

AIES Update



From the PSI Center of Excellence

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UPDATES FROM THE CoE

The CoE is proud to roll out the next version of the PSI Portal on Monday, 21 June 2010. The new “re-factored” portal provides a great deal of improved functionality. We look forward to your feedback on the new layout and expanded capability. In order to facilitate feedback, we have provided the mechanism right on the portal to let us know what you think!

As an existing requester, your profile will be transferred to the new portal. You may be required to provide additional information in order to enable auto-population of your contact information and organizational information. If required, instructions will appear in the right-hand announcements block on the first page after logging in.

We did our best to incorporate your requests and comments into the new portal. Here are some examples of functionality that you can expect:

- Auto-population of regularly used information in requests
- Clear notification that request submission was successful
- Ability to see requests entered
- Saving work in progress to finish later
- Availability of reference information within the portal
- Delivery of metrics related to your request history

TRANSITION TO THE NEW PORTAL

LOG-IN INFORMATION

Your user ID and password will transfer from the current portal. In the very near future, you will be able to log in with your CAC and pin number. When this is available, instructions will be in the announcements box. Once this functionality is enabled, if you have questions or problems logging in with your CAC, please call the PSI CoE call center for assistance.

ANNOUNCEMENTS

Any announcements regarding system outages, regularly scheduled maintenance, or updates that affect your user experience or profile can be found on the first page after login. A box on the right side will provide necessary information. We will give you as much advance notice as possible for scheduled maintenance on the system so that you may plan accordingly.

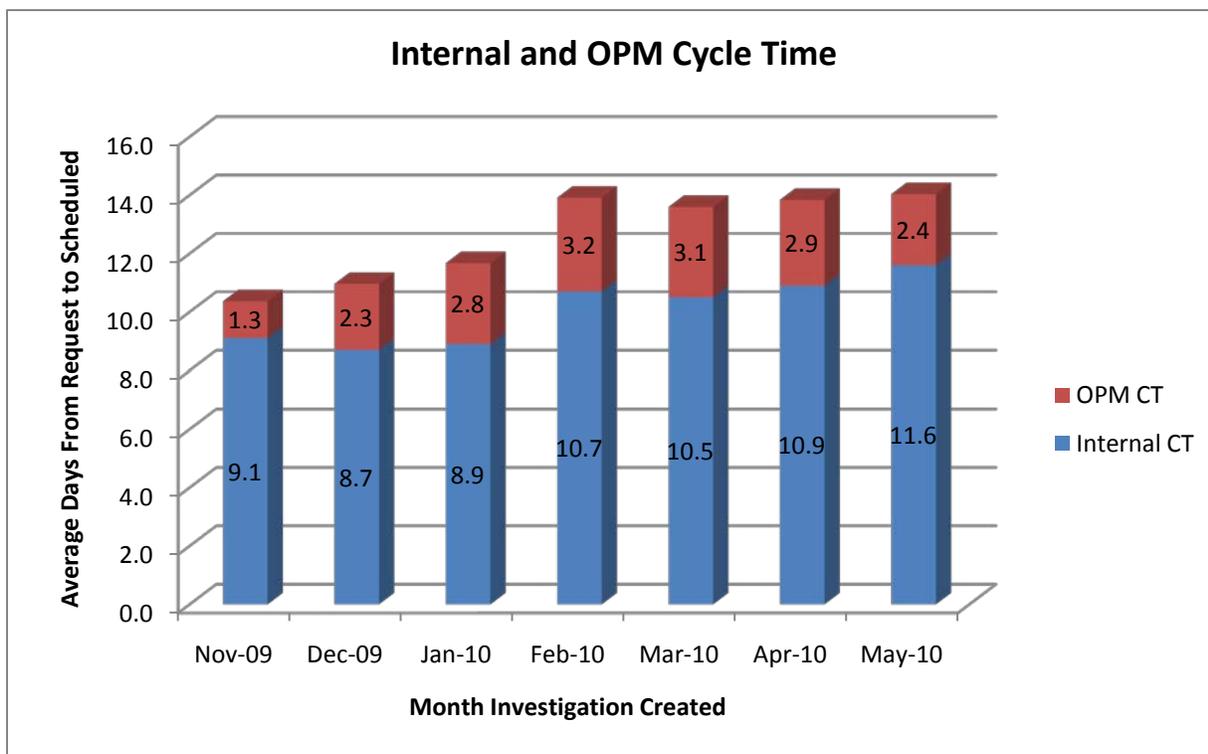
UPDATING YOUR REQUESTER PROFILE

The new requester profile allows you to provide some fundamental information for populating your requests. Contact information and organization information, including your UIC, will automatically populate in your PSIP requests, eliminating the need to enter with each request.

The updated profile will also allow you to “tie” to your profile a list of alternate requesters. You may search by name for registered alternate requesters to attach to your profile. When you fill out the request forms, you will have a drop-down option to select alternate requesters as required. For CPAC requesters, we strongly recommend tying to your profile the supporting security offices that will provide interim clearance support for your civilian new hires to enable faster, easier submission.

CURRENT PERFORMANCE METRICS

In October of 2009, the new requester portal for security investigations went live at the CoE. Since go-live, the CoE has initiated 16,267 PSI investigations and uploaded 11,901 investigations to OPM. The average cycle time of PSI investigations uploaded to OPM currently averages 11.6 days, as shown in the graph below. While Once an investigation is uploaded to OPM, it took an average of 3 days for OPM to schedule security investigations. For the month of May, the current total CoE cycle time is approximately 14 days (11.6 days to upload to OPM + 2.5 days for OPM to schedule the security investigation). Within the month of May, the CoE uploaded an average of 890 security investigations to OPM per week. This number continues to steadily increase, as more requesting offices are brought into the new requester portal.



AIES DEPLOYMENT

Deployment is moving along and we are transitioning major commands and their subordinate organizations with the support and assistance of their command structure. The CoE is currently serving nearly all of the CPAC sites around the world, in addition to the growing requester base of security officers. Welcome to IMCOM and the garrison security offices that are transitioning to PSIP this month. If there are commands on your installation that have not yet transitioned to AIES, please help us grow and serve entire installations by letting us know. Please contact Judy Tang at (703) 695-3053 or judy.tang@us.army.mil if you need deployment support.

PORTAL REFERENCES

The new portal reference page is the single authoritative source for PSIP-related reference materials. Here you will find the current version of the PSIP Requester Guide, fingerprinting instructions and form examples, updated list of operational digital fingerprint machines, policy and memos related to the operation of PSIP and self-help videos to help you if you get stuck.

The references are sorted into folders on the “Reference” tab along the top of the PSIP portal page. If there are additional materials that you’d like to see there, please let us know and we will do our best to accommodate reference material requests.

QUESTIONS FROM THE FIELD

Here is a small sample of some of our frequently asked questions (FAQs). For the complete list of questions and answers, visit the portal references page.

Q: What is the requirement for submitting the SF85P?

A. The submission and use of the SF85P is restricted to public trust positions (e.g., access to critical infrastructure water treatment, electrical power plants, medical positions, certain law enforcement duties, etc.). For legal reasons, the use of the SF85P is not authorized to gain “additional” data on a subject if the position is not designated as a public trust position. The improper use of the SF85P has brought scrutiny to the DoD and other Federal agencies. The HQDA G-2 will issue clarifying policy/guidance in the near future to help answer questions and concerns regarding the differences between the SF85 and SF85P forms.

Q: What if I accidentally submit a mistake (misspelled name, wrong SSN, etc.)?

A. Call the CoE call center immediately. If the PSIP application has not yet been initiated, any fields can be updated. Once it has been initiated, the SSN is locked down and a new request will have to be generated.

Q: Can a local security office view the SF8X in e-QIP while it is being processed?

A. No, the SF8X forms are restricted to view by the individual and the PSI-CoE. To facilitate the interim security clearance and/or exception appointment decision, the PSI-CoE will forward the completed SF8X forms to the appropriate security office as designated in the request. For a civilian new hire investigation, the CPAC must list the appropriate supporting security officer as the “Alternate Requester” in order to facilitate proper communication. In order for this to occur, the appropriate security office must be registered in PSIP.

Q: What if the subject claims to have completed their forms but we are still receiving emails that forms are missing?

A. Once the subject prints their releases at the end of the SF-8x form in e-QIP, they must click on the “Submit to Requesting Agency” button. If they do not, they have not completed the form and it will not be forwarded to the CoE for review. Instruct them to go back into their forms and ensure that the “Submit to Requesting Agency” button is clicked at the very end. If they still have problems, instruct them to call the CoE call center at (410) 278-4194.

Q: How do I know if my PSIP request was successfully submitted?

A. You will get a ticket number when the request is submitted. The ticket number represents the tracking number for that individual investigation request. Additionally, an email will be sent indicating the successful submission of the PSI request within a few minutes from receipt of the request. If you believe your request was not successfully submitted, please contact the CoE call center at (410) 278-4194 to confirm that the request was received.

Q: Is it possible to email the OF306 and resume to the CoE?

A: The forms may be-mailed to: imneapgesi@conus.army.mil.

Send questions and lessons learned to Bobby Cunningham at Robert.Cunningham1@us.army.mil. We'll answer them for the next newsletter and add them to our FAQs page!