

Research, Recertify, and Upgrade Actions (June 2012)

Do not submit Research, Recertify, Upgrade (RRU) for status inquiries, except in the circumstance provided in 1c and 3a, as this only delays the processing of other RRUs. If you have a status-type question not meeting the requirement of 1c or 3a that you are unable to resolve please contact the [DoD Security Services Center](#).

A JCAVS User within the submitting SMO can cancel a previously submitted RRU. However, the RRU cannot be cancelled once it has been assigned to a JAMS user. Once cancelled, a JCAVS user can submit a subsequent RRU. JPAS will not permit generation of an RRU if there is an existing RRU on a person.

The following matrix can help determine which type of Research, Recertify, Upgrade (RRU) to select when submitting to DISCO:

	Research (1)	Recertify (2)	Upgrade (3)
A.	When unable to modify a record in JPAS to correct Personally Identifiable Information (PII), e.g., name or date of birth, if the record does NOT have an active Owning or Serving DoD Person Categories ¹	To notify DISCO of an unavoidable delay in compliance with an official DISCO request for information or documentation (deployed, e-QIP link not showing in JPAS, etc.)	Request the status of an Investigation / Incident Report if notification is not received within 30 days of the Investigation close date or DISCO's receipt of the Incident Report ²
B.	If a person has multiple records in JPAS and a record requires deletion	Request deletion of erroneous DoD/Mil/Civilian person category created by FSO	Change in SCI eligibility requirements with an open investigation or pending adjudication at DISCO ³
C.	Submit a status request if notification is not received within seven days after faxing information to DISCO to satisfy an official request	Request for DISCO to close an open investigation line which continues to reflect in JPAS subsequent to investigation close or adjudication	Request to continue an OPM discontinued investigation within four months (If over four months a new investigation must be initiated)
D.	Notify DISCO once separation date is posted in JPAS under the following conditions: 1. Investigation	Notify DISCO to cancel scheduled investigation when the subject no longer requires access to classified information and separation	Request for DISCO to accept reciprocity from another agency that has granted a Confidential, Secret or Top Secret

	closed and pending adjudication 2. Incident report pending	date is not posted	Eligibility. (For SCI eligibility, DISCO can only accept reciprocity at a Top Secret level) ⁴
E.	Respond to a DISCO Periodic Reinvestigation (PR) notice when a PR is not required based upon the following: 1. PR is not required due to person's current level of Access 2. PR is being conducted by another government agency 3. There is an unavoidable delay in complying with the DISCO request	Submit a request when any of the following occur: 1. Change to person's Social Security Number (SSN) in JPAS 2. Change in marital/cohabitation status if an investigation is ongoing 3. Marriage/cohabitation to/with a foreign national	Request to recertify a previous VALID eligibility by DISCO that has been overlaid with a lower eligibility
F.			Request upgrade or downgrade of an ongoing investigation

General RRU Guidance to Industry

The following guidance is provided to assist Industry in the submission of Research, Recertify, and Upgrade requests:

1. If a person has an active Owning or Servicing relationship (to include access) with the DoD person category, e.g. active duty, reservist, civilian, etc., the person should contact their Personnel Support Detachment (PSD), Human Resources Office (HRO), or Personnel Center to affect a PII change. The PII in JPAS is being fed from the information on file with the PSD, HRO or Personnel Center. Once the PSD, HRO or Personnel Center information is current the security officer should be able to verify the PII change in JPAS.
2. DISCO processes the majority of Investigations within 30 days of OPM close date.

3. Provide the Cognizant Security Agency when SCI eligibility is required.
4. Provide the specific agency name, type and date of investigation from which the eligibility is based.

Note:

- NACI investigations are valid for “Favorable” Eligibility regarding Position of Trust (IT-ADP III). DISCO is unable to grant clearance eligibility for National Security positions based on a NACI.
- DISCO cannot upgrade a Secret eligibility to Top Secret based on a NACLIC / ANACI.