login to NBIS Enterprise Portal

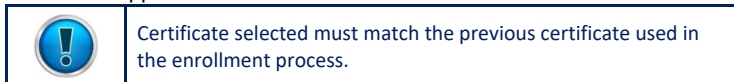
Once Certificate Enrollment is complete, you will receive an email confirming your enrollment completion with a link to access the NBIS Enterprise Portal. If you have more than one enrolled Persona you will have an option to choose which enrolled certificate to log into.



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**.



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:



**Notes**

### 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.

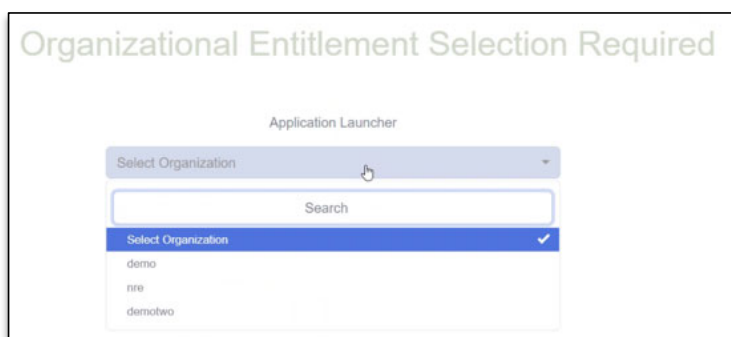


Figure 3: Multiple Persona Selection

### 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.

**Error**

The current session is blocked, as the maximum number of active sessions for the current operator has been reached

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.

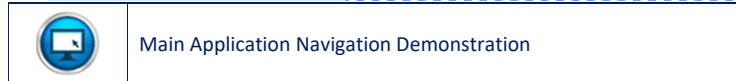
It will house all data associated with background investigations for federal civilian employees, military service members, and government contractors. NBIS will protect the sensitive information used for the three adjudicative authorities by employing the latest technology and utilizing maximum security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





## Lesson 2: Navigation Overview

## Lesson 2.1: Main Application Navigation



Main Application Navigation Demonstration

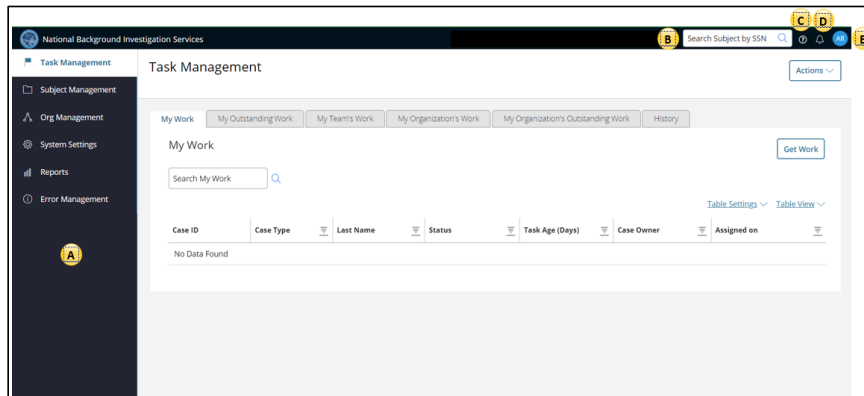
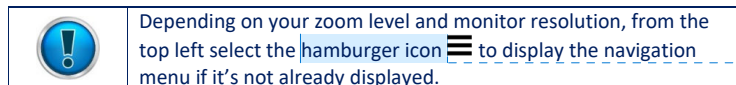



Figure 5: Application Navigation with Identifiers

- 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**

**Commented [A4]:** FG Demonstration: Show all of the fields when explaining these navigation items

**Commented [A5]:** FG: Important to mention this,



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.



Task Management

My Work | My Outstanding Work | My Team's Work | My Organization's Work | History


My Work

Search My Work

Task ID	Case Type	Status	Task Age (days)	Urgency	Task Assignment Date	Last Name
GEN-141005	---	Received	98	---	11/12/20	Jordan
GEN-140014	---	Received	97	30	11/12/20	Ryan
GEN-140012	---	Received	97	30	11/12/20	Jordan
GEN-140012	---	Received	97	30	11/12/20	Jordan

Table Settings | Table View

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
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		Organization Hierarchy	
Name	Organization Type	Name	Organization Type
 Demo ★	SSC, Review, Authorize	 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:



**Notes**

### 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

**Commented [A6]:** FG: Go to separate document for this lesson



**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.

**Commented [A7]:** FG: Mention that these are in the System Settings left navigation tab, and accessed by the System Manager role. The user group that will access these will be smaller, and likely people at the DCSA level.

**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.

**Commented [A8]:** FG: Mention that the assignment engine will place work in the worklist or workbasket based on configurations. Users can also manually assign a case from the worklist to workbasket and vice versa.



**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)

Anderson, John		
<b>User Profile</b>		
Personally Identifiable Information		
Social Security Number	Date of Birth	
905-05-0555	01/01/1994	
Last Name	First Name	Middle Name
Anderson	John	—
<b>Personas</b>		
Persona Name	Persona Status	
<a href="#">VRO</a>	Enabled	
<a href="#">CAF</a>	Enabled	

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 <a href="#">Guide</a>
---	--

## 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 <a href="#">Demonstration</a>
	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.

**Commented [A9]:** FG: Already Covered in Module 1, mention as refresher

This document goes really indepth and will be very helpful for explaining the concepts of NBIS Roles.

the other file is located in the appendix of this guide, a stand alone reference file and in the R&P Guide

**Commented [A10]:** FG: The search bar will only search users within your organization and/or suborgs

**Commented [A11]:** FG DEMO:  
Nav. to User Mgmt  
Click create User  
Search existing user to show profile  
go back and search an unused  
create profile and persona

### 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:



**Notes**

## Lesson 5: Create a Persona

## Steps:

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

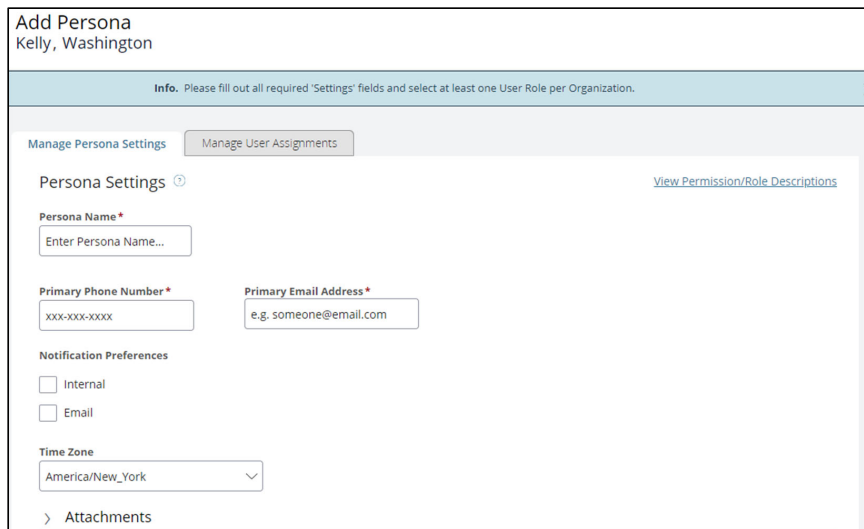



Figure 12: Manage Persona Settings



Persona Name cannot be changed once the Persona is **created**.

**Commented [A12]:** FG: This name is what they will choose from logging in if there are multiple personas.

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**

Organization Name: Hope's Peak Military Base  
Team Name: Junior Authorizers  
Organization User Status: Enabled

User Roles:

- ☐ System Manager
- ☒ Org Assignment Manager
- ☒ Org Manager
- ☒ Subject Profile Editor
- ☒ Reviewer
- ☒ Program Tag Manager
- ☒ Case Processor
- ☒ Operations Manager
- ☒ Polygraph
- ☒ Notification Manager
- ☒ Org Workload Manager
- ☒ User Manager
- ☒ Team Manager
- ☒ Adjudicator
- ☒ Authorizer
- ☒ Subject Viewer
- ☒ Appeals Processor
- ☒ Order Form Template Manager
- ☒ Team Structure Manager
- ☒ Workflow Manager
- ☒ Subject Manager
- ☒ Mass Initiator
- ☒ Task Reassignment
- ☒ Org Relationship Manager
- ☒ Onboarding Manager
- ☒ Special Security Officer
- ☒ NBIS Financial Manager

[Add Organization](#)

Figure 13: Manage Persona Settings

- 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.

- 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.

**Commented [A13]:** Common Use Case for managers and multi org users. not extremely common for task processing users

**Commented [A14]:** FG: The **Org User Status** is enabled by default.

**Commented [A15]:** FG: at least one org with one role must be enabled

Manage Persona Settings: Manage User Assignments

User Assignments

Organization: Department of Education  
User Level: Select User Level...  
User Assignment Template: Select... [Apply Template](#)

User Capacity: e.g. 10  
Assignment Threshold: e.g. 5  
Bundle Assignments: ☐ Enabled

Assignment 1

Assignment Name: Enter Assignment Name...  
Phase: Select Phase...  
Case Types:   
Program Tags:   
Assignment Method:   
☐ Manually Assign to a Capable User  
☒ Automatic and/or Manual Assignment  
[Add Assignment](#)

[Cancel](#) [Complete User Profile](#)

Figure 14: Manage User Assignments

**Commented [A16]:** FG: Make sure you are in the correct org if multiple orgs are attached to the persona





### Notes

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.



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.

**Commented [A17]:** FG: Will only appear if configured in advance

Multiple templates can be applied, if the "skill" is new, it will be added, modifications to existing "skills" will not occur when a template is applied.

Applying a template multiple times will not reset the existing "skills" or add duplicate entries.

**Commented [A18]:** FG: these are extremely important for initial user creation for streamlining the process

**Commented [A19]:** FG: (Initiate, Review, Authorize, FSO)

**Commented [A20]:** FG: A user can be manually assigned cases that may exceed their User Capacity amount if the **Manually Assign to a Capable User** button is selected.

**Commented [A21]:** FG: Not applicable to Agency (IRA)





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.

**Notes**

**Commented [A22]:** FG: After creation, the user will receive two emails to the primary email address. The emails will contain instructions and links for the user to complete Certificate Enrollment procedures and gain access to the NBIS Enterprise Portal.

Module Notes:





**Notes**

## Lesson 6: Reset Authentication

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

The screenshot shows the 'User Profile' page. Under 'Personally Identifiable Information', there is a link 'Edit Personally Identifiable Information'. Below this, a table lists personal details: Social Security Number (redacted), Date of Birth (01/01/1991), Last Name (Smith), First Name (John), Middle Name (blank), and Suffix (blank). A '+ Add Persona' link is on the right. Below is a table of 'Personas' with columns: Persona Name, Persona Status, Date Created, Last Updated, and Actions. One persona is listed: NBIS, Enabled, 11/05/2021, 11/05/2021. An ellipsis menu is next to the Actions column, with 'Reset Authentication' and 'Disable' options.

Persona Name	Persona Status	Date Created	Last Updated	Actions
NBIS	Enabled	11/05/2021	11/05/2021	Reset Authentication Disable

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:





## 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:

## Notes

**Commented [A23]:** FG: Other Examples include maternity leave, extended leave for family death, etc....

Default reasons are:  
Retirement  
Fire  
Move Jobs

**Commented [A24]:** FG: Enabling follows the same steps, just different action



**Notes**

## Lesson 8: Edit User PII



**Commented [A25]:** FG DEMO:  
Show editing PII  
Show editing persona info

Figure 17: Edit User Profile PII

Figure 17: Edit User Profile PII

## Steps:

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

**Commented [A26]:** FG: We believe this breaks the CAC enrollment mapping - needs further testing.

Either way, Reset Authentication is recommended

## 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.

**Commented [A27]:** FG: uses same steps as create persona, see there or JA for reference

## 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 <b>Demonstration</b>
	Job Aid Managing User Assignment Templates (JA-028)

**Commented [A28]:** FG DEMO:  
Create template  
View template  
Edit template  
Delete template

### Lesson 1.1: Create a User Assignment Template

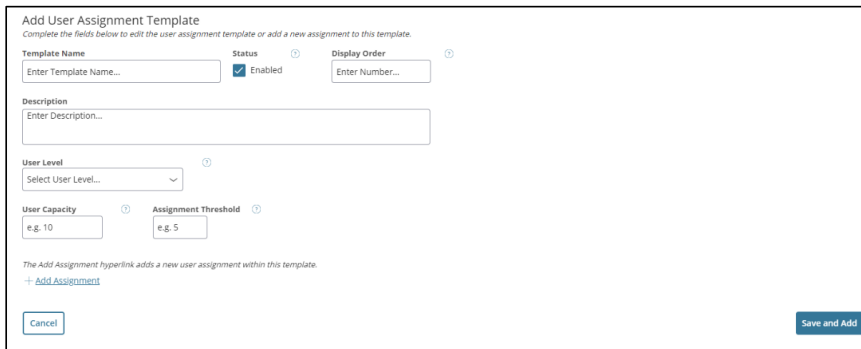



Figure 18: Add User Assignment Template


#### 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**.

	<b>User Capacity</b> sets the maximum number of cases a persona may be automatically assigned. <b>Threshold</b> 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 <b>Automatic and/or Manual Assignment</b> method is selected for an assignment.
---	---

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

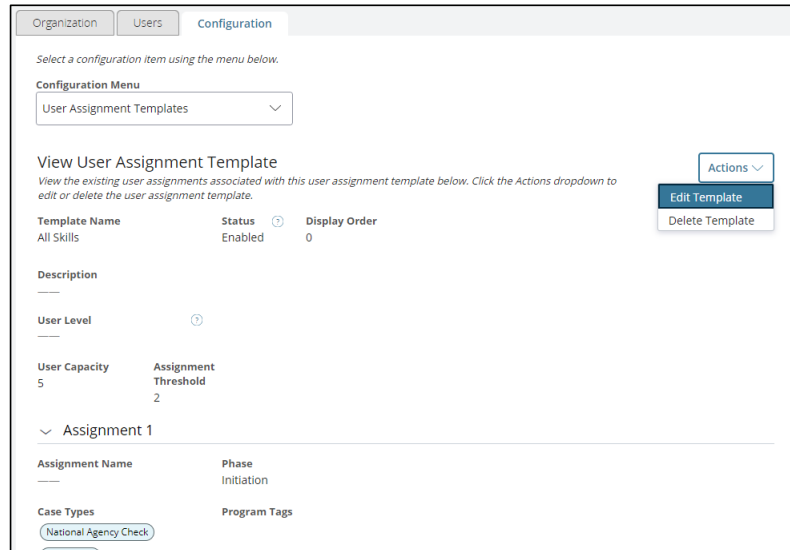
7. Select **Add Assignment** to add an assignment to the persona. Multiple assignments can be added per organization.
- Select the **Phase** for the assignment. The phase determines what phase of the case the user can work on.

	Additional fields will populate depending on the phase selected.
--	--

- 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.
  - 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.
  - 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



Organization Users Configuration

Select a configuration item using the menu below.

Configuration Menu  
User Assignment Templates

View User Assignment Template  
View the existing user assignments associated with this user assignment template below. Click the Actions dropdown to edit or delete the user assignment template.

Template Name: All Skills | Status: Enabled | Display Order: 0

Description: \_\_\_\_\_

User Level: \_\_\_\_\_

User Capacity: 5 | Assignment Threshold: 2

Assignment 1

Assignment Name: \_\_\_\_\_ | Phase: Initiation

Case Types: National Agency Check | Program Tags: \_\_\_\_\_

Actions  
Edit Template  
Delete Template

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.

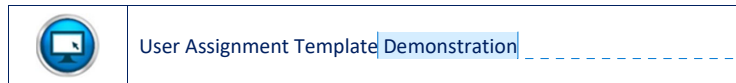
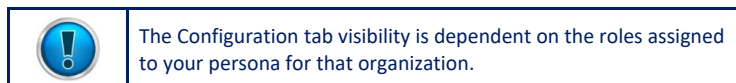


Figure 20: Org Management Header



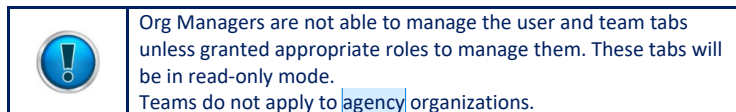
**Commented [A29]:** FG: You can only access orgs below your organization, unless additional orgs are added to the persona

**Commented [A30]:** FG DEMO:  
Create template  
View template  
Edit template  
Delete template

**Commented [A31]:** FG: Hyperlinks will be disabled if your user does not have access

### Navigation Steps:

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



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.

**Commented [A32]:** FG: (Initiate, Review, Authorize, FSO)



**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.

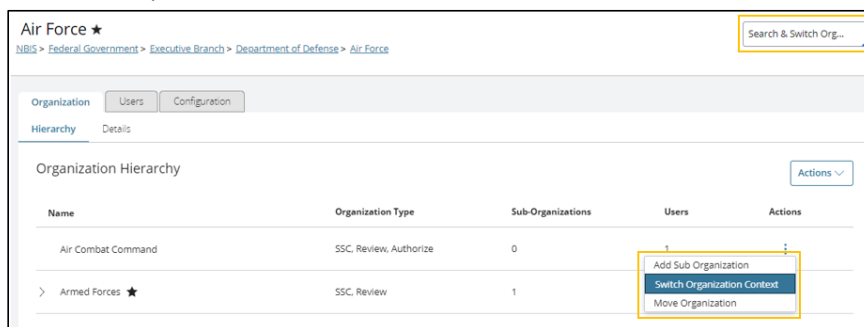


Figure 21: Org Management – Hierarchy

**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**.

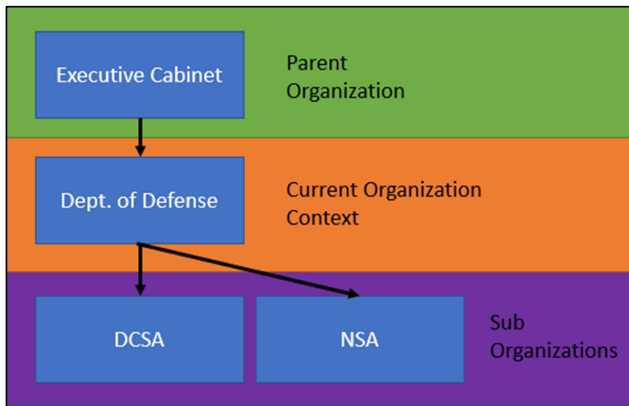


Figure 22: Hierarchy Diagram

## 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.

**Commented [A33]:** FG: Context is extremely important.

Need to re-enforce that a sub org is the same thing as a regular org or a parent org fundamentally. (just different names based on context)

**Commented [A34]:** FG: Extremely important for large organizations

**Commented [A35]:** FG: Will go more indepth during the following 2 lessons

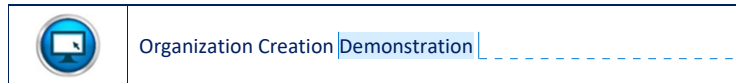
**Commented [A36]:** FG: Config inheritance is a huge time saver if every sub organization uses a "standard" template

Module Notes:

**Notes**

## Lesson 3: Organization Creation

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



**Commented [A37]:** FG Demo:

Create org from Actions - Add Organization

Create org from ellipses - Add Sub Org

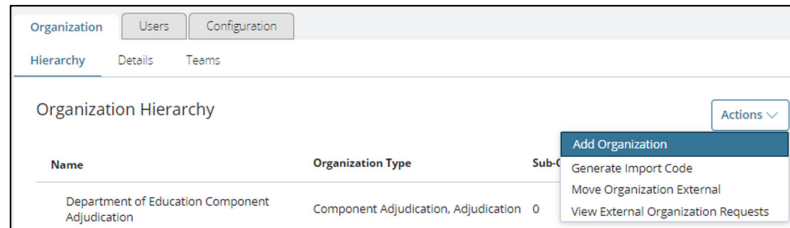


Figure 23: Add Organization Action

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

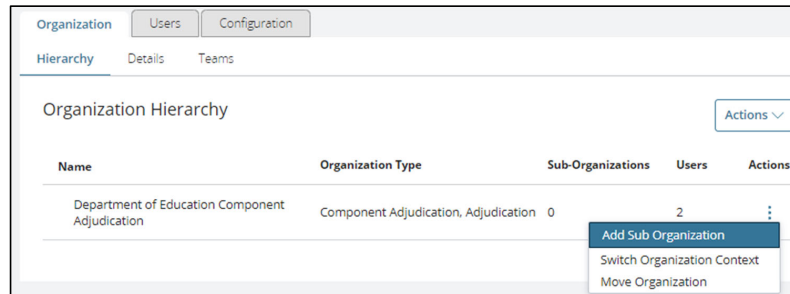





Figure 24: Add Sub Organization Action

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)

**Commented [A38]:** FG: Cannot change these after creation

**Commented [A39]:** FG: Dependent on Org level  
If not displayed all cases will be routed to investigation regardless

**Commented [A40]:** FG: ideally, this might be a user with just org mgmt and some config roles.

Th address and POC are not displayed anywhere but Subject Org affiliation at this point.

**Commented [A41]:** FG DEMO:  
Show how to view details of existing org  
Edit Org Details

### Lesson 4.1: View an Organization's Details

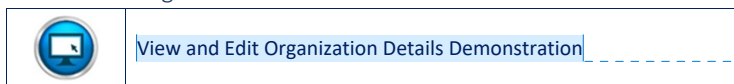
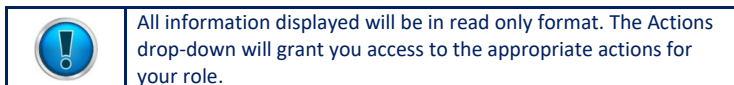


Figure 25: Organization Details

### Steps:

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



**Notes**

## Lesson 4.2: Edit an Organization's Details

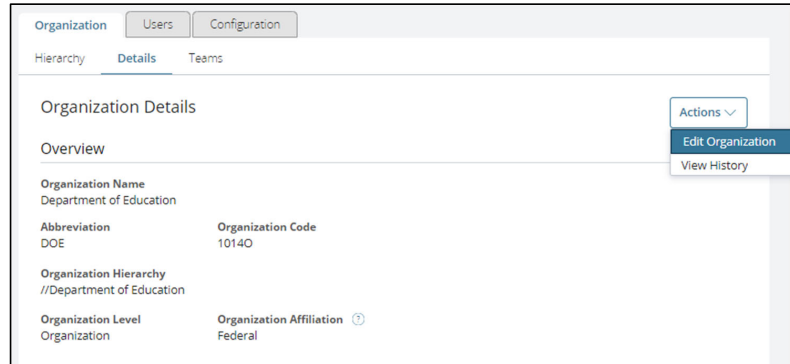


Figure 26: Edit Organization Action

## 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.

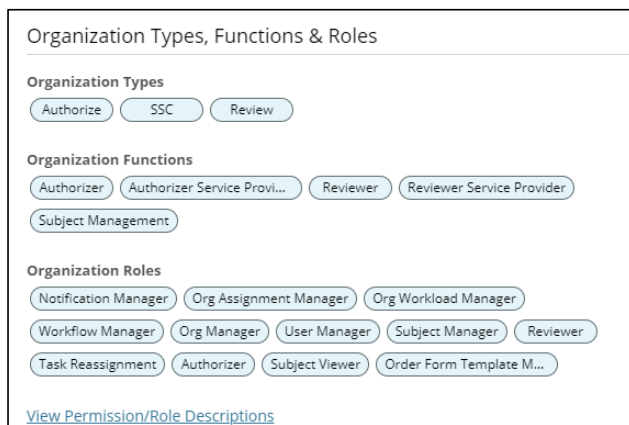
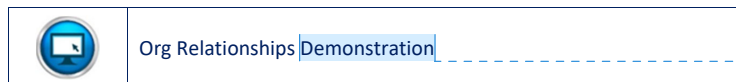


Figure 27: Org Types, Functions, and Roles from Org Details

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.



**Commented [A42]:** FG: Not all items are shown here.

**Commented [A43]:** FG Demo:  
Configure internal and external

Remember to show/explain the bottom table showing all of the implementation



**Notes**

## Lesson 5.1: Internal Relationships

Organization Relationships

Internal Relationship Management

*Displays your sub organization services. To manage relationships, select the Edit Relationships link.*

**Review Services**

Reviewer Service Provider Organization	Reviewer Organization
Hope's Peak Military Base	Sub 1

**Authorize Services**

Authorizer Service Provider Organization	Authorizer Organization
Hope's Peak Military Base	Demo

**Adjudication Services**

Adjudication Service Provider Organization	Adjudication Organization
Hope's Peak Military Base	United Nations Affiliates


**Appeals Services**

Appeals Request Service Provider Organization	Appeals Request Organization
Hope's Peak Military Base	United Nations Affiliates

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:

**Commented [A44]:** FG: left organization does not have to be your current organization, not shown in example though

**Commented [A45]:** FG: Data mapping here is for external cases coming in and serves as a masking feature

**Commented [A46R45]:** Left org is the shown name to external organizations

Right org is the actual implementor

DCSA will share left  
VRO, CAF, BI, etc will be on the right



**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.

**Commented [A47]:** turn invisible on profile, corrective method is to read the function and role and then role can be removed.

Does not matter if it stays on profile

## 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.

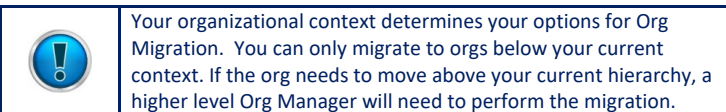


Organization				
Users Configuration				
Hierarchy Details Teams				
Organization Hierarchy				
Name	Organization Type	Sub-Organizations	Users	Actions
> Federal Adjudication Service ★	Adjudication, Appeals	1	2	⋮
Federal Agency Service Provider ★	SSC, Review, Authorize	0	0	⋮
Federal Initiation Service ★	SSC, Review, Authorize	0	0	⋮
Federal Review Service ★	Review	0	0	⋮
Public Clearance Agency	SSC, Review	0	2	⋮

Figure 30: Move Organization Action

## Steps:

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





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.



**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.



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

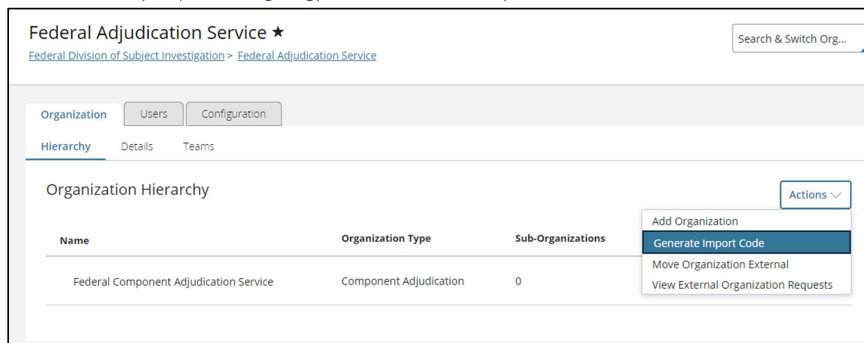
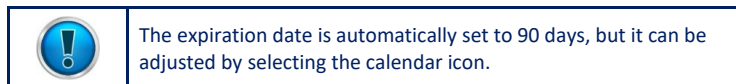


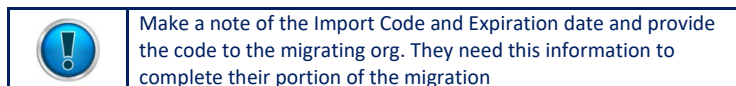
Figure 31: Org Management - Generate Import Code

## 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.



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



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

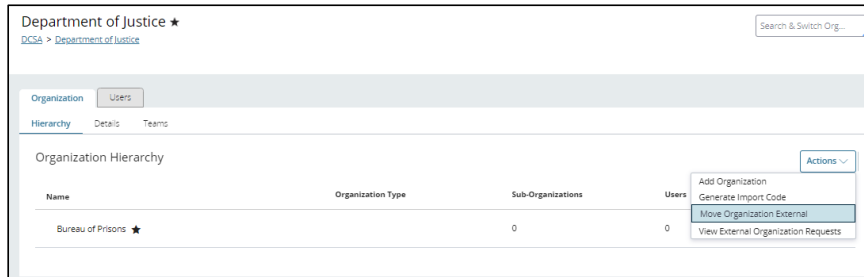


**Notes***Lesson 6.2.2: Step 2 (Migrating Org) – Enter Migration Code*

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

**Move Organization External**  
Roles will be removed upon migration of the organization. Before moving the organization, ensure both the accepting and receiving organizations have the same roles, or remove the roles. Workflow for the newly moved organization must be modified and enabled once migrated. The hierarchy preview for the migration is shown below.

Name	Sub-Organizations	Organization Type	Users
✓ Federal Government	3	SSC, Review, Authorize, Adjudication, Vetting	0
✓ Executive Branch	3	SSC, Review, Authorize, Adjudication, Vetting	0
✓ Department of Defense	8	SSC, Adjudication, Review, Authorize, Vetting, ISP	9
✓ Central Intelligence Agency	1	Adjudication	0
Cybersecurity and Infrastructure Security Agency	0	Appeals	0

**Impacts**

Dropped Roles	Dropped Users	Dropped Functions
Appeals Processor	Doe John	Appeals Request Appeals Request Provider

☐ I understand the impacts caused from the move and I cannot undo this action. I want to proceed with the change.

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

### 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.

**Commented [A48]:** FG: These are extremely important for Large orgs or Orgs with complicated business logic.

Not configuring these will not allow the org to prioritize work, they will be subject to default priorities.

These tie very heavily with User assignments (Persona)

**Commented [A49]:** FG: This is the Automatic or Manual option under each assignment capability

For small organizations that don't need assignment rules or only do manual assignment, tell them to use the manual capability only on profile.

**Commented [A50]:** FG: This needs to happen after every rule change

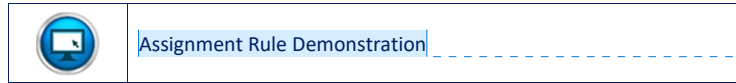
Module Notes:



**Notes**

**Commented [A51]:** FG Demo: Creating (explain fields within), viewing, editing, and deleting assignment rules

## Lesson 1.3: Creating Assignment Rules



**Add Assignment Rule**  
Complete the fields below to add a new assignment rule to create a task for your organization.

**Task Name \***  
Enter Task Name...

**Task Description \***  
Enter Task Description...

**Task Category and Priority**  
The task will be available based on the phase and case type selected in the correlating drop downs below. Additionally, set the task priority for the assignment rule by entering a numerical value.

**Phase \*** **Case Type \*** **Set Task Priority \***  
Select Phase... Select Case Type... 20

**Task Details**  
Assign the task to a role. Optionally set the number of days a case can remain in received status and/or, set the number of days the case may remain in the phase.

**Assign to \*** **Set Move Task Timer** **Set Case Duration**  
Select Assign to... Enter Move Task Timer... Enter Case Duration...

**Task Attributes**  
To associate specific criteria related to the assignment rule, include a specific program tag below.

**Program Tag**  
Select Program Tag...

Cancel Save and Add

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.





**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

View Assignment Rule  
View assignment rule details below. To make any changes, select the Edit button at the bottom of the page.

Task Name  
Tier 5

Task Description  
Tier 5

Task Category and Priority

Phase Review	Case Type Tier 5	Set Task Priority 20
-----------------	---------------------	-------------------------

Task Details

Assign to Any Capable User	Set Move Task Timer	Set Case Duration
-------------------------------	---------------------	-------------------

Task Attributes

Program Tag

Back Edit

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****Commented [A52]:** FG: No impact to not configure.

If configured incorrectly can overwhelm users with notifications

**Commented [A53]:** FG: Only recommended if required, preset system date is long enough for most organizationsLesson 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.

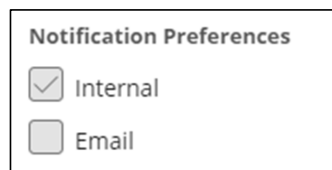
## Lesson 2.1: Types of Notifications

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

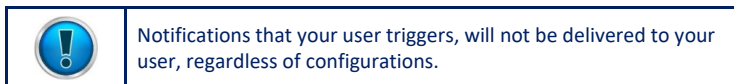
Notifications are delivered to users via in-system alerts or emails. This preference is configured in the user Manage Persona Settings tab of a persona.



The image shows a 'Notification Preferences' dialog box with two options: 'Internal' (checked) and 'Email' (unchecked).

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.



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:**

**Commented [A54]:** FG: This is from the notification bell in the NBIS header



**Notes**

## Lesson 2.3: Managing the Notification Tables



## Steps:

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


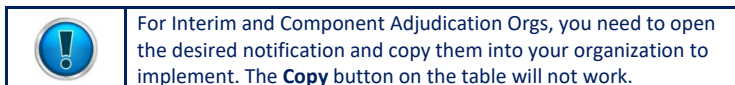
Notifications							
Demo Organization Notifications							
Create notifications for users that are triggered based on the settings you select. To add a new notification, select the Add Notification button.							
Notification Name	Notification Type	When to Notify	Who to Notify	Role to Notify	Notification Title	Status	Delete
<a href="#">Org Move</a>	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
<a href="#">Case Init</a>	Status	Awaiting Subje...	Organization	Org Manager...	Case has been initia...	Enabled	/NBIS/HOPE/
							<a href="#">Copy to My Org</a>

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.



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)

**Commented [A55]:** FG: Files are  
JA-015  
REF-003  
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 <b>None</b> 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

**Message to Recipients**  
You can add case-specific information to notifications to give more context to members of your organization. The table below details how to inject variables directly into your title of notification to recipients or message to recipients.  
Example: "Please review <<ID>> updated at <<Last Update Time>>." This would translate to: "Please review **CaseABC** updated at **January 15, 2019 12:24:05 am EST.**"

**Title of Notification to Recipients\***  
Enter Title of Notification to Recipients...

**Message Text Editor\***

Format - [B] [I] [U] [X] [Link] [Image] [Table] [Code] [Quote] [List] [Text] [Color] [Background Color] [Font Size] [Font Style]

Enter Message to Recipients...

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 Notification**  
View notification details below. To make any changes, select the Edit Notification button at the bottom of the screen.

**Notification Type**

<b>Phase to Notify</b> Initiation	<b>When to Notify</b> Awaiting Subject Submission	<b>Assignment to Notify</b> Not Applicable
--------------------------------------	--	---

**Notification Details**

<b>Notification Name (not seen by recipients)</b> Case Initiated	<b>Status</b> Enabled
---	--------------------------

**Who to Notify**  
Subject

**Title of Notification to Recipients**  
Case Initiated

**Message to Recipients**  
Case Initiated

**Audit Details**

<b>Created By</b> allroles ft	<b>Created on</b> 09/24/2021 11:59 AM	<b>Last Updated by</b> Erica Storey	<b>Last Updated on</b> 03/01/2022 10:04 AM
----------------------------------	--	--	---

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.







## 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 <a href="#">history</a> 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) <a href="#">Program Tag Configuration Reference Tables Document</a> (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.

	<a href="#">Program Tag overview demonstration and creation of a Program Tag</a>
---	--

Module Notes:

## Notes

**Commented [A56]:** FG: Extremely important and complicated section.

Tags are restrictive or serve as a label on subjects.

Configurations are extremely important and restrictive tags need extra care when implementing in system engines, user personas, and subject profiles

**Commented [A57]:** FG: Will cover in L3.8

**Commented [A58]:** FG: File (REF-005)

Cover Ownership Table if you feel it needs to re-enforce the paragraph above. (especially if they will be using tags heavily)

Cover Tag Implementation Table before going into next section.

**Commented [A59]:** FG DEMONSTRATION:

Explain and show:

Actions

The Org table

The library table

Tag requests tables

Demonstrate Creation of a Private Program Tag

Make sure to mention visibility levels (REF-005)



**Notes**

## Lesson 3.2: Creating a Program Tag

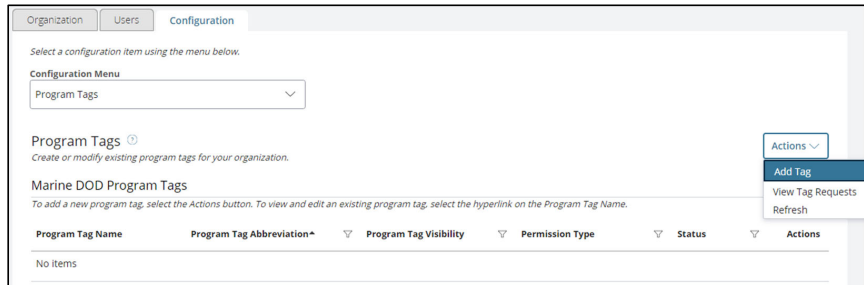


Figure 44: Org Management - Add Tag Action



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.

**Commented [A60]:** FG: The **Program Tag Visibility** determines how other organizations can interact with the tag. (REF-005)

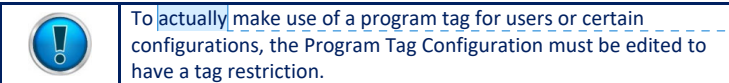
**Commented [A61]:** FG: This is important for the program tag library

## 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.

**Commented [A62]:** FG: (REF-005) Permissions table**Commented [A63]:** FG: This is the first thing to do after creating a program tag, Verify the information is correct and define what it does for the selected organization.

We go over this in detail in 3.5

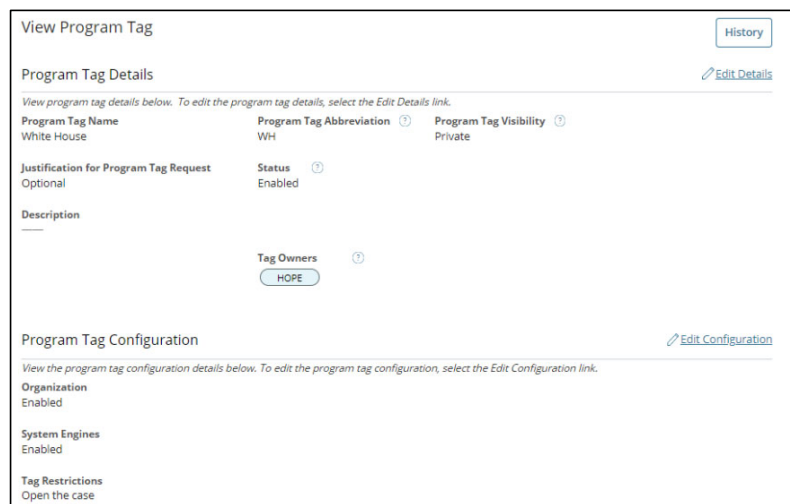


Figure 45: View Program Tag

**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.

**Edit Program Tag**  
Edit the fields below to modify a program tag. Program tags are labels on a subject used by the organization.

Program Tag Name\* White House Program Tag Abbreviation\* WH Program Tag Visibility\* Private

Justification for Program Tag Request  
☐ Required Status ☒ Enabled

Description

Permission Type Tag Owner Tag Owners HOPE

Cancel Save

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.

Commented [A64]: FG: (REF-005) Visibility Table

## 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***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.

**Commented [A65]:** FG: (REF-005) Configuration Tables**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.

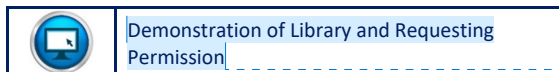
Joining a public tag allows your organization to become a modifier without having to request permission.

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
<a href="#">Test</a>	TEST	Public	⋮
<a href="#">Test</a>	TEST23	Protected	⋮

Figure 48: Program Tag Library

Demonstration of Library and Requesting  
Permission**Commented [A66]:** FG Demonstration:

Show searching for tags  
joining a public tag  
requesting permissions for a protected 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. Scroll down to the **Program Tag Library**.

## Module Notes:



**Notes**

## Lesson 3.7: Requesting Tag Permissions

**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
T7	T7	Protected	⋮ Request Tag Modifier Permission Request Tag Owner Permission
T9	T9	Protected	

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**.

**Commented [A67]:** FG: Actions Available here depend on the Tag visibility

From last section----Joining a public tag allows your organization to become a Modifier without having to go through the request process.

**Commented [A68]:** FG: Step does not apply to tags you can directly Join

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.

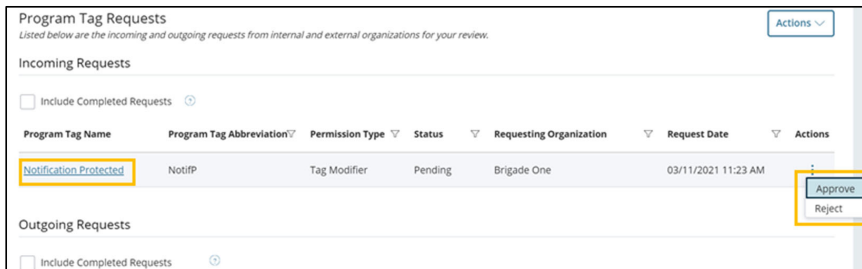


Figure 50: Program Tag Requests Page



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.

**Commented [A69]:** FG Demonstration:

Show tag requests page  
show actions for approve and deny  
show notification for the request  
open tag details  
show tag history  
approve tag

**Commented [A70]:** FG: Incoming Requests are requests from other organizations to gain access to tags the current organization is a Modifier of. Outgoing Requests lists the requests for the current organization to gain access to other tags.

**Commented [A71]:** FG: The Program Tag Request Details screen shows all the relevant information on the request. The Program Tag Details are found at the bottom to remind the user which tag this organization is requesting.

## Module Notes:



**Notes**

## Lesson 3.9 Changing Permissions on your Tags

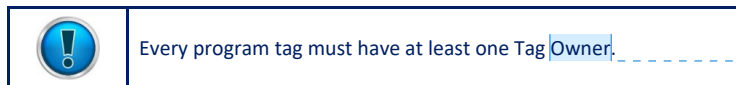
For program tags your organization implements as a modifier or owner, there are multiple actions available to change your permission level. Depending on your current permissions, only certain actions will be available.

## 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.

Modifier	Owner (only owner on the tag)	Owner (multiple tag owners on the tag)
<b>Remove Permission</b>	Remove Permission	<b>Remove Permission</b>
Request Tag Owner Permission	Request Tag Owner Permission	Request Tag Owner Permission
Revert to Tag Modifier	Revert to Tag Modifier	Revert to Tag Modifier

Figure 51: Program Tags - Modify Org Tag Permissions



**Commented [A72]:** FG: To completely remove a tag, the tag should be removed from all modifiers and all but one owner. The last owner will then disable it preventing further use.

## 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

**Commented [A73]:** FG: Important for End Users entering data on the Order Form (AUB)

Allows multiple levels of prefill data for the "case processor" and the templates can be shared downward through the hierarchy.

## 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.

Order Form Template Management

Template Information ⓘ

Template Name\*  
Enter Template Name...

Only My Organization ☐

Select a Base Template  
Select a Base Template...

Template Option  
☒ Link Template  
☐ Copy Template

1. Position Details 2. Optional Coverage 3. Financial Details

Position and Investigation Info

Field Name	Field Value	Include in Template
PDT Completed	<input type="checkbox"/>	No ▾
Position Title	Enter Position Title...	No ▾
Form Type	Select Form Type...	No ▾
Case type	Select Case Type...	No ▾

Cancel Save

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 &amp; 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.





## 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.

The image shows a 'Form Routing' configuration modal window. At the top, it says 'Form Routing' and 'Complete the fields below to assign the organization's workflow role.' Below this, the 'Form Route' is set to 'Federal Division of Subject Investigation (/NBIS/FDSI/)'. There are two main sections: 'Reviewer Organization' and 'Authorizer Organization'. Each section has a radio button for 'Hierarchy' (selected) and 'Org Relationship'. To the right of each radio button is a text input field with a dropdown arrow. The 'Reviewer Organization' field contains 'Select Reviewer Organization...' and the 'Authorizer Organization' field contains 'Select Authorizer Organization...'. A 'Submit' button is located at the bottom right of the modal.

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.

#### Notes

**Commented [A74]:** FG: Initiate Requirement for IRA  
Not required for Review or Authorize orgs only

Chosen by end user when a case is initiated  
Name is extremely important as that's all the EU has to work with.

Once a case is in the WF, its routing is set.

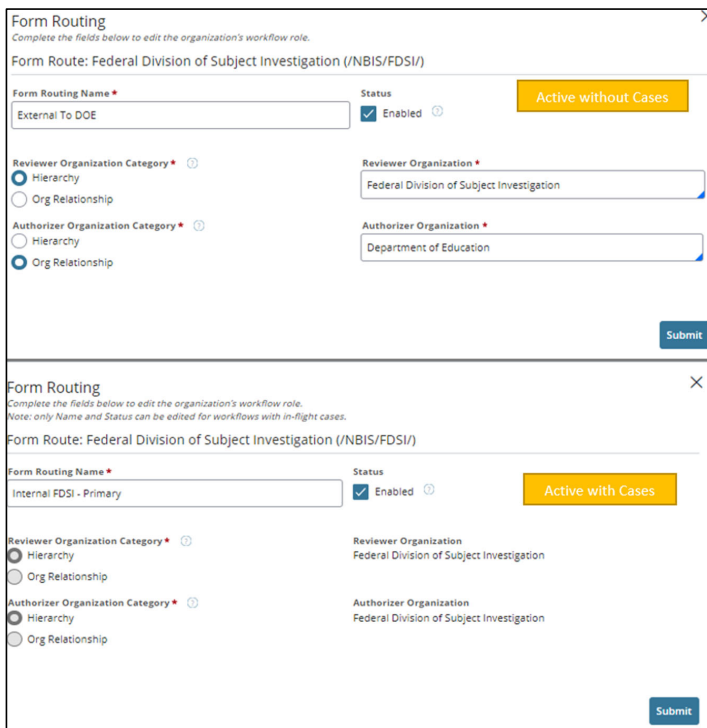


**Notes**

## Lesson 5.2 View &amp; 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.



The figure displays two screenshots of the 'Form Routing' configuration form. Both forms have a title bar 'Form Routing' and a subtitle 'Complete the fields below to edit the organization's workflow role.' The top form is for 'Form Route: Federal Division of Subject Investigation (/NBIS/FDSI/)' and shows 'Form Routing Name' as 'External To DOE', 'Status' as 'Enabled', and 'Active without Cases'. The bottom form is for 'Form Route: Federal Division of Subject Investigation (/NBIS/FDSI/)' and shows 'Form Routing Name' as 'Internal FDSI - Primary', 'Status' as 'Enabled', and 'Active with Cases'. Both forms have 'Reviewer Organization' and 'Authorizer Organization' dropdowns, and radio buttons for 'Reviewer Organization Category' and 'Authorizer Organization Category'.

Figure 54: Edit Options for Form Routing Workflows

**Note:** 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	





Org Level Name	Description	Example	Group	CEP
<b>Military Field Units</b>	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		
<b>Industry - Head Facility</b>	The highest point of responsibility in the reporting structure of the hierarchy, the centralizing security office for the industry partner.	Accenture	x	
<b>Industry - Component Facility</b>	Other cleared facilities that process investigations within the hierarchy of an industry partner.	Accenture Federal Services		
<b>Grouping</b>	Used to gather multiple entities under a common umbrella			
<b>Personnel Vetting Unit</b>	Organizations that perform Personnel Vetting services in the US Government		X	
<b>Field Operating Activity</b>	DOD Level organization that does not have agency designation.		X	
<b>Agency</b>	Organizations with an agency designation that report up to another level of the government before reaching up to the presidential level.		X	
<b>Bureau</b>	A sub-division of an executive department in the US Government.		X	
<b>Cabinet Level Department</b>	Cabinet Level Organizations in the US Government.	Treasury, Department of Defense	X	
<b>Independent Agency</b>	Organizations that report to the president directly and not through another department level organization.		X	
<b>SSC Office</b>	Any office performing national security, suitability, or credentialing work.			

Notes



**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
<b>Adjudicator</b>	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
<b>Appeals Processor</b>	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
<b>Authorizer</b>	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
<b>Case Processor</b>	Can process 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
<b>Component Adjudicator</b>	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
<b>CV Analyst</b>	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
<b>Enrollment Manager</b>	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
<b>Facility Security Officer (FSO)</b>	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
<b>Initiator</b>	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
<b>NBIS Financial Manager</b>	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.
<b>Notification Manager</b>	Can create and manage notifications related to the case completion processes, to be sent out to organization users or subjects.	Organization Management	<u>All Org Types</u>
<b>Onboarding Manager</b>	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.
<b>Operations Manager</b>	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
<b>Order Form Template Manager</b>	Can manage the Order Form Templates for their organization(s).	Order Form Library	Authorize, Facility Security Office, Review, SSC
<b>Org Assignment Manager</b>	Can manage Assignment Rules for their organization(s).	Organization Management	Adjudication, Appeals, Authorize, Component Adjudication, Facility Security Office, Review, Vetting
<b>Org Manager</b>	Can manage Details & Hierarchy for their organization(s).	Organization Management	<u>All Org Types</u>



Notes

NBIS USER ROLE	RESPONSIBILITY	WHAT SECTION(S) USER ROLE CAN ACCESS	ORG TYPE AVAILABLE
<b>Org Relationship Manager</b>	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.
<b>Org Workload Manager</b>	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
<b>Polygraph</b>	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.
<b>Program Tag Manager</b>	Can manage the program tags that are available for their organization(s).	Organization Management	All Org Types
<b>Reviewer</b>	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
<b>Screener</b>	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
<b>Special Security Officer (SSO)</b>	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.
<b>Subject Manager</b>	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
<b>Subject Profile Editor</b>	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.
<b>Subject Viewer</b>	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
<b>System Manager</b>	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.
<b>Task Reassignment</b>	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	<u>All Org Types</u>
<b>Team Manager</b>	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	<u>All Org Types</u>
<b>Team Structure Manager</b>	Can manage the structure and details of teams within organizations. Can add, remove, and reassign users to teams.	Organization Management	<u>All Org Types</u>
<b>User Manager</b>	Can create and manage users within their organization(s).	Organization Management	<u>All Org Types</u>
<b>Workflow Manager</b>	Can create, modify, or disable a workflow, specifically in the Form Routing tab.	Organization Management	Authorize, Facility Security Office, Review, SSC

