

Division of Personnel Security and Access Control (DPSAC)

DPSAC NEWS – October 17, 2007

A biweekly e-newsletter from the Office of Research Service, 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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To DPSAC Customers -

In August, 2004, the President issued Homeland Security Presidential Directive 12 (HSPD-12), mandating the development of a government-wide identification standard for people gaining access to federal buildings and information systems. Since then, NIH has been hard at work developing a standardized secure credentialing process that will allow NIH to expeditiously check backgrounds and issue ID Badges to over 40,000 employees, contractors and affiliates.

As you can imagine, developing identification standards and procedures to service such a large number of individuals presents many challenges. Along with these challenges come the inevitable snafus and delays, and we've had our share. Nevertheless, one of our major goals from the beginning of this undertaking has been to anticipate potential problems and implement solutions before our customers are inconvenienced.

We are constantly monitoring our customers' concerns and have implemented many changes based on your suggestions. For example, we now offer 5 different ways to schedule fingerprinting appointments; we have expanded our hours of operation to include evening enrollment from 5:00-8:00 p.m. on Wednesdays; we keep our customers informed on a regular basis by presenting relevant news and information about DPSAC and the PIV system through this bi-weekly publication and NIH Record articles; broadcast e-mails to the NIH community; the updated information on our website; we offer separate DPSAC and e-QIP helplines; and much more.

A recent incident that occurred during an evening enrollment session underscores how important it is for everyone to understand his or her role in this evolving Personal Identity Verification (PIV) process. DPSAC contract staff stationed in the Enrollment Center to assist NIH employees and contractors were confronted by an angry customer who ranted and shouted at them because they turned him away after he had waited for a long period to be processed. This individual banged on the counter with his fist and yelled at the shocked attendants behind the counter... to the point that the police were called. Although the confrontation eventually ended without incident, two of the contractors felt threatened enough to request reassignment outside of NIH. This has meant that we've had to bring on new contractors and train them while we continue to process applicants through the new PIV process.

We have discovered that a major reason people are turned away at the Enrollment Desk is that they have not been entered into NED. In each IC, it is typically the role of the AO to enter all newcomers and other applicants needing a new ID Badge into the NED system. Everyone can play a role in helping us avoid unwelcome incidents such as these. Applicants can help by being aware of their responsibility to contact their AO so that they are entered into the NED system before showing up for a fingerprinting appointment.

Please...contact your AO and make sure that you are entered into NED before you show up for your fingerprinting appointment. Skipping this important step means that our staff will be unable to process you and you will be redirected to your AO to be entered into the NED system.

Of course we all would like to avoid glitches and delays, but we know that delays will occur from time to time. Your patience and understanding are greatly appreciated as we continue to develop and refine the PIV process. The President's mandate to develop a government-wide common identification standard is intended to help protect our workforce and facilities. DPSAC will continue to be available to help you with your questions and concerns so that interruptions to your work are minimized as we meet the deadlines of the mandate.

Thank you for your continued support in this important undertaking.

Required 15 Year Re-Investigation for Commissioned Corps Officers

Recently all Commissioned Corps Officers with investigations that are 15 years or older received notification from the Office of Commissioned Corps Operations, Division of Commissioned Corps Assignments, that they, along with "all federal employees, including all the Uniformed Services," will be required to undergo re-investigation.

Those Officers requiring re-investigation should have received an e-mail with instructions to complete the SF-86 Questionnaire for National Security Positions using the e-QIP system. If you have not received this e-mail, you should write PHSecurity@hhs.gov and provide them with an e-mail address (or an updated e-mail address) that they can use to send you the instructions.

Part of the reinvestigation package includes a fingerprint card. You are being instructed to complete one fingerprint card (not electronic) and return it to:

OCCO/DCCA
ATTN: CDR Theresa Minter
1101 Wootton Parkway
Plaza Level, Suite 100
Rockville, MD 20852

Please note that Officers in the Corps at NIH should not go to DPSAC to request fingerprints. Rather, they may contact the NIH Police Department to schedule a fingerprinting appointment. DPSAC has indicated they are not able to do prints on cards for Commissioned Officers.

Questions regarding the reinvestigation process for Commissioned Officers should be directed to PHSecurity@hhs.gov. Other Commissioned Corps questions should be directed to CDR Doris Ravenell-Brown, the NIH Commissioned Corps Liaison, at 301-402-0261, or at Raveneld@mail.nih.gov.

Helpful Tips

- **Don't miss EOD day** - EOD or Entry-on-Duty Day is the best opportunity for newcomers to be processed for a badge. Those who miss EOD badging day will need to make an appointment for processing. Currently 20-30% of new entrants do not take advantage of this opportunity.
- **Precautions when dropping off documents to DPSAC** - When delivering items (particularly if delivered by third party) to DPSAC, please ensure that the items are in a sealed envelope (preferably a confidential envelope).
- **Helping applicants get a jump on the Personal Identification Verification (PIV) process.** AOs can help applicants avoid delays by entering their complete NED record or updating their existing record. DPSAC will soon begin processing requests ahead of appointment time if a completed NED record for the applicant is found.

FAQs

Q: My badge hasn't expired, but when I swiped it at the gate this morning, the arm didn't go up. Do I need a new badge?

A: If the arm doesn't rise, your ID badge may be damaged or broken. If this happens, please contact the Access Control Help Desk at (301) 451-4766 and our staff will troubleshoot the problem. Please do not contact your AO for a new badge unless instructed to by the Help Desk.

Exceptions for bicyclists and motorcyclists are in place.

Q: I'm a member of the Commissioned Corps working at NIH and my badge will be expiring in a couple of months. Who do I talk to about renewing my badge?

A: There are nearly 400 Commissioned Corps Officers working at NIH. As with the civilian workforce at NIH, your AO will enter your personal information into NED to begin the badge renewal process. Once your information is entered into NED, however, your background investigation will be conducted by the Surgeon General's office. You will receive instructions via e-mail to complete the SF-86 Questionnaire for National Security Positions using the e-QIP System ([see the related discussion about reinvestigation of Commissioned Corps Officers](#)).

Q: Can AOs make fingerprinting appointments for 'customers' online?

A: Yes, AOs often help applicants with the PIV process by making fingerprinting appointments online for them. The Executive Officer (EO) must register the AO

with DPSAC before the AO can be granted online appointment-making authority. When the EO provides DPSAC with the AO's name, DPSAC will provide access to the online system that allows the AO to arrange appointments.

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

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