Initiation of Investigations in DISS

Based on the most recent posting from Defense Counterintelligence and Security Agency (DCSA), it is critical that you are engaged and understand what is happening. Industry will have until March 31, 2021 to get every JPAS initiated investigation submitted to the Vetting Risk Operations (formerly VROC). **DO NOT Wait** until March 31st, VROC will be unable to login to JPAS on April 1, 2021. The NISPPAC DISS working group recommends that you identify a cutoff point to communicate to your employees who are currently working on their eQip that provides you enough time to review, make any necessary corrections, submit fingerprints (new/upgrade) and leaves the VROC enough time to process. Moving forward we recommend that you start initiating investigation request in DISS as soon as the system is ready, currently slated for March 1, 2021. Below are the steps to initiate an investigation, review and submit in DISS as well as some "**TIP"s to assist you**:

Initiation of Investigation in DISS:

- Once you are logged into DISS, search for the subject to be initiated, this can be done two ways:
  - On the left-hand side towards the bottom under the subject panel, type in the SSN in the subject search box. Click on the "Search Subjects" green box.
                              Or
  - On the left-hand side towards the bottom under the subject panel, click "View Subject" this will open up a new tab that lists all of your subjects (this is similar to the PSMNet in JPAS). Once the list is open, you can search for the person, by looking through the list or by typing their name in the open fields at the top.

- Now that you are on the subject's record, click on the blue link next to their name to open the "Subject Details" information tab.

- Within the Subject details page you will see the Subject Actions button (Green box on the right side of the screen)
  - Click on "Subject Actions"
  - Select "Initiate Investigation request"
    - It will launch the Investigation Request Wizard
    - Note: You must have an owning relationship with the subject and the user role of Security Officer or Security Manager for the initiate investigation request to show up. If the initiate Investigation request is greyed out, this means an investigation request is already in process

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- ☐ Investigation Request Wizard
  - o Investigation Scope
    - ▪ Select the eligibly level that is needed from the pick list
    - ▪ The investigation type should auto populate, if not pick the supporting investigation type from the pick list
    - ▪ **TIP:** You will also want to check the investigation requirement field to ensure it matches the investigation type (initial or Reinvestigation) as it does not always automatically update to match what is being requested
    - ▪ Click "Next"
  - o Additional Scope Information
    - ▪ Select the Access Eligibly level that is needed from the pick list
    - ▪ Once the Access Eligibility is selected it will grey out the Sensitivity/ADP field
    - ▪ Applicant Affiliation will be defaulted to Industry
    - ▪ Add the contract number **TIP:** It is an alpha numeric field so no spaces
    - ▪ Use the calendar to add the date for the local Agency Check. **TIP:** Anytime you need to add a date in DISS <u>ALWAYS</u> use the calendar
    - ▪ The Submitting Office Number and Security Office Identifier should already be defaulted to the industry codes
    - ▪ Click "Next"
  - o Treasury Account
    - ▪ Nothing needs to be added, click "Next"
  - o Coverage and FIPC
    - ▪ The system should auto populate the Extra coverages/Advance Results based on the investigation type you picked.
    - ▪ Add any Special Handling instructions to box and they will flow to the VROC
    - ▪ The system should auto populate the FIPC based on the investigation type you picked.
    - ▪ Click "Next"
  - o Additional Request information
    - ▪ This information flows from the SMO details for the current SMO you are in
      - • You can edit each time by clicking the pencil to make sure the required fields are completed or update at the SMO level and then it will be filled out correctly each time you get to this screen (You can check our DISS Getting Started - Check your SMO's Week one Update Tips and Trick and it will walk you through how to update at the SMO level)

NISPPAC DISS Industry Working Group https://classmgmt.com/nisppac.php
(More information is available under the Resources Tab)

- ▪ Click "Next"
  - o Deployment
    - ▪ Nothing needs to be added, click "Next"
  - o Summary
    - ▪ Scroll to the bottom and Click "Create"

- ☐ Once you hit create a popup window will display
- ☐ Now you will need to go to your Unread Notification
  - o This is where you will get the registration code to send to the person
    - ▪ **TIP:** please make sure you read the notification as it gives specific instructions on what the employee needs to put for their place of birth. Some will be "unknown" while others will be their actual place of birth.
    - ▪ **TIP:** If you get a "failed to set AUB" message for the Investigation Request Status notification, it means that the investigation request did not go through as there was an error in your request.
      - • To Fix:
        - o Go back to the subject's record
        - o Click Subject details
        - o On the basic Info. Tab you will see Investigation Request
        - o You will have a pencil icon to edit
        - o Click on the pencil and it will open the investigation request
        - o Once the request is open it will tell you what the error is, you will need to work through the request wizard to make the corrections and click create again.
        - o If you made the corrections then you will get a new notification message

Once a case in initiated you can see the Investigation request from the Subject details Basic info tab. It will list the request date and its current status. If you click the blue expand arrow on the end it will show you how many days are left until timeout.

The investigation request will go through different stages, here are a few:
- ☐ Initiated – applicant has been initiated but has not logged into the eQip system yet
- ☐ Pending Applicant information – applicant has logged into their eQip and is working on it
- ☐ Pending SMO Review – Task for FSO to review Investigation application

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▢ FSO Reviewed - Investigation application was review and approved and released to VROC

How to Review and investigation request

Investigation request will be coming into DISS to review in near real time (once employee transmit to agency) it will come into you queue to review, this is a change to how it is done in JPAS. To review an eQip in DISS it will come as a task to the SMO.

▢ From the Home page, click Task Inbox (Top left in the communications panel)
   o Click the Unassigned Tasks
      ▪ For the Period, really depends on how you have been keeping up, you will want to make the timeframe long enough to grab everything you have not reviewed yet.
      ▪ Make sure the Task is for "Security Officer"
      ▪ Check the box for "CSR" in the Available Task
      ▪ Then a CRS Task box will appear and select Investigation Request for Task
      ▪ Click "Search"
         • It will display those eQips that are ready to be reviewed
         • Click on the task and it will open the task for you to work
   o Midway down the page you will see document details, this is where you will see the Investigation application and release forms
      ▪ Click on the Investigation application
         • It will give you the option to View or Download
      ▪ This is the Investigation application that you will review for completeness and accuracy
   o If approved
      ▪ Claim the Task at the bottom
      ▪ Click Approve – it will submit the request to the VROC
   o If revisions are needed
      ▪ Claim the Task as the bottom
      ▪ Add in comments in the security officer Response block
      ▪ Click Revise – it will now give the applicant the ability to log back into their eQip
   o **TIP:** If you Claim and click "Pause", it does not stop the countdown clock on the application it just make it where nobody ese can get to it, recommend not using

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- o **TIP:** If you Claim and click "Stop" is does not stop the request it cancels the request and the person would have to re initiated and started all over again

If you manage a lot of cases it may be easier to manage through reports to see what cases are ready to review. Cases that are ready to review will show up in two reports, the pre-case status report (Pending SMO Review) or Task Inbox (CSR) (Investigation Request). Once you have the SSN you can access the task through the subject details versus the task inbox.

- o You will Search for the subject
- o Click Subject details
- o Then click CSR/RFAs tab
- o It will list the Investigation Request CSR task
- o Click the open on and it will move you directly into that task to review the eQip
- o Midway down the page you will see document details, this is where you will see the Investigation application and release forms
    - ▪ Click on the Investigation application
        - • It will give you the option to View or Download
    - ▪ This is the Investigation application that you will review for completeness and accuracy
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In addition, within DISS, once you have initiated a person you cannot stop it, change or cancel the request until the applicant submits the investigation request to you to review. Once it is available as a task you then can stop it (same a cancel). Once stopped, you have the ability to go initiate an updated request.

If you have any issues updating or validating records in DISS, please call the DMDC Contact Center 1-800-467-5526, they will be able to assist or create a help ticket to get the problem resolved.

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Applicable JVS reports for Investigation Request:

- Pre-Case Status
    - o This report assists Industry users in managing their Investigation Request submissions in DISS.
- Task Inbox (CSR)
    - o This report provides a list of all of the CSRs received by the user's SMO and respective Child SMOs (if selected) in the selected period of time.
- Notification report
    - o This report provides a summary of the total number of Notifications received at a SMO, and/or all subsequent Child SMOs.
- Case Status
    - o This report provides a summary of the statuses of submitted investigation requests and adjudications for subjects who have an Owning or Servicing relationship with the user's SMO.