

Customer Service Requests and Incident Report Management

Adjudication and Vetting Services (AVS)

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY





Glossary & Quick Reference

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Introduction to Customer Service Requests (CSRs)

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Customer Service Requests

Objectives:

- Describe different Customer Service Request (CSR) types
- Access an existing CSR in the Communications panel

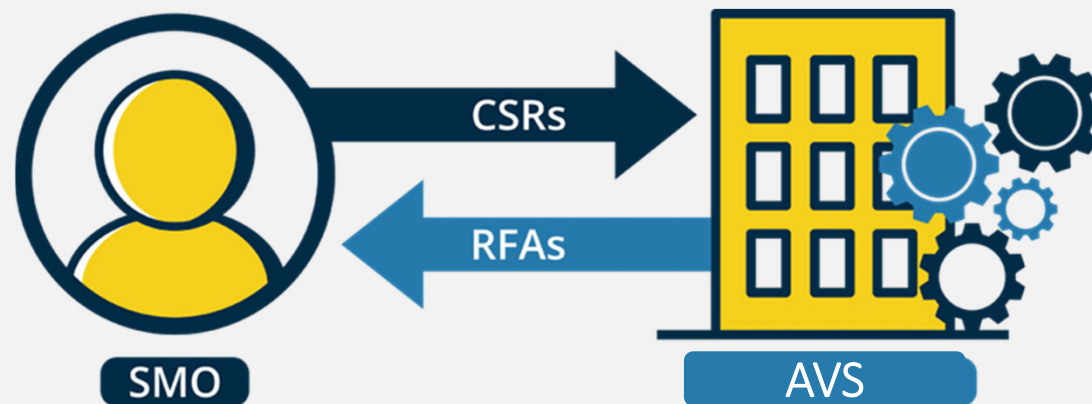


Overview of Customer Service Requests (CSRs)

CSRs are created to:

- Request adjudicative action for a Subject.

- Send updated Subject information to adjudicators.



Note: Users will continue to see DoD CAF in DISS.

Note: The Security Management Office (SMO) is responsible for managing relationships in DISS. If the Subject changes commands/companies, the gaining SMO must take an owning relationship in DISS. The SMO from the losing command/company must remove their relationship in DISS.

An Owning relationship with the Subject is necessary to create a CSR.

Customer Service Request (CSR): Recertify

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CSR: Recertify

The **Recertify CSR** is created when a SMO requests recertification of a Subject who has lost their previous eligibility due to an administrative action (Loss of Jurisdiction (LOJ), No Determination Made (NDM), or Admin Withdraw).

- If requesting recertify after LOJ, verify there is no break greater than 24 months and include that statement in the comment section of the CSR.
- If applicable, submit any supporting documentation and include it in the CSR request.
- If there was a two-year break in service, a new initial investigation must be initiated. Do not submit the CSR.



CSR: Recertify

Purpose:

- To request a recertification of a Subject who has lost previous eligibility.

Required Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

The screenshot shows the 'Subject Details' page for a 'Test Subject'. The page includes fields for SSN, DOB, Place Of Birth, Exception Code, Supporting Investigation, Incident Report, DoD EDI PN, Eligibility Level, Eligibility Determination, Open Investigation, NDA Signed Date, and NDS Signed Date. A dropdown menu labeled 'Subject Actions' is open, showing options: 'CSR/Provide Supplemental Information', 'CSR/Recertify', 'CSR/Request Reciprocity', 'Initiate Investigation Request', and 'SII Search'. The 'CSR/Recertify' option is highlighted with a yellow box.

Note: If the Subject has an open case, the SMO needs to request recertification, and the Recertify CSR is not an option, the SMO should submit a Supplemental CSR requesting the recertification.

Preconditions:

The Subject does not have an open case.



CSR: Recertify (continued)

In the Create CSR tab:

1. In the Document Details section, click the *Upload Document* button to add an optional document.
2. In the Upload Document window, type a *Document Name* and an optional *Document Description*.
3. Select the *Document Type* from the menu.
4. Click the *+Document* button to find the document.
5. Click the *Add Document* button.

Note: Submitting documents is optional.



CSR: Recertify (continued)

In the Create CSR tab:

6. In the *Request Details* section, fill out the mandatory *Eligibility Level Requested* and *Recertify Reason* fields.
7. For *Break In Service (24-month)*, choose No. If there was a **24-month** Break in Service is “Yes,” do not submit the CSR. A new investigation is required.

The screenshot shows a web form titled "Request Details". Under the "CSR Information" section, there are several fields. Field 6 is highlighted with a yellow dashed border and contains two dropdown menus: "Eligibility Level Requested" set to "Secret" and "Recertify Reason" set to "Loss Of Jurisdiction". Field 7 is also highlighted with a yellow dashed border and contains three fields: "Break in Service" set to "Yes", "Break in Service Start" (an empty text box with a calendar icon), and "Break in Service End" (an empty text box with a calendar icon).

Note: Eligibility does not expire so long as there has not been a 24-month or more break in service.



CSR: Recertify (continued)

In the Create CSR tab:

8. Enter justification in the *Comments* text box (required). Include the SMO contact information.
9. Use the *Select CAF* menu to choose the corresponding active CAF (optional).
10. Click the *Create* button.

After the SMO submits the Recertify CSR request, the request is generally worked within 3 business days. Once worked, DISS will be updated with the determination.

SMOs may contact the Call Center to determine the status 4 business days after submitting the request.

Note: DISS will still reflect DoD CAF.

Customer Service Request (CSR): Reconsideration

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CSR: Reconsideration

The **Reconsideration CSR** is used when a Subject's eligibility has been denied or revoked and the requesting office wants the case reconsidered for eligibility. Reconsiderations are submitted in accordance with the criteria in DoDM 5200.02

Reconsiderations:

- Can only be requested after one year from the date of the final denial/revocation or appeal, whichever is later
- Must include:
 - A memo from the Commander including explicit statements of the DoD Component's support for the Subject's rebuttal
 - Additional supporting documentation that verifies the information mitigates the concerns from the Statement of Reasons (SOR) and Letter of Denial (LOD)/Letter of Revocation (LOR)
 - Examples of supporting documentation: proof of payments, financial account statements, complete credit reports (not just summary reports) from any or all of the three major bureaus (Transunion, Equifax, Experian) not more than 6 months old, rehabilitation completion, court documents showing completion of all sentencing conditions, favorable evaluations, etc., as it applies to the concerns identified.



CSR: Reconsideration

Purpose:

- To request a reconsideration of a Subject whose eligibility was lost due to denial or revocation.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Application Admin

Preconditions:

- The Subject does not have an Open case Current status is Denied or Revoked
- Last determination date is > 365 days

***Note:** If the Subject does have an open case in DISS, the SMO would submit a different CSR and specify the request.*



CSR: Reconsideration

In the Create CSR tab:

1. In the Document Details section, click the *Upload Document* button to add an optional document.
2. In the Request Details section, select the *Eligibility Level Requested* from the menu.
3. Type *Comments* in the text box.
4. Use the *Select CAF* menu to choose the corresponding active CAF.
5. Click the *Create* button.

The screenshot shows the 'Create CSR' form with the following sections and elements:

- *Document Details**: A table with columns 'Name', 'Type', and 'Description'. Below the table is a message 'No Documents Provided.' and a green 'Upload Document' button (callout 1).
- Request Details**:
 - CSR Information**:
 - '*Eligibility Level Requested:' dropdown menu with 'Secret' selected (callout 2).
 - '*Comments:' text input field (callout 3).
 - 'Select CAF:' dropdown menu with 'DoD CAF' selected (callout 4).
 - A green 'Create' button (callout 5).

Note: DISS will still reflect DoD CAF.

Customer Service Request (CSR): Provide Supplemental Information

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CSR: Provide Supplemental Information

The Provide Supplemental Information CSR is used by SMOs to proactively provide information about a Subject to the AVS.

When to use Supplemental CSRs:

- If the Subject has an existing open case, the information will be appended to the case
- If Subject was issued Favorable with no eligibility due to non-U.S. citizenship, submit proof of naturalization
- To provide requested information for an expired SIR/SOR RFA
 - Although this is an option, SMOs are encouraged to respond to SIR/SOR RFAs within the *established timeframes* for SIR and SOR RFAs
- To provide supporting documentation for an existing incident report, as it becomes available to the SMO
- Use Supplemental as a “catch all” if your SMO request does not directly fall under other CSR types. Ensure the SMO clearly describes the requested action and submits any required supporting documents.



CSR: Provide Supplemental Information

Purpose:

- To provide more information about a Subject to the AVS or to request action from AVS that does not fit into another CSR type.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

The screenshot shows a web form with two main sections: 'Document Details' and 'Request Details'. The 'Document Details' section has a table with columns 'Name', 'Type', and 'Description'. Below the table, it says 'No Documents Provided.' and has an 'Upload Document' button. The 'Request Details' section has a 'Comments' field with a placeholder text 'Provide Supplemental information about this Subject' and a character count '1949 characters remaining'. Below the comments field is a 'Select CAF:' dropdown menu with 'DoD CAF' selected. At the bottom is a 'Create' button. A note on the right side of the form states: 'Note: DISS will still reflect DoD CAF.'

Preconditions:

- None. Information is appended to an Open case. Otherwise, the CSR is assigned to the AVS Process Team.

Customer Service Request (CSR): Upgrade Eligibility

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CSR: Upgrade Eligibility

The **Upgrade Eligibility** CSR is used by SMOs to provide justification to support the request of an eligibility upgrade.

- This CSR should not be submitted unless there is a corresponding investigation to support the upgrade being requested
- It is not necessary for SMOs to submit an Upgrade CSR if the investigation was recently submitted and is pending adjudication
- Individual has TS and requires SCI
- The Upgrade CSR is not appropriate if the individual has an NDM, LOJ, or admin withdraw
- SMOs should submit an Upgrade CSR if the individual has a Favorable determination with no eligibility but requires Secret eligibility (*e.g. non-U.S. citizens who are granted citizenship*)



CSR: Upgrade Eligibility

Purpose:

- To provide justification to support the request of an eligibility upgrade on behalf of a Subject.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

SMO Preconditions for Upgrade from TS to TS/SCI:

- View Access and Manage SCI Access permissions

Subject Preconditions for Upgrade from TS to TS/SCI:

- Active eligibility (not Denied or Revoked) with a supporting investigation
- Owning relationship with the SMO
- Government SMO SCI Contract/Sponsorship
- SMO must have TS Facility Clearance (FCL)

Note: An upgrade from Secret to Top Secret would require a new investigation.



CSR: Upgrade Eligibility

In the Create CSR tab:

1. In the Document Details section, click the *Upload Document* button to add an optional document.
2. In the Request Details section > *Requesting Eligibility* menu, select Top Secret.
3. Type required *Comments* in the text box explaining why the request is being made.
4. Choose the corresponding active CAF from the *Select CAF* menu.
5. Click the *Create* button.

The screenshot shows the 'Create CSR' form with two main sections: 'Document Details' and 'Request Details'.

- Document Details:** Contains a table with columns 'Name', 'Type', and 'Description'. Below the table is a message 'No Documents Provided.' and a green button labeled 'Upload Document' (callout 1).
- Request Details:** Contains several fields:
 - '*Requesting Eligibility:' with a dropdown menu showing 'Select Eligibility' (callout 2).
 - '*Comments:' with a text box containing 'Secret' and 'Top Secret' (callout 3). Below the text box is a '2000 characters remaining' indicator.
 - 'Select CAF:' with a dropdown menu showing 'DoD CAF' (callout 4).
 - A green button labeled 'Create' (callout 5).

Note: To request SCI or to request an upgrade from Top Secret to SCI, add the request to the “Comments” text box.

Customer Service Request (CSR): Expedite

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CSR: Expedite

The **Expedite CSR** is created by a SMO, to request an update in the priority of a case. When the request is submitted, it is received by the Process Team and either accepted or rejected. If accepted, the Priority Program tier of the associated case will be updated. Expedites are for closed investigations pending adjudication, not for open investigations.

Expedites will be accepted for:

- ✓ Subject is scheduled to attend a military technical school and requires final security clearance eligibility prior to enrollment
- ✓ Subject is within 30 days of deployment
- ✓ Subject is being reassigned or promoted and requires final eligibility prior to transfer
- ✓ Key personnel assigned to Submarine, Intelligence, or Nuclear occupations
- ✓ Requests from Adjudication & Vetting Services (AVS) Executive Leadership

Expedites will be rejected when: *(most common reasons)*

- × The case is already assigned to an adjudicator
- × The request does not meet the above criteria
- × An Expedite CSR was used for a general question

Note:

- *Justification must be included in the body of the CSR.*
- *SMOs can contact the Call Center to request a status update, preferably at least 3-5 days after submission.*



CSR: Expedite

Purpose:

- To request an update on the priority of a case.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

Preconditions:

- Criteria listed on previous slide

The Process team will review the request. You will be notified of the decision. If accepted, the Priority Program tier will be updated.

Customer Service Request (CSR): Request Reciprocity

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CSR: Request Reciprocity

The Request Reciprocity CSR is used by SMOs to request an eligibility for a Subject who has a previous eligibility or investigation with another trusted government agency.

- The requester must have an owning relationship with the individual.
- Request must include:
 - Subject category
 - Name of former agency
 - Level of clearance eligibility
 - Type of investigation
 - Agency that conducted the investigation and granted the eligibility
 - Location of investigation information
 - Date of investigation and date eligibility was granted
 - POC in your office (*name, phone, and email*)
 - Comments: “Request reciprocity with [former agency]’s clearance eligibility of [level- TS/SCI, TS, SECRET] granted on [type of investigation- T5, T3, SSBI, etc.] conducted by [agency] dated [date of investigation]; POC for this is [name/phone/email].”

Note: SMOs should confirm this information with the Subject. Not all details may be available but the more information, the better.



CSR: Request Reciprocity

Purpose:

- To request an eligibility for a Subject with a previous eligibility or investigation from another trusted government agency.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

The screenshot displays the 'Request Details' section of the CSR Request Reciprocity form. It features several fields and a dropdown menu:

- Subject Category:** A dropdown menu with 'Academy' selected. A dashed yellow box highlights this field and its dropdown list.
- Eligibility Level Requested:** A dropdown menu with 'Academy' selected.
- Location of Investigation Info:** A dropdown menu with 'Civilian Employee' selected.
- Date Eligibility Granted:** A dropdown menu with 'Congressional Staff' selected.
- Date Investigation Completed:** A dropdown menu with 'Disabled American Veteran' selected.
- Agency That Granted Eligibility:** A text input field.
- Investigation Service Provider:** A text input field.

The 'Document Details' section above shows a table with columns 'Name', 'Type', and 'Description', and a message 'No Documents Provided.' with an 'Upload Document' button.

Preconditions:

- The SMO must have an Owning relationship with a Subject who has an existing subject record.

Customer Service Request (CSR): Request SCI Sponsorship

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CSR: Request SCI Sponsorship

Purpose:

- To request SCI eligibility for a Subject.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

SMO Preconditions:

- Have an Owning relationship with the Subject
- Industry must have associated with a Contracting Organization or Vendor

Subject Preconditions:

- Active Top-Secret eligibility
- U.S. citizen
- Industry Military Personnel Code (MPC)



CSR: Request SCI Sponsorship

In the Create CSR tab:

1. In the Request Details section, Sponsoring SMO sub-section, search for the Sponsoring SMO by filling out the *Organization Attributes* and/or *Location Attributes* fields.
2. Click the *Search* button.

The screenshot shows the 'Request Details' form with a yellow dashed box highlighting the 'Sponsoring SMO' section. A circled '1' is next to the 'SMO Search' header. The 'SMO Search' section contains three sub-sections: 'SMO Attributes' with an 'SMO Name' field containing 'Army'; 'Organization Attributes' with fields for 'CAGE Code', 'Unit Identification Code', 'U.S. Joint Organization', 'U.S. Agency Code', 'Service Organization Code', and 'Non U.S. Agency Code'; and 'Location Attributes' with fields for 'Address Line 1', 'Address Line 2', 'City', 'State' (a dropdown menu showing 'State/Territory'), 'Zip Code', and 'Country' (a dropdown menu showing 'Country'). A circled '2' is next to the 'Search' button at the bottom of the highlighted section, with a 'Reset' button next to it.



CSR: Request SCI Sponsorship (continued)

In the Create CSR tab:

3. In the SMO Search results, click the *Sponsoring SMO* to highlight it.
4. Enter justification in the *Comments* text box.
5. Choose the corresponding active CAF from the *Select CAF* menu .
6. Click the *Create* button.

The screenshot displays the 'Create CSR' form interface. At the top, a 'Search Results (1173)' section shows a table of SMOs. The first row, 'Army', is highlighted in yellow and marked with a circled '1'. Below the table, a 'Selected SMO: Army' label is visible. A 'Comments' text box, marked with a circled '2', contains the text 'This Subject needs an SCI Sponsorship with Army'. Below the comments, a 'Select CAF:' dropdown menu, marked with a circled '3', shows 'DoD CAF' selected. At the bottom, a green 'Create' button, marked with a circled '4', is visible.

Name	Status	Organization	Organization Type	Parent
Army	Active	Director of Administration and Management	DoD Civilian Agency	DISS
U.S. ARMY CIVIL AFFAIRS AND PSYCHOLOGICAL OPERATIO	Inactive	Unknown Organization		Unknown SMO
WOZUAA - OFC CH OF STAFF ARMY	Active	Unknown Organization		Unknown SMO
US ARMY ACCESSIONS CMD	Inactive	Unknown Organization		Unknown SMO
US ARMY PRIME POWER SCHOOL - FORT BELVOIR - WO3FAA4	Inactive	Unknown Organization		Unknown SMO

Selected SMO: Army

*Comments: This Subject needs an SCI Sponsorship with Army
1953 characters remaining

Select CAF: DoD CAF

Create

Customer Service Request (CSR): Interim Eligibility

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CSR: Interim Eligibility

Purpose:

- To grant a Subject a temporary interim eligibility.

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator
- Application Admin

Subject Preconditions:

- If Industry, must be provisioned in an Industry SMO
- U.S. citizen
- Open investigation and case

Request Details

1. *Interim Eligibility Level: Select Interim Eligibility

2. Comments: Select Interim Eligibility
Interim Top Secret
Interim Secret
Interim Confidential

3. Select CAF: DoD CAF

4. Create

Note: AVS grants interim SCI for Components. Interim Secret and TS is granted at the local level or as determined by the Component. AVS grants interim Confidential, Secret, TS and SCI for Industry only.



CSR: Interim SCI Eligibility

The Interim SCI Eligibility CSR enables a SMO to request Interim SCI eligibility for a Subject.

- Requirements:
 - ✓ Completed NAC
or
 - ✓ AVS can accept a pending FBI Name Check (C0) or FBI Fingerprint Check (B0) so long as there is a prior *favorably* adjudicated investigation within the last 5 years
 - DCSA BI can be contacted for status of NAC; 878-274-5228.
 - ✓ Scheduled/Open Tier 5 (T5)

A copy of the SF86 is not required

Note:

- *If the T5 investigation is closed, AVS cannot grant interim SCI (DoDM 5200.02).*
- *If Interim SCI is denied, the Subject will have to wait for final adjudication of the T5 (do not resubmit a new interim request).*



CSR: Interim SCI Eligibility

Purpose:

- To grant a Subject a temporary interim eligibility

Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Application Admin

SMO Preconditions:

- Owning relationship with the Subject
- Create CSR/Manage SCI Access permissions

Subject Preconditions:

- Provisioned in an Industry SMO
- U.S. citizen
- Have a current Open case
- Have a SSBI, SBPR, PPR, or T5
- Investigation type
- No current Open Interim SCI CSRs with the same SMO



CSR: Interim SCI Eligibility

In the Create CSR tab > Request Details section:

1. *Interim Eligibility for SCI* is pre-filled.
2. Provide optional *comments*, if applicable.
3. Choose the correct CAF from the *Select CAF* menu.
4. Click the *Create* button.

A screenshot of the 'Request Details' form in the Create CSR tab. The form is divided into four numbered sections: 1. 'Interim Eligibility: SCI - ICD704' (pre-filled). 2. 'Comments:' (a large text area with a dashed border and a yellow highlight). 3. 'Select CAF: DoD CAF' (a dropdown menu with a blue button and a dashed border and a yellow highlight). 4. 'Create' (a green button with a dashed border and a yellow highlight). The text '2000 characters remaining' is visible below the comments section.

Canceling a Customer Service Request (CSR)

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Canceling a CSR

Purpose:

- Use this CSR if you would like to cancel a CSR.

Permissible Roles*:

- Security Officer
- Security Officer Admin
- Security Manager

**Must be the user who originally created the CSR.*



Canceling a CSR

In the Subject Details > CSRs/RFAs tab:

1. In the CSRs section, click the desired *CSR* to launch the *View CSR* tab.

The screenshot displays the JVS interface. At the top, a navigation bar includes tabs: Basic Info., Contact Info., Other Subject Details, SMO Relationships, Incidents, Accesses, CSRs/RFAs (selected), Subject Documents, and Foreign Travel. Below this, a section titled 'CSRs (1)' contains a table with columns: Case ID, Type, Status, Status Date, Requested Date, and SMO. A yellow dashed box highlights the first row of the table, which contains the text 'Provide Supplemental Information', 'Open', '2021/07/27', '2021/07/27', and 'DISS'. A blue arrow points from this row to the 'View CSR' tab in the bottom navigation bar. The 'View CSR' tab is active, showing a 'Task Details' section with the following information: Request Type: CSR Supplemental Information, Description: Review Supplemental Request regarding Test Subject, and Assignee: (blank).

Case ID	Type	Status	Status Date	Requested Date	SMO
	Provide Supplemental Information	Open	2021/07/27	2021/07/27	DISS

Task Details

Request Type: CSR Supplemental Information
Description: Review Supplemental Request regarding Test Subject
Assignee:



Canceling a CSR (continued)

In the Subject Details > CSRs/RFAs tab:

2. At the bottom of the View CSR tab, click the *Cancel Request* button.
3. In the Cancel Request window, click the *Yes* button to confirm.
4. A confirmation message appears. On the Subject Details tab > CSRs/RFAs tab, the CSR status will be *Canceled*.

The screenshot illustrates the steps to cancel a CSR. The 'View CSR' tab is selected, showing task details. A 'Cancel Request' button is highlighted with a yellow dashed box and a blue arrow pointing to a 'Cancel Request' dialog box. The dialog box contains the text 'You are canceling Review Supplemental Request regarding Test Subject. Please Confirm:' and 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a yellow dashed box and a blue arrow pointing to the 'CSRs/RFAs' tab. The 'CSRs/RFAs' tab is active, showing a table of CSRs. The 'Status' column is highlighted with a yellow dashed box and a blue arrow pointing to the 'Canceled' status in the table.

Case ID	Type	Status	Status Date	Requested Date	SMO
	Provide Supplemental Information	Canceled	2021/07/27	2021/07/27	DISS

Submitting an Incident Report

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Incident Management

Submitting an Incident Report

What is an Incident?

In accordance with USD (I&S) implementation of SEAD 3, an **Incident Report (IR)** is submitted by the Security Office when a covered individual has reportable activity of a potentially derogatory nature that may affect the individual's eligibility to access classified information to the DCSA.





Method 1: Incident Management

Submitting an Incident Report

Method 1: Subject Details tab>Incidents sub-tab

Any current reported incidents **by your SMO** will display under the Incidents section.

Test Subject

SSN:	000-00-0000	DoD EDI PN:	
DOB:	0000/00/00	Eligibility Level:	
Place Of Birth:	Aspen, CO, United States	Eligibility Determination:	Favorable made on 2017-09-29 by DoD CAF
Exception Code:	None	Open Investigation:	No
Supporting Investigation:	SSBI	NDA Signed Date:	2021/06/10
Incident Report:	Yes	NDS Signed Date:	

Incidents (1)

Status	Date	Type(s)	Self Reported
Adjudication Pending	2021/07/13	Foreign Influence	Yes

Create New Incident

Note: An Owning or Servicing relationship is required to create an incident via the Subject Details tab.



Method 1: Incident Management (cont.)

Submitting an Incident Report

- Method 1: Subject Details tab>Incidents sub-tab
 - Enter the Incident Date and the Incident Reported Date.

Create Incident

*Incident Date:

*Incident Reported Date:

*Self-Reported?

*Incident Type(s):

*Incident Notes:

3000 characters remaining.

Documents:

Debrief Access:

*Adjudicating CAF:

Uploaded Documents:

Name	Type	Description
No records found.		



Method 1: Incident Management (cont.)

Submitting an Incident Report

- Method 1: Subject Details tab > Incidents sub-tab
- *All required fields must be completed.*

Create Incident

*Incident Date: 2021/07/13 Tuesday, July 13, 2021

*Incident Reported Date: 2021/07/13 Tuesday, July 13, 2021

*Self-Reported? **Yes** No Incident is self reported.

*Incident Type(s): Select Incident Type(s)

New Information

*Incident Notes:

2984 characters remaining.

Documents: Add Document

Debrief Access: Select Access

*Adjudicating CAF: DoD CAF

Uploaded Documents:

Name	Type	Description
No records found.		

Create Incident Cancel

Select Incident Type(s)

- ☐ Allegiance to the United States
- ☒ Foreign Influence
- ☐ Foreign Preference
- ☐ Sexual Behavior
- ☐ Use of Information Technology
- ☐ Personal Conduct
- ☐ Financial Considerations
- ☐ Alcohol Consumption
- ☐ Psychological Conditions
- ☐ Drug Involvement and Substance Misuse
- ☐ Criminal Conduct
- ☐ Handling Protected Information
- ☐ Outside Activities
- ☐ Continuous Evaluations

Save Cancel

Incident Type(s): Select based on the nature of the concern. Users can select multiple Incident Types if necessary.

Incident Notes: Submit the “Who, What, When, Where, Why, and How”. Be as detailed and specific as possible. **Include the minimum data elements from SEAD 3.**

e.g., “John Doe was arrested for a DUI on June 1, 2024, in Charlottesville, VA. This information was self-reported.” will be more helpful than “Subject was arrested.”

Do NOT provide any victim **or minor** information in the Incident Report.

Note: SMOs should report the incident as soon as the event is known. Do not hold off on reporting because all the information-- the “who, what, when, where, why” may not yet be available. SMOs can submit a Supplemental Information CSR as more information becomes available and known.



Method 2: Incident Management

Submitting an Incident Report

- Method 2: Subject Summary tab
 - Unlike Method 1 (Subject Details tab > Incidents sub-tab), no owning or servicing relationship is required to submit an Incident Report via the Subject Summary tab.

The screenshot displays the JVS (Joint Vulnerability System) interface. The top navigation bar includes 'About JVS', 'Subjects', and 'Subject Summary'. The 'Subject Summary' tab is active, showing a 'Test Subject' profile with fields for SSN, DOB, Place Of Birth, Exception Code, Supporting Investment, and Incident Report. A 'Create Incident' modal form is overlaid on the screen. This form contains the following fields and controls:

- Incident Date:** A text input field with a date mask 'yyyy/mm/dd'.
- Incident Reported Date:** A text input field with a date mask 'yyyy/mm/dd'.
- Self-Reported?** Radio buttons for 'Yes' and 'No'.
- Incident Type(s):** A dropdown menu labeled 'Select Incident Type(s)'.
- Incident Notes:** A large text area with a '3000 characters remaining.' indicator.
- Documents:** An 'Add Document' button.
- Debrief Access:** A dropdown menu labeled 'Select Access'.
- Adjudicating CAF:** A dropdown menu currently showing 'DoD CAF'.
- Uploaded Documents:** A table with columns 'Name', 'Type', and 'Description'. It currently shows 'No records found.'
- Buttons:** 'Create Incident' and 'Cancel' buttons at the bottom of the modal.

On the right side of the 'Subject Summary' tab, there are two buttons: 'SII Search' and 'Report Incident'. A dashed blue arrow points from the 'Report Incident' button to the 'Create Incident' modal, indicating the flow of the process.

Upload Supporting Documents and Debriefing the Subject

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Upload Supporting Documentation for IR Creation

Upload Supporting Documentation Supporting Documentation Examples:

- Police or Blotter Report
- Court Documents
- Agency Incident Form
- Article from a credible source
- Subject's statement regarding details

The screenshot shows the 'Create Incident' form with the 'Add Incident Document' modal open. The modal contains the following fields and buttons:

- Document Name:** Standard Incident Report
- Document Description:** Subject's account of the incident.
- Document Type:** Incident Report Documentation
- Document:** + Document (button to attach a file)
- Buttons:** Add New Document, Cancel

The background form shows the 'Create Incident' form with the following fields:

- Incident Date:** 2021/07/13
- Incident Reported Date:** 2021/07/13
- Self Reported?** Yes
- Incident Type(s):** Select Incident Type(s)
- Incident Notes:** New Information
- Documents:** Add Document, Add New Document
- Upload Documents:** No records found.

To add a document:

1. Click Add Document.
2. Type the Document Name and Document Description.
3. Choose the Document Type from the menu.
4. Click the +Document button and choose the file to attach.
5. Click the Add New Document button.



Debriefing Subject

Debrief Access

- Complete this only if the Subject's access has been removed/suspended as a result of the Incident.

Create Incident

*Incident Date: 2021/07/13 Friday, July 13, 2021

*Incident Reported Date: 2021/07/13 Friday, July 13, 2021

*Self-Reported? **Yes** No Incident is self reported.

*Incident Type(s): Select Incident Type(s) Handling Protected Information

*Incident Notes: Removed classified materials from secure room.

2954 characters remaining.

Documents: Add Document

Debrief Access: Select Access

*Adjudicating CAF: DoD CAF

Uploaded Documents:

Name	Type	Description
Standard Incident Report	Incident Report Documentation	Subject's account of the incident.

Create Incident Cancel

Select Access(es) to Debrief

Type	Status	Granted	Granted By
Top Secret	ACTIVE	2021/06/15	DISS

Access Debrief Information

*Debrief Type: Admin Debrief

Debrief Date:

*Access Removal Reason: Access Suspended

Access Removal Date: 2021/07/26

Debrief Comments: Temporary suspension until reviewed.

14 characters remaining.

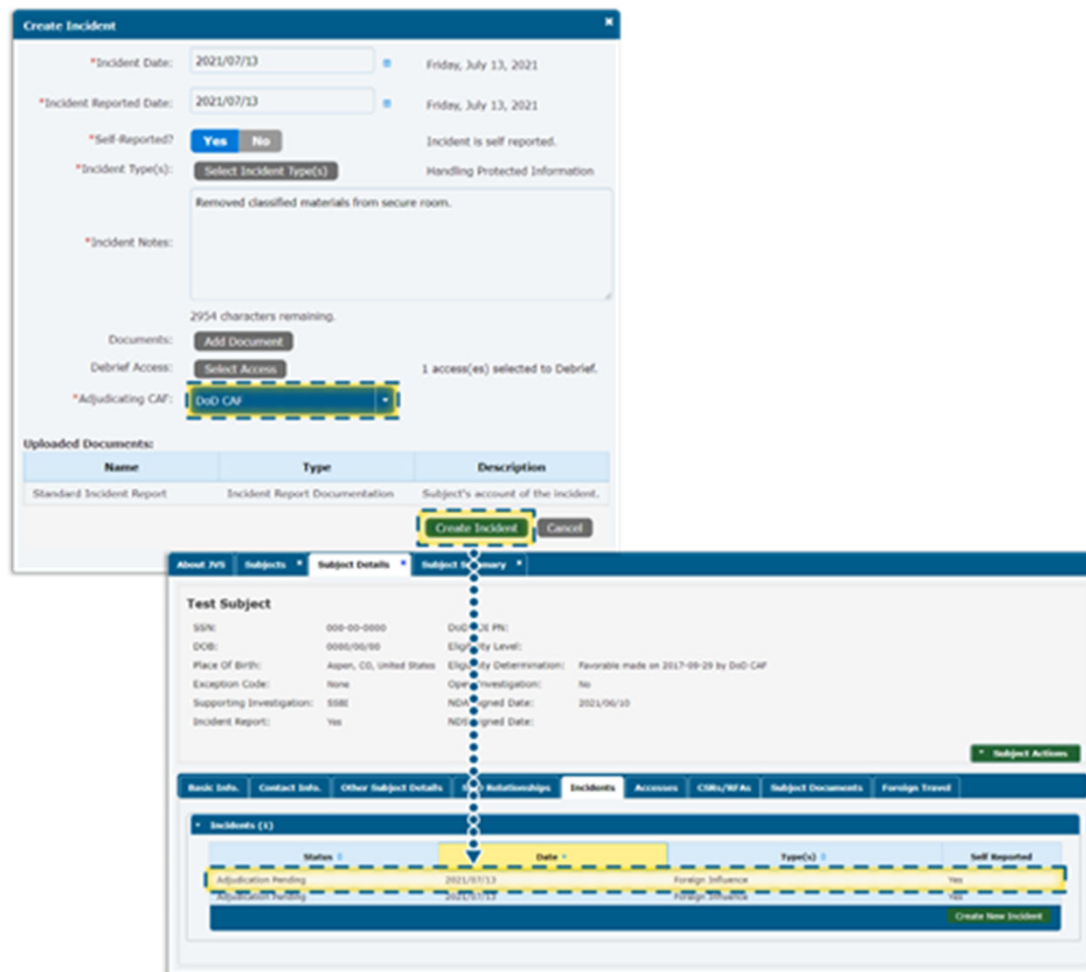
Save Clear Selection Cancel

Incident Notes: If applicable, indicate if the Commander made an access determination and the reason why access was not removed.

Finalizing an Incident Report

Finalizing the Incident Report

- Select the Adjudicating CAF from the menu. Finally, click the Create Incident button.
- The new incident will appear in the Subject Details tab under the Incidents sub-tab.
- Additional supporting documents can be submitted at later dates using the supplemental CSR submission, if needed.



The image shows two screenshots from a web application. The top screenshot is the 'Create Incident' form, and the bottom screenshot is the 'Subject Details' page.

Create Incident Form:

- *Incident Date:** 2021/07/13 (Friday, July 13, 2021)
- *Incident Reported Date:** 2021/07/13 (Friday, July 13, 2021)
- *Self-Reported?** Yes No (Incident is self-reported.)
- *Incident Type(s):** Select Incident Type(s) (Handling Protected Information)
- *Incident Notes:** Removed classified materials from secure room. (2954 characters remaining.)
- Documents:** Add Document
- Debrief Access:** Select Access (1 access(es) selected to Debrief.)
- *Adjudicating CAF:** DoD CAF (highlighted with a dashed box)
- Uploaded Documents:**

Name	Type	Description
Standard Incident Report	Incident Report Documentation	Subject's account of the incident.
- Create Incident** (button, highlighted with a dashed box)

Subject Details Page:

- Test Subject**
- SSN:** 000-00-0000 **DoD XI PIN:**
- DOB:** 0000/00/00 **Eligibility Level:**
- Place Of Birth:** Aspen, CO, United States **Eligibility Determination:** Favorable made on 2017-09-29 by DoD CAF
- Exception Code:** None **Open Investigation:** No
- Supporting Investigation:** SIRM **NOA signed Date:** 2021/06/10
- Incident Report:** Yes **NOA signed Date:**
- Subject Actions** (button)
- Incidents (1):**

Status	Date	Type(s)	Self Reported
Adjudication Pending	2021/07/13	Foreign Influence	Yes
Approved/Not Pending	2021/07/13	Foreign Influence	No
- Create New Incident** (button)



Incident Notes

When completing the Incident Notes text field, SMOs are highly encouraged to provide *as much information as possible and that is known* in the narrative. The more information, the better. However, if not all information is known, provide what is currently available.

- Who
- What
- Where
- When
- Why

Create Incident

*Incident Date: 2021/07/13 Friday, July 13, 2021

*Incident Reported Date: 2021/07/13 Friday, July 13, 2021

*Self-Reported? **Yes** No Incident is self reported.

*Incident Type(s): **Select Incident Type(s)** Handling Protected Information

Removed classified materials from secure room.

*Incident Notes: 2954 characters remaining.

Documents: **Add Document**

Debrief Access: **Select Access** 1 access(es) selected to Debrief.

*Adjudicating CAF: **DoD CAF**

Uploaded Documents:

Name	Type	Description
Standard Incident Report	Incident Report Documentation	Subject's account of the incident.

Create Incident **Cancel**

Test Subject

SSN: 000-00-0000 DoD ID PN: 0000/00/00

DOB: 0000/00/00 Eligibility Level:

Place Of Birth: Aspen, CO, United States Eligibility Determination: Favorable made on 2017-09-29 by DoD CAF

Exception Code: None Open Investigation: No

Supporting Investigation: SSB NCA Signed Date: 2021/06/10

Incident Report: Yes NDS Signed Date:

Subject Actions

Basic Info **Contact Info** **Other Subject Details** **Relationships** **Incidents** **Accesses** **CMIs/WFAs** **Subject Documents** **Foreign Travel**

Incidents (1)

Status	Date	Type(s)	Self Reported
Adjudication Pending	2021/07/13	Handling Protected Information	Yes

Create New Incident

Viewing Subject Incidents

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Viewing Subject Incidents

Subject Summary

About JVS

Subjects *

Subject Details *

Subject Summary *

Test Subject [Subject Details](#)

SSN:000-00-0000

DOB:0000/00/00

Place Of Birth:Aspen, CO, United States

Exception Code:None

Supporting Investigation:SSBI

Incident Report:Yes

DoD EDI PN:

Eligibility Level:

Eligibility Determination:Favorable made on 2017-09-29 by DoD CAF

Open Investigation:No

NDA Signed Date:2021/06/10

NDS Signed Date:

SII Search

Report Incident



Viewing Subject Incidents

Subject Details

- Incidents for the Subject can be viewed via the Subject Details > Incidents sub-tab.
- SMOs can only see incidents they submitted on the Incidents tab. SMOs can only view additional details for an incident that they created/reported.
- Users that created/reported the incident can only view the additional details for that incident

[About JVS](#)
[Subject Details](#)
[Subject Summary](#)

Test Subject

SSN: 000-00-0000 DoD EDI PN:
 DOB: 0000/00/00 Eligibility Level:
 Place Of Birth: Aspen, CO, United States Eligibility Determination: Favorable made on 2017-09-29 by DoD CAF
 Exception Code: None Open Investigation: No
 Supporting Investigation: SSBI NDA Signed Date: 2021/06/10
 Incident Report: Yes NDS Signed Date:

[Subject Actions](#)

[Basic Info.](#)
[Contact Info.](#)
[Other Subject Details](#)
[SMO Relationships](#)
[Incidents](#)
[Accesses](#)
[CSRs/RfAs](#)
[Subject Documents](#)

[Foreign Travel](#)

Incidents (2)

Status	Date	Type(s)	Self Reported
Adjudication Pending	2021/07/23	Handling Protected Information	Yes
Adjudication Pending	2021/07/13	Foreign Influence	Yes

[Create New Incident](#)

Submitting Supplemental Information

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Submitting Supplemental Information

Initiate CSR

- The CSR/Provide Supplemental Information function can be used to provide follow-up information on an open Incident.

[About JVS](#)
[Subject Details](#)
[Subject Summary](#)

Test Subject

SSN: 000-00-0000 DoD EDI PN:
 DOB: 0000/00/00 Eligibility Level:
 Place Of Birth: Aspen, CO, United States Eligibility Determination: Favorable made on 2017-09-29 by DoD CAF
 Exception Code: None Open Investigation: No
 Supporting Investigation: SSBI NDA Signed Date: 2021/06/10
 Incident Report: Yes NDS Signed Date:

Subject Actions

- Interim Adjudication
- CSR/Expedite Process Request
- CSR/Provide Supplemental Information**
- CSR/Interim SCI Eligibility Request
- Initiate Investigation Request
- SII Search

[Basic Info.](#)
[Contact Info.](#)
[Other Subject Details](#)
[SMO Relationships](#)
[Incidents](#)
[Accesses](#)

[Foreign Travel](#)

Incidents (2)

Status	Date	Type(s)	
Adjudication Pending	2021/07/23	Handling Protected Information	Yes
Adjudication Pending	2021/07/13	Foreign Influence	Yes

[Create New Incident](#)



Submitting Supplemental Information

Upload Supplemental Document

- Upload supporting documents under the “Document Details” sub-tab.
- The recommended Document Name format is [Subject’s Last Name] [Specific Document]
 - e.g., “Doe Arrest Record”

The screenshot displays the JVS (Joint Vulnerability System) interface. The top navigation bar includes tabs for 'About JVS', 'Subject Details', 'Subject Summary', and 'Create CSR'. The 'Create CSR' tab is active. The main content area is divided into sections: 'Task Details', 'Subject Details', 'Case Details', and 'Document Details'. The 'Subject Details' section shows information for 'Test Subject', including SSN, DOB, Eligibility Level, and Eligibility Determination. The 'Document Details' section shows a table with columns for 'Name' and 'Description'. A modal window titled 'Upload Document' is open, allowing users to upload supporting documents. The modal includes fields for 'Document Name' (Hulk_Supplemental), 'Document Description' (Additional Incident Information), 'Document Type' (CSR Supporting Documentation), and 'Document' (Hulk Arrest Record.docx). The modal also shows a character count (219 characters remaining) and buttons for 'Add Document' and 'Cancel'.



Submitting Supplemental Information

Supplemental Document Attached

Document Details

Name	Type	Description
Incident Document	Incident Report Documentation	

Upload Document

Request Details

Comments:

2000 characters remaining

Select CAF:

DoD CAF

Create



Submitting Supplemental Information

CSR Creation Confirmed

About JVS
Subject Details ✕
Subject Summary ✕

Test Subject

SSN:000-00-0000
DOB:0000/00/00
Place Of Birth:Aspen, CO, United States
Exception Code:None
Supporting Investigation:SSBI
Incident Report:Yes

DoD EDI PN:
Eligibility Level:
Eligibility Determination:Favorable made on 2017-09-29 by DoD CAF
Open Investigation:No
NDA Signed Date:2021/06/10
NDS Signed Date:

Subject Actions

Basic Info.
Contact Info.
Other Subject Details
SMO Relationships
Incidents
Accesses
CSRs/RFAs
Subject Documents

Foreign Travel

CSRs (2)

Case ID	Type	Status	Status Date	Requested Date	SMO
40008778	Provide Supplemental Information	Open	2021/07/27	2021/07/27	DISS
40008778	Provide Supplemental Information	Closed	2021/07/20	2021/07/20	DISS

Checking the Status of Reported Incidents

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Checking the Status of Reported Incidents

Subject Details

About JVS
Subject Details ✕
Subject Summary ✕

Test Subject

SSN:	000-00-0000	DoD EDI PN:	
DOB:	0000/00/00	Eligibility Level:	
Place Of Birth:	Aspen, CO, United States	Eligibility Determination:	Favorable made on 2017-09-29 by DoD CAF
Exception Code:	None	Open Investigation:	No
Supporting Investigation:	SSBI	NDA Signed Date:	2021/06/10
Incident Report:	Yes	NDS Signed Date:	

Subject Actions

Basic Info.
Contact Info.
Other Subject Details
SMO Relationships
Incidents
Accesses
CSRs/RFAs
Subject Documents

Foreign Travel

Incidents (2)

Status ▾	Date ▾	Type(s) ▾	Self Reported
Adjudication Pending	2021/07/23	Handling Protected Information	Yes
Adjudication Pending	2021/07/13	Foreign Influence	Yes

Create New Incident



Checking the Status of Reported Incidents

Submitted Incident Report

▼ JVS Reporting

[View Report Submissions](#)

Reports:
[Access Suspension Report - Owning](#)
[Access Suspension Report - Servicing](#)
[JVS Case Status Report](#)
[Hosting Visit Report](#)
[Non-SCI Access Report](#)
[Notification Report](#)
[One-Time Access Report](#)
[Outgoing Visit Report](#)
[Periodic Reinvestigation Report](#)
[Pre-Case Status Report](#)
[SCI Access Report](#)
[SMOs with No Subject Relationships Report](#)
[Subject Report](#)
[Submitted Incident Report](#)
[Task Inbox Report - CSR](#)
[Task Inbox Report - RFA](#)

Submitted Incident Report

Output Format: PDF | [Submit Job](#) [Reset](#)

Current SMO: DISS ☐ Include All Children

From Date: 2021/01/13 To Date: 2021/07/13

Eligibility: 1 - LAA Confidential, 2 - LAA Secret, C - Confidential, S - Secret

Incident Status: 2 - Follow-up, 4 - Adjudication Completed, 5 - PSMO-I Review Pending, 6 - Adjudication Pending



Checking the Status of Reported Incidents

View Report Submissions

JVS Reporting

View Report Submissions

Reports:
Access Suspension Report - Owning
Access Suspension Report - Servicing
JVS Case Status Report
Hosting Visit Report
Non-SCI Access Report
Notification Report
One-Time Access Report
Outgoing Visit Report
Periodic Reinvestigation Report
Pre-Case Status Report
SCI Access Report
SMOs with No Subject Relationships Report
Subject Report
Submitted Incident Report
Task Inbox Report - CSR
Task Inbox Report - RFA

About JVS | Subject Summary | **View Report Submissions**

Refresh View

Report Submissions (27)

1 2

Report Name	Status	Output Type	Submitted	Submitting Org	Run Time	Pages	Expand
Submitted Incident Report	Available	PDF	Tue Jul 27 15:17:32 EDT 2021	DISS	00:00:10.640	1	
Subject Report	Executing	PDF	Fri Jul 02 12:56:46 EDT 2021	DISS			
Task Inbox Report-RFA	Executing	PDF	Tue Mar 09 13:06:09 EST 2021	DISS			
Subject Report	Executing	PDF	Tue Mar 09 13:05:32 EST 2021	DISS			

Request for Action (RFA)

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Request for Action (RFA)

Requests for Action (RFAs) are official correspondence sent by DCSA via DISS to SMOs. This includes, but is not limited to

- Requesting additional information needed to make an informed national security determination (e.g., Supplemental Information Request), or
- Issuing Due Process documentation (i.e., Letter of Intent, Statement of Reason, Letter of Denial/Revocation)

Communications

[Task Inbox](#)
 Unread Notifications: 10071

User Management

[My User Detail](#)
[View Users](#)
User Search:

[Search Users](#)

SMO

[View Current SMO](#)
[View SMO Tree](#)
[Search SMOs](#)

About JVS

Task Inbox

Assigned Tasks

Unassigned Tasks

Active Tasks Assigned (3)

Task Name	Description	Task Owner	Task For	Due Date
Statement of Reason - Obtain Subject's Acknowledgment	Statement of Reason package Acknowledgement of Receipt for Test Subject	Test Subject	Security Officer	2021/08/22
HSPD12 - Adjudicate HSPD12	Adjudicate HSPD12 for Subject: Test Roles, SSN: 000-00-0000, CASE ID: 00000000	Test Subject	Component Adjudicator	
HSPD12 - Adjudicate HSPD12	Adjudicate HSPD12 for Subject: Test OneOne, SSN: 000-00-0000, CASE ID: 00000000		Component Adjudicator	



Request for Action (RFA)

Receiving & Claiming the Task

Permissible Roles:

- Security Officer
- Security Officer Admin
- Security Manager
- Component Adjudicator

The screenshot displays the 'View RFA' interface with the following sections:

- Task Details:**
 - Request Type: Statement of Reason
 - Description: Statement of Reason package Acknowledgement of Receipt for Test Subject1
 - Assignee: Test Subject
 - Due Date: 2021-08-22 06:49:54
 - History:
 - 2021-07-26 - Test Subject (DTSS) : Read Statement of Reason - Obtain Subject's Acknowledgment
 - 2021-07-26 - Test Subject (DTSS) : Claimed Statement of Reason - Obtain Subject's Acknowledgment
 - 2021-07-26 - Test Subject (DTSS) : Read Statement of Reason - Obtain Subject's Acknowledgment
 - 2021-07-22 - Test Subject (DoD CAF) : Create Statement of Reason
- Subject Details:**
 - Test Subject1**
 - SSN: 000-00-0000
 - DOB: 0000/00/00
 - Eligibility Level: SCI
 - Eligibility Determination: Favorable made on 2021-07-22 by DoD CAF
- Case Details:**
 - Case ID: 00000000
 - SMO: DTSS
 - Case Type: Top Secret/SCI
- *Document Details:**

Name	Type	Description
Subject_SOR	Statement of Reason (SOR) Letter	SOR for Subject, Test

Upload Document
- *Request Details:**
 - *Acknowledgement Date: 2021/07/26

Buttons at the bottom: Complete, Request Extension, Save, Claim, Unclaim, Transfer

SMOs must search under the Unassigned Task Tab to find the RFA/CSR assigned to the SMO.



Request for Action (RFA)

Assigned Tasks:

- Assigned tasks have been claimed by the User and can only be seen in the Task Inbox by the User that claimed them.

Unassigned Tasks:

- Unassigned tasks are used to search for new unclaimed tasks assigned to your SMO.



Request for Action (RFA)

How to Search For and Claim an Unassigned Task

- Select Task Inbox
- Choose Unassigned Tasks
- Select “No” for the Enable Date range filter
- Under Task For, Choose the Role
 - Security Officer, Security Manager or Component Adjudicator
 - If Security Officer or Security Manager is selected:
 - Under Available Tasks, check off both (RFA and CSR), under RFA Task Names and CSR Task Names, check off top box to select all
 - If Component Adjudicator is selected:
 - Check the RFA box under Available Task, check off top box under RFA Task Names to select all
 - Select Search
- To claim and work the task, click to open and click Claim
 - The task will now show under that User's Assigned Task Tab
- You can also run the RFA and CSR Reports under JVS Reporting



Request for Action (RFA)

After claiming the RFA, the SMO will review the RFA and document(s), complete the AOR (SMO and/or Subject), enter the Acknowledgement Date, select Upload Document to upload the AOR along with any other documentation, then select Complete to send the RFA back to DCSA AVS.

The screenshot displays the DCSA AVS Request for Action (RFA) interface. The main form is divided into sections: Subject Details, Case Details, Document Details, and Request Details. The 'Upload Document' modal is open, prompting the user to select PDF, DOC, or DOCX documents to upload. The modal includes fields for Document Name (Incident Document), Document Description (250 characters remaining), Document Type (Acknowledgement of Receipt), and a Document field (Subject Statement.pdf). The modal also features an 'Add Document' button and a 'Cancel' button. The background form shows the following details:

- Subject Details:** Test Subject1, SSN: 000-00-0000, DOB: 0000/00/00, Eligibility Level: SCI, Eligibility Determination: Favorable made on 2021-07-22 by DoD CAF.
- Case Details:** Case ID: 00000000, SMO: DISS, Case Type: Top Secret/SCI.
- Document Details:** A table with columns Name and Description. The table contains two rows: 'Subject_SOR' and 'Incident Document'. The 'Incident Document' row is highlighted with a green dashed border, and a blue arrow points to the 'Upload Document' button.
- Request Details:** Acknowledgement Date: 2021/07/26.

At the bottom of the interface, there are buttons for Complete, Request Extension, Save, Claim, Unclaim, and Transfer.



Request for Action (RFA)

Request an Extension to an RFA

An extension to respond to/complete the RFA can be requested within 30 days after it was originally sent. The first time an extension is requested, the RFA is extended for 30 days.

The screenshot displays the RFA system interface with the following sections:

- Subject Details:**
 - Test Subject1
 - SSN: 000-00-0000
 - DOB: 0000/00/00
 - Eligibility Level: SCI
 - Eligibility Determination: Favorable made on 2021-07-22 by DoD CAF
- Case Details:**
 - Case ID: 00000000
 - SMO: DISS
 - Case Type: Top Secret/SCI
- *Document Details:**
 - Table with columns: Name, Description
 - Row 1: Subject_SOR, [Description]
 - Row 2: Incident Document, [Description]
 - Upload Document button
- *Request Details:**
 - *Acknowledgement Date: 2021/07/26
 - Buttons: Complete, Request Extension, Save, Claim, Undealm, Transfer

A **Request Extension** dialog box is open, prompting the user to "Enter reason for extension:". It includes a text area for the reason, a character count of "250 characters remaining", and "Submit" and "Cancel" buttons. A dashed yellow box highlights the "Request Extension" button in the bottom navigation bar and the dialog box. A dotted line connects the button to the dialog box.



Request for Action (RFA)

Request an Extension

Subject Details

Test Subject1

SSN: 000-00-0000

DOB: 0000/00/00

Eligibility Level: SCI

Eligibility Determination: Favorable made on 2021-07-22 by DoD CAF

Case Details

Case ID: 00000000

SMO: DISS

Case Type: Top Secret/SCI

*Document Details

Name	Type	Description
Subject_SOR	Statement of Reason (SOR) Letter	SOR for Subject, Test
Incident Document	Acknowledgement of Receipt	

Upload Document

*Request Details

Acknowledgement Date: 2021/07/26

Complete

Request Extension

Save

Claim

Unclaim

Transfer



Request for Action (RFA)

Transfer Task

- A task may need to be transferred because it was sent to the incorrect SMO, or the Subject is no longer owned by the SMO.
- The task can be transferred to a SMO within your hierarchy or a SMO with a different agency/organization.
- *Note: An RFA can be transferred up to 5 times.*

The screenshot illustrates the RFA Transfer process. The top window, 'Request Details', shows the 'Transfer' button highlighted. A dashed arrow points to the 'RFA Transfer Requests' window. This window has three sections: 'Enter Reason for Transfer' (with 'PCS' entered), 'Search SMO by Name' (with 'AF' entered and a 'Search' button), and 'Select SMO from Search Results'. The search results list includes 'AF', 'USAF - AF/RE', 'USAF - SAF/LL', 'HQ PACAF COMMAND STAFF', and 'HQ PACAFS'. The 'AF' option is highlighted. A dashed arrow points from the 'Search' button to the 'AF' result. At the bottom, there is a 'Transfer' button, 'Clear', and 'Cancel' buttons.



Request for Action (RFA)

Receiving a Transferred Task

About JVS Task Inbox ✕

Assigned Tasks Unassigned Tasks Pending Transferred Tasks

Task Name ⌵

Supplemental Information Request - Obtain Subject's acknowledgment

About JVS Task Inbox ✕ View RFA ✕

Task Details

Request Type: Supplemental Information Request
 Description: Supplemental Information package Acknowledgement of Receipt for Test Subject
 Assignee:
 Due Date: 2021-08-22 19:19:38

History:

- 2021-07-26 - Test Subject (HP COV-Industry-1) : Read Supplemental Information Request - Obtain Subject's acknowledgment
- 2021-07-26 - Test Subject (DISS) : Task Transfer Request Initiated.
- 2021-07-26 - Test Subject (DISS) : Read Supplemental Information Request - Obtain Subject's acknowledgment
- 2021-07-22 - Test Subject (DoD CAF) : Create Supplemental Information Request

Subject Details

Case Details

***Document Details**

Name	Type	Description
No Documents Provided.		

Upload Document

Request Details

*Acknowledgement Date:

Accept Transfer Reject Transfer

Documentation to Address Security Concerns

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Documentation to Address Security Concerns

- Many of the written responses reviewed by the DCSA Adjudication and Vetting Services (AVS), DOHA or the PSAB fail to mitigate security concerns because they do not adequately respond to each security concern and each guideline listed in the RFA, LOI/SOR, or LOD/LOR or provide sufficient information and supporting documentation.
- The chart on the following slide is a guide to assist in providing the appropriate documentation during due process or when responding to any request for additional information (e.g., Continuous Vetting Report, RFA, background investigation process). It is not all-inclusive and may not address particulars to the case, so ensure to address all issues in the SIR, LOI/SOR, and LOD/LOR.



Documentation to Address Security Concerns

Concern	Personal Statement	Proof of Payment, Receipts, Credit Reports, Financial Counseling	Police and/or Court Documents	Character Reference Statement(s), Commander or Supervisor Recommendation	Job or Performance Evaluation, Awards	Disciplinary action for Security Concern	Medical Evaluations, Statements from Medical Providers	Counseling and/or Rehabilitation Documentation
Allegiance to the United States	X		X	X	X	X		
Foreign Influence	X			X	X	X		
Foreign Preference	X			X	X	X		
Sexual Behavior	X		X	X	X	X	X	X
Personal Conduct	X	X		X	X	X		
Financial Considerations (e.g., Delinquencies, Bankruptcy, Tax liens)	X	X	X	X	X	X		X
Alcohol Consumption	X		X	X	X	X	X	X
Drug Involvement and Substance Misuse	X		X	X	X	X	X	X
Psychological Conditions	X			X			X	X
Criminal Conduct	X		X	X	X	X		X
Handling Protected Information	X			X	X	X		X
Outside Activities	X		X	X	X	X		
Use of Information Technology	X			X	X	X		X

Note: The above are not all-inclusive; additional documentation may be pertinent based on the particulars of the case.



Explanations for Supporting Documentation

Personal Statement: Provide a clear and concise written explanation addressing the SIR, LOI/SOR or LOD/LOR concerns. Outline extenuating circumstances that may have caused the concern(s) to occur (i.e., loss of employment, family member, death or health issues, etc.) as well as why the concern(s) are unlikely to recur.

When addressing Personal Conduct, be sure to address how and why information was omitted from the process.

Character Reference Statements, Commander or Supervisor Recommendation:

Include statements from co-workers, supervisors, community leaders or anyone else who knows you and can provide a good representation of your character and trustworthiness. Command/Supervisor recommendations may address the whole person concept and provide insight to AVS, specifically to support the granting/restoration of the security clearance or to deny/revoke eligibility due to national security concern/risk. Command recommendations should include their acknowledgment of the disqualifying issue(s), outline specific steps the organization has taken to mitigate the concerns (mandatory enrollment in a substance abuse program, financial counseling, etc.) and render them unlikely to recur.



Explanations for Supporting Documentation

Job or Performance Evaluation, Awards: Provide copies of employee evaluations and awards to show good standing, if applicable.

Disciplinary Action for Security Concern: Provide documentation of any disciplinary action already taken ONLY for actions requiring mitigation in current SIR, LOI/SOR or LOD/LOR. Examples include letters of reprimand, action taken “under the UCMJ”, or other formal action.

Medical Evaluations, Statements from Medical Providers: Include statements from physicians, counselors or therapists that attest to the diagnoses and prognoses of conditions for any treatment sought/completed. Medical evaluations may result from treatment sought by the individual or due to requests from the AVS when they are made aware of potentially derogatory information under the following adjudicative guidelines: Psychological Conditions (Guideline I), Alcohol Consumption (Guideline G), or Drug Involvement and Substance Misuse (Guideline H), and Sexual Behavior (Guideline D). Include proof of training (anger management, substance abuse, etc.) completed, if applicable. While all statements are considered, emphasis is placed on those from medical professionals with board certifications relevant to the case-specific concern. Security clearances are not denied or revoked for merely seeking treatment. Seeking or receiving mental health care for personal wellness and recovery is a positive measure and is often mitigating.



Explanations for Supporting Documentation

Criminal - Police and/or Court Documents: Provide documentation related to any arrests, fines, bankruptcies, judgements, police and/or court actions, including initial arrest records, court disposition, court status, and completion of court requirements. It is crucial for supporting documentation to show that all court requirements were successfully completed in a timely manner. Divorce documents may be appropriate if they show the court disposition of joint debts after the divorce.

Counseling and/or Rehabilitation Documentation: If currently in counseling or a treatment program, provide documentation on the organization's letterhead verifying you are receiving services. For rehabilitation or probation, provide proof on the servicing organization letterhead.



Explanations for Supporting Documentation

Financial - Proof of Payment, Receipts, Credit Reports, Financial Counseling: Provide documentation that supports proof of payment, such as receipts, or letters from creditors showing the obligation is paid or paid as agreed. If charges drop off the credit report (charge off), you must show that the delinquent debt was resolved via a payment plan or other action. If the charges are disputed, include supporting documentation showing the dispute was submitted to the creditor/credit bureau, as applicable, and the updated credit report. Solely providing a statement that the debt is not owed or indicating intent to resolve the debt in the future, will not mitigate the security concern. If creditors are unwilling to provide relevant documentation, provide a statement outlining the circumstances and showing a good faith effort to resolve the debt (i.e., the account in question no longer exists due to a merger/acquisition). For finances, provide statements from a financial counselor or documented assistance. All documentation should include signature and contact information for signatory.

Notes:

If there is derogatory information on the SF 86, you do not wait until the investigator or AVS requests additional information to take action. Submitting supporting documentation early on expedites the adjudicative process.

- If supporting documentation is available when submitting the investigation, upload it with the SF 86, Questionnaire for National Security Position.
- The security manager should inform the Subject to start gathering supporting documentation and provide it to the investigator and/or AVS through the security office. (security office submits via Supplemental CSR). This speeds up the process and may prevent an SIR or SOR.

System Use Reminders

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**





System Use Policy Reminders

Misuse of DISS — Including but not limited to:

- Sharing of username, password, CAC or PIV/PKI certificate and/or associated PIN numbers to access the system
- Allowing non-cleared/unauthorized individuals to access the system
- Allowing others to view data on the DISS screen that do not have the proper authorization
- Printing or taking screenshots of DISS data
- Knowingly entering false or inaccurate information into the DISS system
- Taking any action on your own record
- Querying the DISS application for information you have no need to know,
 - Example: High profile media cases
- Transferring or copying any DISS data to an outside system without prior written authorization

Misuse of DISS — Possible sanctions, including but not limited to:

- Termination/forfeiture of the DISS FoS account(s)
- Documentation of the incident on the DISS FoS record
- Disallowing the subject(s), organization, and/or company from future access to DISS FoS or future personnel security systems
- Criminal penalties
- Imprisonment

