

Division of Personnel Security and Access Control (DPSAC)

DPSAC NEWS – October 22, 2008

A biweekly e-newsletter from the Office of Research Services, Division of Personnel Security and Access Control (ORS/DPSAC) to keep you informed as NIH rolls out “Homeland Security Presidential Directive 12” (HSPD-12) establishing a common identification standard to better safeguard NIH and its workforce.

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[Badge Requests Submitted Prior to October 6 NED 2.0 Launch May Need Special Handling](#)

When the NIH launched the “revised” NIH Enterprise Directory (NED 2.0) on October 6, the Administrative Community, along with the NED Project Team and DPSAC soon discovered that individuals whose badge requests were entered into NED (NED 1.0) before the changeover to NED 2.0 were unable to complete the badging process because of incomplete NED records. (NED 2.0 contains many new fields that must be filled in as part of the badge request process). Because these records showed up as incomplete, the badge issuance process came to a halt for these individuals.

Once the problem was diagnosed and a temporary workaround established, NED Project Manager Jeff Erickson broadcast an e-mail alert to NED Coordinators, HSPD-12 Super Users, and all Administrative Officers describing in detail how the badging process works and how to remedy the problem.

DPSAC News is publishing a copy of Jeff’s October 17 e-mail here to make sure that everyone who uses NED is aware of this issue and what steps can be taken to bypass any impediments to enable applicants to obtain their badges. Jeff and his team, along with DPSAC and the HSPD-12 Program Office are committed to assisting you with any issues you may encounter as you begin incorporating the new NED 2.0 into your work routine.

E-mail sent

From: Jeff Erickson, NED Project Manager,

To: the NIH Administrative Community on October 17, 2008

Subject: *PLEASE READ*: What you can do to help get badges for people for whom badge requests were submitted before October 6

Importance: High

This is a long message that contains a lot of information. If you are supporting someone who is having badging issues right now, you are strongly encouraged to read it in its entirety. Also, please forward it to anyone who works with NED who is not already addressed.

Purpose

The purpose of this message is to tell you what you need to do to generate a badge request in NED 2.0 so that people for whom you requested a badge before October 6 can get their badges.

Background

The new process to get a badge works like this:

1. In NED, request a badge for a person. This will include capturing the position the person occupies, a CAN number, and their personally identifiable information.
 2. NED creates a task for the PIV Sponsor in your IC to sponsor (i.e., substantiate the need for) the badge.
 3. A PIV Sponsor runs the Awaiting Sponsorship task in NED and sponsors the badge.
 4. NED creates a case for the person in BITS3 (version 3 of the Background Investigation Tracking System, the system DPSAC uses to track ongoing background investigations) based on the sensitivity level of the position the person occupies.
 5. DPSAC checks with OPM to see if the person has a current background investigation on file. DPSAC updates the person's case in BITS.
 6. BITS sends the investigation information to NED.
 7. If a current investigation is on file, go to step 10.
 8. If a current investigation is not on file, DPSAC will initiate the person in the electronic Questionnaire for Investigation Processing (e-QIP) and email the person to begin the investigation process.
 9. If fingerprints are required:
 - a. NED sends email to the person (if NED has an email address for the person*) telling them what they need to do to get fingerprinted.
 - b. The person gets fingerprinted and the fingerprints are sent to OPM for processing.
 - c. Three to five business days (usually) after fingerprinting, DPSAC will adjudicate the results of the fingerprint check and authorize the badge (if the check is favorable).
 - d. BITS sends confirmation that fingerprint adjudication has been completed to NED.
 10. NED updates the badging system.
 11. NED sends email to the person* telling them they are authorized for a badge and where to go to pick it up.
 12. DPSAC issues the badge to the person.
 13. The badging system notifies NED that issuance is complete.
- If NED does not have an email address for the person, NED will send the email to the Supervisor or Project Officer, the Contractor Project Manager, the Point-of-Contact, and/or the Servicing AO.

As you can see, there is a lot of back and forth between NED and BITS and a couple points in the process where the person must wait.

You can follow along with this process using the Track Badge Status function in NED. It will tell you where the current badge request is in this process. (**IMPORTANT:** If Track Badge Status is blank, no badge request has been processed in NED 2.0.) Some key milestones to look for in the Track Badge Status window include:

- **Awaiting Sponsorship:** The badge request is at step 3. A PIV Sponsor in your IC must run the Awaiting Sponsorship task so that NED can send the information to BITS.

- **Awaiting Investigation Information from DPSAC:** The badge request is at step 5. DPSAC will update the person's case in BITS3 as soon as possible.
- **Awaiting SAC Adjudication From DPSAC:** The badge request is at step 8c. Fingerprints have been sent to OPM and DPSAC is waiting for the results. As soon as they get them, DPSAC will update BITS which will update NED.
- **Awaiting Badge Issuance:** The badge request is at step 11. The person has been notified to pick up their badge.

The main issues we (and we think you) are seeing relate to badge requests that were submitted ***before*** the NED 2.0 upgrade on October 6, 2008. These requests either do not contain the information DPSAC needs to process them, or NED 2.0 and BITS3 are unable to track and process them.

What You Can Do (When Badging Issues Arise)

You are welcome to continue to talk to whomever you feel most comfortable asking for information, but you should know that the NED Team and DPSAC are working closely together to make sure we can address any outstanding badging issues. If you talk to DPSAC, they're going to talk to the NED Project team. If you talk to the NED Project team, they're going to talk to DPSAC. Our mutual goal is to avoid turning people away, multiple visits, and lines. We also don't want to bounce people back and forth between our groups. So, here's what you can do to help us help you:

- (1) First, check "**Track Badge Status**" or "**View Badge History**" in NED to determine where the person is in the badging process. If "Track Badge Status" (or "View Badge History") shows "**Awaiting Investigation Information from DPSAC**", please know that DPSAC has hundreds of open cases and is working as quickly as possible to confirm whether everyone has a current background investigation on file.
- (2) If "Track Badge Status" (or "View Badge History") is blank and the person is having trouble getting a badge, you will need to follow one of the steps below:

For renewal requests that were submitted before October 6:

The NED Team probably needs to generate a ***new*** Badge Renewal Task for you to process using NED 2.0. This will allow you to enter all the required information and pull the person into the new process. We are checking our database to identify these renewal requests. However, ***if you know of a renewal request you submitted before October 6 that has not been processed yet, please send the NIH ID and name of the person directly to Jeff Erickson immediately.***

For initial badge requests (not renewals) that were submitted before October 6:

The first thing to try is to reauthorize the badge in NED 2.0. Try this:

1. Click on the **Modify** item (under Manage Services) in the NED menu.
2. Use the Person Finder function to find the person's NED record.
3. In the Physical Access/Badging section, look for a Badge Status of **Not Authorized** and a prompt "**Would you like to authorize a badge for this person?**"
4. Click on the **Yes** radio button.
5. Click on the **Update Services** button.
6. NED will take you through the process to update the person's NED record and capture any missing position or personal information. You will have to:
 - a. Enter the Supervisor or Project Officer, POC, and Servicing AO.
 - b. Enter the Position Information that determines the sensitivity level and background investigation requirements.
 - c. Enter a CAN number
 - d. Enter any missing personal information for the person.
7. When you're done click on the **Update Record** button.
8. A PIV Sponsor must sponsor the badge/account request.

9. Click on the **Track Badge Status** item in the menu (under View Record/Status)

If you don't see the "Would you like to authorize a badge for this person?" prompt, then we need you to update the NED record in a way that will capture the information DPSAC needs to process the request. Each of the current cases is slightly different, so we actually need you to tell us who is having trouble so we can investigate their circumstances and tell you exactly what you need to do. ***If you are not able to use the "Modify" function to authorize a badge, please send the NIH ID and name of the person directly to Jeff Erickson immediately.***

Thank you for your continued patience.

Jeff

Jeff Erickson
NED Project Manager
(ericksoj@mail.nih.gov)

P.S. More "How To..." documentation is on its way.

News Briefs

- **[Additional "Hands On" NED/HSPD-12 Training Coming Soon](#)**
Plans are in the works to offer additional "hands on" training classes on NED 2.0. Those interested in being notified once a firm schedule has been set should write to Dan Shumate in the HSPD-12 Program Office [shumated@mail.nih.gov]. Just indicate that you want to be contacted when the training schedule has been finalized.
- **[NED Training-On-Demand Arriving Soon on the HHS Learning Portal \(LMS\)](#)**
The NED Project Team and the HSPD-12 Program Office have teamed up to produce an outstanding training program for NED users that will soon be available online via the HHS Learning Portal (LMS). This new course should be up and running by Monday, October 27. We'll let you know when it goes "live." While the course is not mandatory, you'll definitely want to have a look. Learn about the new NED functions, the organization of the new NED screens, the variety of system features for managing badge information, and how personal information is managed within the system.

You're probably already familiar with the HHS Learning Portal if you've had to take a mandatory training course at NIH. It's easy and convenient and it's free.

Helpful Tips

- **The enrollment and badging process for lawful permanent residents (green card holders) is the same as for US citizens.** Please note that these individuals are **not** processed by the Division of International Services (DIS), but by DPSAC.
- **AOs in the Role of PIV Sponsor Must Complete HHS PIV Sponsor Training**
If you are an AO who will be sponsoring Applicants for the HHS ID Badge (PIV Card) and have not completed the mandatory HHS PIV Sponsor training, please click on the following link:
<http://intranet.hhs.gov/pivcard/training/sponsor/>.

Once you have completed the training module, please fax or mail the signed and dated training certificate to:

The HSPD-12 Program Office
31 Center Drive
Room B4B03

[FAQs](#)

[Foreign Nationals and Social Security Numbers](#)

- Q. I've received a form HHS-745 from a Foreign National in which the Social Security Number is blank. Can you advise me on how to deal with this field in NED 2.0?**
- A.** Currently when an HHS-745 form crosses your desk from a Foreign National who has no SSN there is nothing special you need to enter into the new NED. However, the NED Project team will soon be expanding this field to include a check box indicating “/___/ **No Social Security Number**”. AOs will be required to check this box in instances when Foreign Nationals indicate they do not have an SSN. Once this option becomes available in NED you will be notified by the NED Project team. *DPSAC News* will also post an announcement in the HELPFUL TIPS section once this change occurs.

[Volunteer vs. Special Volunteer](#)

- Q. I know there are two types of volunteers at NIH. One is referred to simply as Volunteer; the other is called Special Volunteer. How do these positions differ?**
- A. Special volunteers** are individuals who provide research services, direct patient care, clerical support technical assistance or any other necessary services for NIH. They do not receive compensation from NIH. The badging authority for these individuals is DPSAC. **Volunteers** are non-paid individuals who work for NIH on NIH programs. The badging authority for these individuals is the NIH Police Department.

[More General Questions and Answers about OPM Background Checks](#)

- Q. What should I do if I remember something later, after I've filled out the Background Investigation in e-QIP and turned it in?**
- A.** Immediately notify the personnel security officials to whom you submitted the questionnaire.
- Q. I don't want everybody reading my personal information; who gets to see this form?**
- A.** The only persons authorized to see your personal information are Personnel Security, Suitability, and Investigations professionals who have been investigated at the appropriate level and who have a genuine and demonstrated need for access to the information.
- Q. I'm not a criminal; why do you want my fingerprints?**
- A.** Executive Order (E.O.) 10450, signed back in 1953, requires that Federal employees, contractors and affiliates must be found “suitable” for Federal employment. This requirement has been supported in the courts since 1955. To begin, fingerprints are collected and submitted to the Office of Personnel Management (OPM) to initiate a background check to a host of databases. The results of the fingerprint check usually come back to DPSAC's Personnel Security staff in 3-5 days and are adjudicated. At that point, if the individual has been cleared, he or she will receive either an NIH ID badge or an HHS PIV ID card.

Division of Personnel Security and Access Control*

Building 31, Room 1B03

Days: 7:00 a.m. to 5:00 p.m., Monday through Friday

Evenings: Wednesday, 5:00 p.m. to 8:00 p.m.

Same Day: 2:00 p.m. to 4:00 p.m., Monday through Thursday (excluding EOD Days). Sign-up begins at 7:00 a.m.

Contact Information

Personnel Security

- Helpdesk: (301) 402-9755
- Appointment Line: (301) 496-0051 (Hours: 8:00 a.m. to 4:00 p.m.)
- Fax: (301) 480-1119

- E-mail: orspersonnelsecurity@mail.nih.gov

Access Control

- Helpdesk: (301) 451-4766
- Fax: (301) 480-3364
- E-mail: facilityaccesscontrol@mail.nih.gov

HSPD-12 Program Office

- Office: (301) 496-3067
- Fax: (301) 480-3364

*NIH maintains a number of off-site facilities, some in other states and others within driving distance of the main NIH Bethesda campus. Individuals at these satellite locations can still contact the DPSAC help desks for assistance; however, the out-of-state facilities maintain their own badge enrollment centers for fingerprinting and photographing their workforce. Other nearby off-campus facilities host regularly scheduled enrollment sessions conducted by DPSAC staff that set up portable photo and fingerprinting equipment to enroll staff. The links below connect the reader to contact information for each NIH satellite facilities.

- [Rocky Mountain Laboratories \(RML\)](#),
- [National Institutes of Environmental Health Sciences \(NIEHS\) Research Triangle Park, NC](#)
- [National Cancer Institute \(NCI\), Frederick, MD](#)
- [Baltimore Intramural Research Programs \(IRP\), Satellite facilities for the National Institute on Aging \(NIA\) and the National Institute on Drug Abuse \(NIDA\)](#)

DPSAC is one of six divisions of Security and Emergency Response (SER) within the Office of Research Services (ORS)