

## NBIS ONBOARDING: CONFIGURATION WORKSHOP AGENCY WORKBOOK

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Configuration Workshop Station: This guide will follow the NBIS Onboarding Configuration Workshop instruction. You are welcome to use this as your reference guide and for note-taking. The NBIS Onboarding Configuration Workshop will teach you the foundational knowledge of NBIS User Roles and their responsibilities & capabilities within the NBIS Production environment. The responsibilities & capabilities will include building, managing, & configuring your org(s) within NBIS to ensure they are set up for long-term success as fully functioning Initiation, Review, and Authorization (I-R-A) orgs.

Go Live Configuration Station: This guide also includes Org Configuration Worksheet pages. These Org Configuration Worksheet pages are an opportunity for you to consider who within the org will be responsible for which configurations and how each configuration may look for your org(s) in NBIS Production. You can then reference this guide when you reach the Configuration Go Live Station, where you will be working on the configurations for your org(s) in NBIS Production.

Reference Material: Job aids and reference material with additional details and screen-shots, some of which will be referenced in this guide, are available on the training website. A list of references with their location and access details is provided in [Appendix A](#) at the end of this document.

## USER ROLES & CONFIGURATIONS OVERVIEW

- Roles discussed in this workshop include: [Org Manager](#), [User Manager](#), [Org Relationship Manager](#), [Org Workflow Manager](#), [Program Tag Manager](#), [Org Assignment Manager](#), [Notifications Manager](#), & [Order Form Template Manager](#).
- The first step in configuring your org(s) in NBIS is to build them; your agency hierarchy will help inform what your org structure will look like. The user with the Org Manager role can manage their orgs and sub-orgs within the hierarchy structure. This is first accessed from Org Management, located in the left navigational panel.
- After your org(s) are built, users need to be created/added and given the necessary user roles to allow for the proper capabilities they will need within each org. The user with the User Manager role can manage users within their orgs and sub-orgs within the hierarchy structure. This is accessed from the Users tab within the org.
- Once your organizational hierarchy is built & users have been added, there are certain pieces of information that the system needs identified within each organization (org) responsible for I-R-A functions which enable that org to successfully operate. These include the Organization Relationship, Form Routing Workflow, and User Assignments. Users with the role(s) of Org Relationship Manager, Org Workflow Manager, and User Manager can manage their responsibilities by accessing the corresponding configuration item from the Configuration drop-down menu within the org. For User Assignments, the User Manager can also manage their responsibilities directly through a user's profile.
- There are also optional features that can further customize the org based on specific needs, but are not required for the org to successfully operate as an I-R-A org. Users with the role(s) of Org Assignment Manager, Program Tag Manager, and Notifications Manager, can manage their responsibilities by accessing the corresponding configuration item from the Configurations drop-down menu within the org. The User with the Order Form Template manager can manage their responsibilities by accessing "Order Form Library" from the left navigation panel.
- All configurations are completed at the org level by the user role responsible for that configuration. Configurations as a whole serve to establish the agency hierarchy, provide agency staff with the necessary access to complete their duties, and set up the org to allow for the necessary workflow and workload capabilities for the org and its associated users.
- Each org that will complete I-R-A functions needs its own configurations; they will not trickle down the hierarchy unless otherwise noted in this workbook & associated job aids.

USER ROLE: ORG MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 18-29
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ Build &amp; maintain (edit) the organizational structure/hierarchy</li> <li>➤ Delete or Move org due to hierarchy changes</li> </ul>
PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Org Management is where the parent org (Level 1) and any child org(s) (Level 2+ sub-orgs) will be built</li> <li>➤ Once an org is built, the User Manager can begin adding new users &amp; other configuration based user roles can begin establishing configurations that will allow the org to successfully for Initiation, Review, &amp; Authorization</li> </ul>
HOW TO: Organization Management	<p><b>VIEW: Org Management</b></p> <ol style="list-style-type: none"> <li>To navigate to an org, type the org name, code, or abbreviation into the “Search &amp; Switch Org” box or select the 3 ellipsis under the actions column of the current hierarchy &amp; select “Switch Organization Context”</li> </ol> <p><b>ADD: Org Management &gt; Navigate to org &gt; Hierarchy &gt; Actions &gt; Add Organization</b></p> <ol style="list-style-type: none"> <li>Provide Organization Name &amp; Abbreviation <ul style="list-style-type: none"> <li>Abbreviation cannot be changed after org is built</li> </ul> </li> <li>Select the Organization Level, Affiliation, Type(s), Functions, &amp; Roles <ul style="list-style-type: none"> <li>Affiliation cannot be changed after org is built</li> <li>Definitions for Organization Levels, Types, Functions, &amp; Roles are available within the training resources</li> </ul> </li> <li>Provide Legacy System details (SOIs, SONs)</li> <li>Provide Organization Location &amp; Mailing Address if different from Organization Location</li> <li>Provide POC (optional)</li> <li>Save</li> <li><b>NOTE:</b> A user is not automatically added to an org when it is created (even the user who created the org). Users, including the Org Manager, must be added to an org by a User Manager within the system. Please see User Manager / User Management for directions on adding an org to a user’s profile with the appropriate role(s).</li> </ol> <p><b>EDIT: Org Management &gt; Navigate to org &gt; Details &gt; Actions &gt; Edit Organization</b></p> <ul style="list-style-type: none"> <li>➤ You cannot edit the org’s abbreviation, level, or affiliation once the org has been built</li> </ul> <p><b>DELETE: Org Management &gt; Navigate to org &gt; Details &gt; Actions &gt; Delete Organization</b></p> <ul style="list-style-type: none"> <li>➤ An org can only be deleted once all users and workflows have been removed</li> </ul> <p><b>MOVE: Org Management &gt; Navigate to org &gt; Hierarchy &gt; Actions (ellipsis) &gt; Move Organization</b></p> <ol style="list-style-type: none"> <li>Select “Move Here” to designate where the org should be moved to</li> <li>Confirm move accuracy in the provided preview</li> <li>Check the box confirming understanding of the impacts of migration</li> <li>Confirm</li> </ol>

## CONFIGURATION WORKSHEET: ORG MANAGER

Think of your Organizational Hierarchy Structure & your NBIS Org Profile when answering the following questions.

1. Who will be responsible for adding new orgs & managing your existing org details?
2. What is your parent org or the highest level of your organization (Level 1)?
3. What sub-components/sub-agencies within your agency will need to conduct I-R-A duties (Level 2(s))?
4. Are there any additional sub-components or offices within your sub-components/sub-agencies that will conduct I-R-A duties?

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: USER MANAGER <i>(User Profiles)</i>	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 32-51 & NBIS PSSAR User Provisioning Instructions
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ Provision (add/create) new users within the org &amp; provide appropriate user roles based on user responsibilities</li> <li>➤ Edit existing user profiles (PII, contact info, notification preferences, roles within org)</li> <li>➤ Reset user persona authentication &amp; enable/disable personas</li> <li>➤ Add Persona to user(s)</li> <li>➤ *Create &amp; apply user assignments/user assignment templates</li> </ul> <p>*User assignments/user assignment templates will be taught its own section</p>
PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ User Managers will provision agency users not provisioned by the NBIS Deployment Onboarding Team &amp; manage all user profiles &amp; settings within the org and sub-org(s)</li> <li>➤ Once a user profile is created, it can be continually updated based on user needs (org access, user roles, user assignments, notification preferences, &amp; PII) and security requirements (yearly PII &amp; Cybersecurity training certificates)</li> </ul>
HOW TO: User Management	<p><b>VIEW USERS:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users</a></p> <ol style="list-style-type: none"> <li>To access the profile for a specific user, click the ellipsis in the Actions column &amp; select “View Details” <ul style="list-style-type: none"> <li><b>NOTE:</b> Users will not see their own name in the list of users within the org; instead a user can view their profile to see the list of orgs they are affiliated with &amp; their associated user roles</li> </ul> </li> </ol> <p><b>PROVISION:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users &gt; Create User</a></p> <ul style="list-style-type: none"> <li>➤ Please refer to the NBIS PSSAR User Provisioning Instructions for step-by-step instructions on adding new users</li> </ul> <p><b>EDIT:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users &gt; Actions ellipsis &gt; View Details</a></p> <ol style="list-style-type: none"> <li>To edit the user’s PII, select “Edit Personally Identifiable Information”</li> <li>To edit the user’s contact or preference information, org affiliations &amp; user roles, select the Persona Name hyperlink, then select the edit bottom in the bottom right-hand corner <ul style="list-style-type: none"> <li><b>NOTE:</b> All users can view profiles, including their own; however only a User Manager can edit profiles</li> </ul> </li> </ol> <p><b>RESET:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users &gt; Actions ellipsis &gt; View Details &gt; Actions ellipsis &gt; Reset Authentication</a></p> <ul style="list-style-type: none"> <li>➤ Necessary when a user has been locked out or received new credentials (PIV/CAC)</li> </ul> <p><b>ENABLE/DISABLE:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users &gt; Actions ellipsis &gt; View Details &gt; Actions ellipsis &gt; Enable/Disable</a></p> <ul style="list-style-type: none"> <li>➤ Necessary when a user needs their persona to be enabled for use or disabled if use of the persona is no longer required</li> </ul> <p><b>ADD PERSONA:</b> <a href="#">Org Management &gt; Navigate to org &gt; Users &gt; Actions ellipsis &gt; View Details &gt; Add Persona</a></p> <ul style="list-style-type: none"> <li>➤ Necessary when user’s existing persona does not represent the agency/all agencies they need to conduct work on behalf of</li> </ul>

## CONFIGURATION WORKSHEET: USER MANAGER

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for adding new users to the org, managing the profiles, roles/responsibilities, user workload capabilities, and resetting users within the org as needed?

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: ORG RELATIONSHIP MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 53-58
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ Establish/maintain the internal relationship for the org (identify which org will conduct the Review &amp; Authorization for cases initiated out of the org)</li> <li>➤ Establish/maintain any required external relationships for the org (identify orgs outside of the organizational structure that this org provides Review &amp; Authorization services for)</li> </ul>
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Organization Relationships establish the connection between orgs and distribute Review &amp; Authorization services for other orgs to utilize</li> <li>➤ Internal relationships denote that org(s) within your own organizational hierarchy (including the org you're in/configuring) will be completing the review &amp;/or authorizations when a case is initiated within the current org</li> <li>➤ External relationships denote any org(s) outside of your organizational hierarchy that you will be providing review &amp;/or authorization services to</li> </ul>
MANDATORY vs OPTIONAL	<ul style="list-style-type: none"> <li>➤ Establishing an Internal Relationship is a required configuration &amp; must be completed before configuring any External Relationship(s)</li> <li>➤ Establishing External Relationships are only required if this org provides Review &amp;/or Authorization services to an org outside its hierarchy</li> </ul>
CONFIGURATION HOW TO: Organization Relationships	<p><b>VIEW:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Organization Relationships</a></p> <ul style="list-style-type: none"> <li>➤ Relationships will be displayed on the Organization Relationships screen</li> </ul> <p><b>ADD/EDIT:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Organization Relationships</a></p> <ol style="list-style-type: none"> <li>1. Select "Edit Relationships" next to "Internal Relationship Management"</li> <li>2. Type the name of the org into the field to identify which org will provide the review services for this org</li> <li>3. Type the name of the org into the field to identify which org will provide the authorization services for this org <ul style="list-style-type: none"> <li>▪ Internal Org Relationships cannot be deleted once built, only edited</li> </ul> </li> <li>4. Save</li> <li>5. *If necessary* repeat this process for External Relationships</li> </ol>

## Configuration Worksheet: Org Relationship Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will manage the organizational relationships for your org(s)?
2. Do the I-R-A orgs in your hierarchy provide their own Review & Authorization services?  
Yes                      No
3. Do the I-R-A orgs in your hierarchy provide Review/Authorization services to any other orgs?  
Yes                      No

Notate any additional criteria, specifics, or exceptions in the notes section below:



USER ROLE: WORKFLOW MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 59-64
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ Establish &amp; maintain the Form Routing Workflow(s) within the org</li> <li>➤ View, edit, delete, enable &amp; disable existing Form Routing Workflow(s) within the org</li> </ul>
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Form Routing Workflows identify how cases initiated within this org should flow through the system for the purposes of Review &amp; Authorization</li> <li>➤ Some orgs may have multiple workflows if some cases need to be reviewed &amp;/or authorized by other orgs internal or external to their hierarchy</li> <li>➤ For many agencies, the Form Routing will look very similar to the Internal Organization Relationship</li> </ul>
MANDATORY vs OPTIONAL	➤ Mandatory: When initiating cases, a Workflow Type must be selected. Therefore, without a Form Routing Workflow, the org will not be capable of initiating cases
CONFIGURATION HOW TO: Form Routing Workflow	<p><b>VIEW:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Form Routing</a></p> <ul style="list-style-type: none"> <li>➤ To view the details for a specific workflow, click on the Form Routing Name hyperlink</li> </ul> <p><b>BUILD:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Form Routing &gt; Actions &gt; Add Form Route</a></p> <ol style="list-style-type: none"> <li>1. Provide Form Routing name</li> <li>2. If the Review &amp; Authorization orgs are within the hierarchy structure of the org, select “Hierarchy”, If the Review &amp; Authorization orgs are outside of the hierarchy structure of the org, select “Org Relationship” to allow the drop-down to populate orgs that have identified an external relationship with this org</li> <li>3. Identify the org(s) that will conduct the Review &amp; Authorization for cases initiated in this org</li> </ol> <p><b>EDIT:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Form Routing Workflow &gt; Click Form Routing Name &gt; Edit &gt; Make necessary changes &gt; Save</a></p> <p><b>DELETE:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Form Routing Workflow &gt; Click trashcan icon for Form Route that is no longer needed</a></p> <ul style="list-style-type: none"> <li>➤ Form Routes cannot be deleted if there is a case in flight utilizing that workflow</li> </ul> <p><b>ENABLE/DISABLE:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Form Routing Workflow &gt; Click Form Routing Name &gt; Edit &gt; Check/Uncheck Enabled box &gt; Save</a></p> <ul style="list-style-type: none"> <li>➤ Form Routes can be disabled (as opposed to deleting) to allow cases currently utilizing the workflow to continue, but prevent any more cases from being able to utilize</li> </ul>

## Configuration Worksheet: Org Workflow Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for establishing & maintaining the org workflow (the route each case will take once initiated in an org)?

2. After a case is initiated, will the same org that initiated the case also Review & Authorize the case?

Yes

No

3. Are there any external agencies that provide Review &/or Authorization services for any orgs in your hierarchy?

Yes

No

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: PROGRAM TAG MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg.,66-75
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ View, add, edit, &amp; enable/disable Program Tags for the org</li> <li>➤ Approve/deny other org's request for use of your org's protected Program Tags</li> <li>➤ Request Tag Owner or Tag Modifier permissions for protected/public tags built by other orgs</li> </ul>
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Label cases/subjects with category identifiers to restrict which user(s) can work on cases in that specialized category or to prioritize work in a certain category</li> <li>➤ Can affect &amp; be incorporated into User Assignments, Assignment Rules, &amp; Notifications</li> <li>➤ Visibility <ul style="list-style-type: none"> <li>▪ Public – allows other agencies to view &amp; use</li> <li>▪ Protected – allows other agencies to view, but must request use from owning agency</li> <li>▪ Private – only able to be viewed &amp; used within the org it was built within</li> </ul> </li> </ul>
MANDATORY vs OPTIONAL	➤ Optional: Only required if org needs to restrict user capability to work subjects in a specific/specialized category
CONFIGURATION HOW TO: Program Tags	<p><b>VIEW:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Program Tags</a></p> <ul style="list-style-type: none"> <li>➤ Program Tags built within the org will be in the top section while public &amp; protected tags built in other orgs will be listed in the Program Tag Library below</li> </ul> <p><b>ADD:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Program Tags &gt; Actions &gt; Add Tag</a></p> <ol style="list-style-type: none"> <li>1. Provide Program Tag Name &amp; Abbreviation (no duplicates permitted)</li> <li>2. Select Visibility (public, protected, private) &amp; Status (enabled, disabled)</li> <li>3. Provide Description (optional)</li> <li>4. Save &amp; Add</li> </ol> <p><b>EDIT:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Program Tags &gt; Click Program Tag Name</a></p> <ul style="list-style-type: none"> <li>➤ Tag Owners can edit details &amp; configurations / Tag Modifiers can edit configurations</li> </ul> <p><b>REQUEST PERMISSION:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Program Tags &gt; Actions (ellipsis) &gt; Request Tag Modifier/Owner Permission &gt; Provide Justification &gt; Submit</a></p> <p><b>APPROVE/DENY TAG REQUESTS:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Program Tags &gt; Actions &gt; View Tag Requests</a></p> <ul style="list-style-type: none"> <li>➤ Incoming requests will be in the top section while outgoing requests are below</li> </ul> <ol style="list-style-type: none"> <li>1. To approve/deny incoming requests, click the Actions ellipsis corresponding to the Program Tag</li> <li>2. To cancel outgoing requests, click the Actions ellipsis corresponding to the Program Tag</li> </ol>

## Configuration Worksheet: Program Tag Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for building Program Tags within the org, editing existing Program Tags, obtaining use of Program Tags from outside the org, & approving/denying the use of other orgs using Program Tags built within the org the Program Tag was built within?

2. Do the I-R-A orgs in your hierarchy have any cases which may fall into a unique category that may require specialized attention?

Yes                      No

3. Do these Program Tags (categorizations) affect which agency users (initiators, reviewers, authorizers) can work the case?

Example: Only agency user Jane can work Senior Executive Staff cases.

Yes                      No

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: USER MANAGER ( <i>User Assignments</i> )	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 78-86
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ View, add, edit, &amp; delete user assignment templates for the org</li> <li>➤ Apply user assignments/user assignment templates for org users conducting I-R-A duties by applying a template or adding individually within a user's profile</li> </ul>
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Identify specific workload capabilities for users, including case types, phases, and automatic vs manual assignments</li> <li>➤ Identify the workload capacity for a user <ul style="list-style-type: none"> <li>▪ <b>Capacity</b> = how many cases a user can carry at once / <b>Threshold</b> = the number of cases in a user's workload when the system will start automatically assigning cases again to raise that user back to/towards their capacity</li> </ul> </li> <li>➤ Can be built as a template, then applied to user(s) or added individually within a user's profile (Manage User Assignments)</li> </ul>
MANDATORY vs OPTIONAL	➤ Mandatory: Without User Assignments, the system is unable to determine a user's workload capabilities & therefore will not permit work to be assigned to the user
CONFIGURATION HOW TO: User Assignment Templates	<p><b>VIEW:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; User Assignment Templates</a></p> <ol style="list-style-type: none"> <li>1. Click the Assignment Template name (hyperlink) to view the details</li> </ol> <p><b>ADD:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; User Assignment Templates</a></p> <ol style="list-style-type: none"> <li>1. Add Template</li> <li>2. Provide template name, status, display order, &amp; description</li> <li>3. Set User Capacity &amp; Assignment Threshold (optional if the Assignment Method chosen in step 5 is Manual)</li> <li>4. Add Assignment</li> <li>5. Provide Assignment name &amp; select Phase, Case Type(s), Workflow Status, applicable Program Tags, &amp; Assignment Method</li> <li>6. Repeat steps 4 &amp; 5 for each additional phase required for the User Assignment/User Assignment Template</li> <li>7. Apply template to user by navigating to user's profile, then to Manage User Assignments</li> <li>8. Use Organization drop-down to select Org, then click Edit</li> <li>9. Select User Assignment Template from the drop-down, then click Apply Template &amp; Save</li> <li>10. <b>NOTE:</b> Only 1 template may be applied to a user at a time; however User Managers may add individual assignments beyond what is designated in the user assignment template</li> </ol> <p><b>EDIT/DELETE:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; User Assignment Templates &gt; Click User Assignment Template name &gt; Actions &gt; Edit Template/Delete Template &gt; Save (if editing)</a></p> <ul style="list-style-type: none"> <li>➤ This will allow the modification or deletion of an existing template</li> <li>➤ User Assignments can also be edited/deleted for specific users the same way they were added, within the Manage User Assignments tab of a user's profile &amp; clicking "Edit," then making necessary changes and clicking "Save"</li> </ul>

## Configuration Worksheet: User Manager (User Assignments)

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for adding, editing, & deleting user assignments and user assignment templates for users within the org?
2. Will this org be best served by allowing the system to automatically assign work based on user roles & configurations, or by having certain user(s) directly manage the workload through manual assignments? (Note that Workload Managers & Task Reassignment user roles can manually assign/reassign work regardless of this setting.)

Automatic &/or Manual

Manual Only

If Automatic &/or Manual is selected, please answer questions 3 & 4. If Manual Only is selected, please skip to question 5.

3. Workload Capacity: Approximately how many cases does each user typically carry in the average workload? (*e.g., a user may have approximately 25 cases they are working on at a time in any given phase.*)  
#
4. Workload Threshold: At what point in a user's depletion of workload would you normally start to start assigning more work to the user? (*e.g., if a user typically carries approximately 25 cases at a time in their workload, once they have worked 10 of those cases and have 15 cases left in their workload, more cases can be assigned to the user.*)  
#
5. Workload Capabilities: What case types do users work in each phase (I-R-A)? Do all users work the same cases in the same phases? (*e.g., All users work T1, T2, T4 cases in all phases, or some users work all case types, but only Initiate & Review, other users work all case types & complete full I-R-A.*)

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: ORG ASSIGNMENT MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 89-98
USER ROLE CAPABILITIES & RESPONSIBILITIES	<ul style="list-style-type: none"> <li>➤ View, add, edit, &amp; delete assignment logic for the org</li> <li>➤ Establish the priority of the incoming workload &amp;/or the routing of cases to specific users</li> </ul>
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Tell the system how to prioritize &amp; assign the org's workload <ul style="list-style-type: none"> <li>▪ Options to prioritize certain case types being assigned before others as well as directing assignments to certain users</li> </ul> </li> <li>➤ Will work with the User Assignments to ensure that criteria is being adhered to when following through on assignment logic</li> </ul>
MANDATORY vs OPTIONAL	➤ Optional: Only required if the org has case type, phase, or routing prioritization needs
CONFIGURATION HOW TO: Assignment Rules	<p><b>VIEW:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Assignment Rules &gt; Actions (ellipsis) &gt; View Details</a></p> <p><b>ADD:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Assignment Rules</a></p> <ol style="list-style-type: none"> <li>1. Actions</li> <li>2. Add Rule</li> <li>3. Provide task name, description, category, priority, &amp; details</li> <li>4. Select phase (only 1 is permitted)</li> <li>5. Select the case type (only 1 is permitted, or select "Any")</li> <li>6. Set the priority level &amp; the assign to field</li> <li>7. Set the move task timer, the case duration, &amp; a Program Tag as needed (optional fields)</li> <li>8. Save &amp; Add</li> </ol> <p><b>EDIT:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Assignment Rules &gt; Actions (ellipsis) &gt; View Details &gt; Edit &gt; Make necessary changes &gt; Save</a></p> <p><b>DELETE:</b> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Assignment Rules &gt; Actions (ellipsis) &gt; Delete</a></p>

## Configuration Worksheet: Org Assignment Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for adding, editing, & deleting assignment rules to dictate the assignment logic for the org?
2. Are there any case types that need to be assigned out as priority to complete over other case types, or is there a hierarchy of prioritization in terms of which cases must be completed before others?

Yes

No

3. When a case is initiated by a user, does that user also need to be the individual to work the case in all (potential) subsequent phases (Review, Authorization, Returned From Authorizer, Returned From ISP)?

Yes

No

Notate any additional criteria, specifics, or exceptions in the notes section below:



USER ROLE: NOTIFICATION MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 100-124
USER ROLE CAPABILITIES & RESPONSIBILITIES	➤ View, add, edit, & delete notifications for the org
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Notification Types: 1. Status/Assignment 2. Stagnant Case 3. Case Expiration 4. Organization Move</li> <li>➤ Alert users to certain changes or updates in case status (including stagnant), assignment, &amp; expiration, as well as notifications for orgs that are moved <ul style="list-style-type: none"> <li>▪ <u>NOTE:</u> Adding a Case Expiration Notification will change the standard system expiration setting of 120 days after standard form submission. Additionally, if an org higher in the hierarchy has a Case Expiration Notification, it will trickle down. To avoid this, sub-orgs can add their own Case Expiration Notification that will trump the org above them in the hierarchy.</li> </ul> </li> <li>➤ Track case status, assignments, stalemates &amp; other details to highlight cases that meet the specifications of built notifications so that individuals notified can take appropriate &amp; prompt action</li> </ul>
MANDATORY vs OPTIONAL	➤ Optional: Only necessary if the org would like to alert specific users to certain updates on case status (including stagnant cases), assignment, & expiration, as well as when an entire org has been moved, which can prompt task completion
CONFIGURATION HOW TO: Notifications	<p><u>VIEW:</u> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Notifications</a></p> <p><u>ADD:</u> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Notifications</a></p> <ol style="list-style-type: none"> <li>1. Add Notification</li> <li>2. Select Phase to Notify</li> <li>3. Select Notification Type (Status/Assignment, Stagnant, Case Expiration) <ul style="list-style-type: none"> <li>▪ To create an Organization Move notification, select Phase as “None”</li> </ul> </li> <li>4. Complete required fields</li> <li>5. Required fields will vary based on the Notification Type <ul style="list-style-type: none"> <li>▪ When selecting Who to Notify, if “Organization” is selected, an additional field will populate to specify the roles within the org that should receive the notification</li> <li>▪ When writing the Message, variable formats are provided to allow case specific data to be populated in the message</li> </ul> </li> <li>6. Save &amp; Add</li> </ol> <p><u>EDIT:</u> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Notifications &gt; Click Notification name (hyperlink) &gt; Edit &gt; Make necessary changes &gt; Save</a></p> <p><u>DELETE:</u> <a href="#">Org Management &gt; Navigate to org &gt; Configuration tab &gt; Configuration Menu &gt; Notifications &gt; Click Trashcan icon in the Delete column</a></p>

## Org Configuration Worksheet: Notifications Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for adding, editing, & deleting notifications for the org?
2. Would you find it beneficial to have automatic notifications sent to certain users? If so, what type(s)?

*Reminder of Notification types: Status/Assignment, Stagnant, Expiration, Org Move*

Yes

No

Notate any additional criteria, specifics, or exceptions in the notes section below:

USER ROLE: ORDER FORM TEMPLATE MANAGER	
JOB AID REFERENCE	➤ NBIS I-R-A Configurations Job Aid, pg., 126-132
USER ROLE CAPABILITIES & RESPONSIBILITIES	➤ Build, edit, delete & maintain Order Form Templates for the org that will be used by the Reviewer/Authorizer during I-R-A processes
CONFIGURATION PURPOSE & OVERVIEW	<ul style="list-style-type: none"> <li>➤ Formerly known in eQIP as the Agency Use Block (AUB) &amp; additional information from DISS (Scope, Treasury Account, Extra Coverage and FIPC, Additional Information, &amp; Deployment)</li> <li>➤ Allows the Order Form Template Manager to create templates that can be applied to cases during I-R-A &amp; will auto-populate fields completed within the 3 template sections (Position Details, Optional Coverage, Financial Details)</li> <li>➤ No fields on the Order Form Template are required because the template only serves to save the Initiator/Reviewer/Authorizer time when conducting their daily duties by preventing manual data entry</li> <li>➤ If a field is marked “Yes” for including in the template, the corresponding field value needs to be completed</li> </ul>
MANDATORY vs OPTIONAL	➤ Optional: Order Form Templates are not required since all of the same information can be input manually during the Review & Authorization phases; however building Order Form Templates will save time by pre-populating the fields completed within the template
CONFIGURATION HOW TO: Order Form Templates	<p><b>VIEW:</b> <a href="#">Order Form Library &gt; Select Org from drop-down menu or search by typing org name &amp; selecting</a></p> <ol style="list-style-type: none"> <li>1. View a specific Order Form by clicking the template name (hyperlink)</li> </ol> <p><b>ADD:</b> <a href="#">Order Form Library &gt; Select Org from drop-down menu or search by typing org name &amp; selecting</a></p> <ol style="list-style-type: none"> <li>1. Add Template</li> <li>2. Provide template name</li> <li>3. Select “Only My Organization” if you do not want to allow this org’s sub-orgs to use this template</li> <li>4. Optional: Select a base template <ul style="list-style-type: none"> <li>▪ Link = Copies base template exactly; no changes can be made to fields completed on base template, but additional fields not included in the base template can be completed. Changes made to the base template will be automatically changed on any templates that are linked to it.</li> <li>▪ Copy = Copies base template exactly, but changes can be made to any field before saving. Changes made to the base template will not affect or make any changes to templates copied.</li> </ul> </li> <li>5. Complete fields pertinent to the template: Position Details, Optional Coverage, Financial Details</li> <li>6. Save</li> </ol> <p><b>EDIT:</b> <a href="#">Order Form Library &gt; Select Org from drop-down menu or search by typing org name &amp; selecting &gt; Click template name (hyperlink) &gt; Edit &gt; Make necessary changes &gt; Save</a></p> <p><b>DELETE:</b> <a href="#">Order Form Library &gt; Select Org from drop-down menu or search by typing org name &amp; selecting &gt; Click template name (hyperlink) &gt; Delete</a></p>

## Configuration Worksheet: Order Form Template Manager

Consider this question for each org that you may have in your hierarchy.

1. Who will be responsible for adding, editing, & deleting Order Form Templates for the org?

2. Do you currently use AUB templates in e-QIP to assist in efficiently completing case details during the Initiate-Review-Authorize process?

Yes

No

3. How many AUB templates do you currently have?

#

4. Would you find it beneficial to have such templates built for this org in NBIS?

Yes

No

Notate any additional criteria, specifics, or exceptions in the notes section below:

## APPENDIX A: Reference Material

### NP2

- The NP2 Secured Portal contains training material referenced and used throughout this workshop. It is recommended that you sign in to retrieve these materials for reference and continued use on-the-job as needed.
- Log in & material location instructions
  1. <https://np2.opm.gov/>
  2. From the Library drop-down menu, select “Public”
  3. Search for “NBIS Onboarding – Configuration Training Materials” folder and select
  4. The sub-folders will contain the following training materials:
    - Agency Workbook
    - Job Aids
      - NBIS I/R/A Configuration
      - Organizational Levels
      - User Role Descriptions
      - Acronyms, Abbreviations, and Definitions
    - Account Management Policy

### Countermeasures NBIS Training Site

<https://nbistraining.countermeasures.com/courses/home>

**Shared Username:** NBISUser

**Shared Password:** NB1\$-Tr@ining

**Job Aids – Onboarding Password:** NB!5-onboard

- The NBIS Training site includes asynchronous eLearning modules/videos designed to provide NBIS agency users with introductions and overviews of various aspects and functions NBIS offers as well as previously recorded NBIS Demo Day videos and the ability to register for the Initiate-Review-Authorize (I-R-A) live webinars.
- The site also includes 2 sections for NBIS related job aids. The first section for Operational job aids contains singular process-related job aids that will walk a user through a single NBIS function. The second section for Onboarding job aids is password protected and contains job aids with terminology definitions and 2 volumes containing step-by-step directions on NBIS functions and configurations.