May 5, 2023

MEMORANDUM FOR NATIONAL INDUSTRIAL SECURITY PROGRAM POLICY
ADVISORY COMMITTEE MEMBERS

SUBJECT: Implementation of the National Background Investigation Services Electronic
Application (eApp)

The Defense Counterintelligence and Security Agency (DCSA) is deploying the National Background Investigation Services (NBIS) to serve as the Federal Government's next-generation information technology system for end-to-end personnel vetting. Replacing outdated and disparate legacy systems, NBIS will deliver robust data protection, an enhanced customer experience, and increased integration across the Federal vetting enterprise.

NBIS' Electronic Application (eApp) component will serve as the entry point for all personnel entering the vetting process. eApp improves data validation and overall user experience for applicants as they complete their investigative forms. It also enables enhanced integration with background investigation, adjudication, continuous vetting, and subject management capabilities. With the completion of the pilot phase, Federal agencies and industry began scaling the use of eApp in March 2023. Scaling activities will continue throughout the remainder of fiscal year 2023, culminating in the complete transition from the legacy Electronic Questionnaires for Investigations Processing (e-QIP) system effective October 1, 2023.

This transition is a key component of personnel vetting reform and the full implementation of Trusted Workforce 2.0. NBIS' eApp will better support national security by reducing the time required to bring new personnel onboard, enabling mobility of the contractor workforce, and improving insight into workforce behaviors. It is therefore important that contractors in the National Industrial Security Program complete the transition to eApp before the October 1 deadline.

Thank you for your partnership in this transition to eApp, as we understand that our use of agile programmatic processes, requiring deployment and testing during development, is less than ideal from a user's perspective. But please note that the eApp transition we are required to complete this fiscal year applies **only** to form submission for case initiation. It does **not** include a full transition from the Defense Information System for Security (DISS), nor does it include data migration.

To facilitate a smooth transition, industry customers are organized into three categories based on technical complexity and submission volume:

1) low volume/complexity (with 10 or fewer submissions annually)

2) moderate volume/complexity (fewer than 1,000 submissions annually)

3) high volume/complexity (more than 1,000 submissions annually)

Low volume/complexity organizations should begin using eApp now and transition fully as quickly as possible but not later than October 1. DCSA will release additional eApp capabilities and features to enhance processes for larger businesses at the end of June 2023. Moderate and high volume/complexity organizations should begin using eApp in July 2023 and complete their transition by October 1. Transition resources include:

- User Account Service Now Submission Portal
  https://dcsa.servicenowservices.com/csm

- Self-Help Training Modules
  https://nbistraining.countermeasures.com/courses/home

- Knowledge Articles
  https://dcsa.servicenowservices.com/csm?id=kb_home

Please distribute this information broadly to all industry partners. DCSA liaison officials and NBIS Help Desk representatives are available to assist organizations in this transition. For assistance or questions, please call (724) 794-5612, extension 4600, or visit https://dcsa.servicenowservices.com/.

William K. Lietzau
Director

cc:
Director, ISOO