

## Welcome to DPSAC News

This forum will be used to address frequently asked questions and inform you of changes to the personal identity verification process coordinated by the Division of Personnel Security and Access Control (DPSAC). Please share the appropriate information with others in your Institutes and Centers.

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### DPSAC Office & Team Leads

DPSAC is composed of three teams; Personnel Security; Access Control; and the HSPD-12 Program Office. These three groups coordinate the NIH applicant security processes of identity verification, fingerprinting and background investigations and issue ID Badges.

The DPSAC office, located in Building 31, 1B03, houses the Enrollment Center and the ID Badge Center. The Enrollment Center processes applicants' fingerprints, takes pictures and coordinates background investigations. Barbara Hardy is the Acting Team Lead for this group. The ID Badge Center, managed by Alex Salah, distributes ID Badges and provides physical access to campus buildings as requested by Administrative Officers or Project Officers. The HSPD-12 Program Office, led by Nikole Smith, is responsible for defining requirements, drafting policy and developing communication consistent with the HSPD-12 Directive. Mr. Candelario Zapata serves as the Acting Director for DPSAC.

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### Background Investigation Updates

DPSAC's goal is to fulfill security requirements while serving our internal NIH customers. The DPSAC Office has been open and processing applicants in its new location since April. Given our recent experiences and your feedback, we are now implementing some changes to streamline the background investigation process.

The high volume of both employees with expiring badges and new employees has led to long lines at the DPSAC Enrollment Center. We are addressing those issues by implementing new DPSAC **customer service hours**.

The new schedule, effective June 18, is Monday through Friday from 7:00 a.m. to 5:00 p.m.

Walk-in service will be offered first-come, first serve from 2:00 p.m. to 4:00 pm., Monday through Thursday. Sign up for walk-in service begins at 2:00 p.m. Up to a maximum of 14 customers will be accommodated. Once this capacity is reached, walk-in customers will be asked to return as a walk-in the following day, or make an appointment. The 14 accepted customers will be processed the same day.

We also realize that it has been difficult to get through to the **DPSAC helpdesk**, appointment line and e-mail box. We have now assigned more people to answer phones and retrieve and respond to messages. This should quickly improve DPSAC's response time. If you have an urgent issue that has not been addressed, please come to the DPSAC office during our walk-in hours of 2 to 4 p.m. Monday through Thursday.

Last, we know that there is a lengthy wait time for ID Badges. We are resolving this with additional staff to verify fingerprint results. After completing the enrollment process, employees and contractors with favorable fingerprint results should now be contacted to pick up their ID Badge within three business days.

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#### Enrollment Center Process

All personnel with expiring badges must make an appointment, or follow the walk-in process, with the DPSAC Enrollment Center to complete their personal identity verification process (PIV Process) and receive an NIH ID Badge. Refer to the following link for details on the process:

<http://ser.ors.od.nih.gov/documents/PIVprocedure.pdf>

Please remember that for privacy reasons, DPSAC can only provide status updates on NIH ID Badges to the applicant. If AO's or other IC personnel desire a status, please work with your IC employee and have them call the Personnel Security helpdesk at 301-402-9755.

#### Forms

**HHS ID Badge Request Form** – To be completed and signed by all NIH personnel who come to the DPSAC Enrollment Center.

<http://ser.ors.od.nih.gov/documents/HHSPIVRequestForm.pdf>

**Background Investigation Approval Form** - – To be completed by the AO or Institute representative if an employee requires a background investigation higher than a Level 1.

<http://ser.ors.od.nih.gov/documents/BIapprovalForm.pdf>

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#### Processing of Special Groups

Special arrangements can be made to process large groups. If you have a group of more than 15 individuals who are coming to campus at the same time but not on EOD day, please contact Barbara Hardy at [hardybl@mail.nih.gov](mailto:hardybl@mail.nih.gov). Based on

the number in your group and your required timeline, Barbara will assign the appropriate DPSAC Enrollment Center individuals and appointment time to assist you with this process.

For any issues or concerns regarding the processing of students, contact Radames Mendoza at [mendozr@mail.nih.gov](mailto:mendozr@mail.nih.gov).

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### Parking and E-mail Access

Consistent with the security guidelines, DPSAC is awaiting the fingerprint results prior to issuing ID Badges. We realize that this is impacting the process employees use to get parking permits and computer access.

In order to accommodate employees who have not yet received their official NIH ID Badge but have been entered into the NED System and have obtained an NIH Identification Number, the Division of Travel & Transportation Services will issue a **temporary General parking permit**.

To obtain a temporary parking permit, employees must go to the Parking Office in Building 31, room B3B04, and provide their drivers license and NED 10-digit ID. A two-week temporary parking permit will be issued. After receiving their NIH ID Badge, employees must return the temporary parking permit to the B3B04 Parking Office and show their official NIH ID Badge to receive a permanent parking permit.

In order to complete the IT security awareness training and **access e-mail**, new employees must have their NED ID number. Once the AO/PO creates an account for a new person, a NED ID is established. Please inform AO's and PO's in your IC to provide this NED ID number to new employees and contractors to initiate their e-mail account.

### DPSAC Contacts

Refer to the DPSAC home page for contact information:

[http://ser.ors.od.nih.gov/div\\_PersonnelAccess.htm](http://ser.ors.od.nih.gov/div_PersonnelAccess.htm)