

Volume 1: November 2011

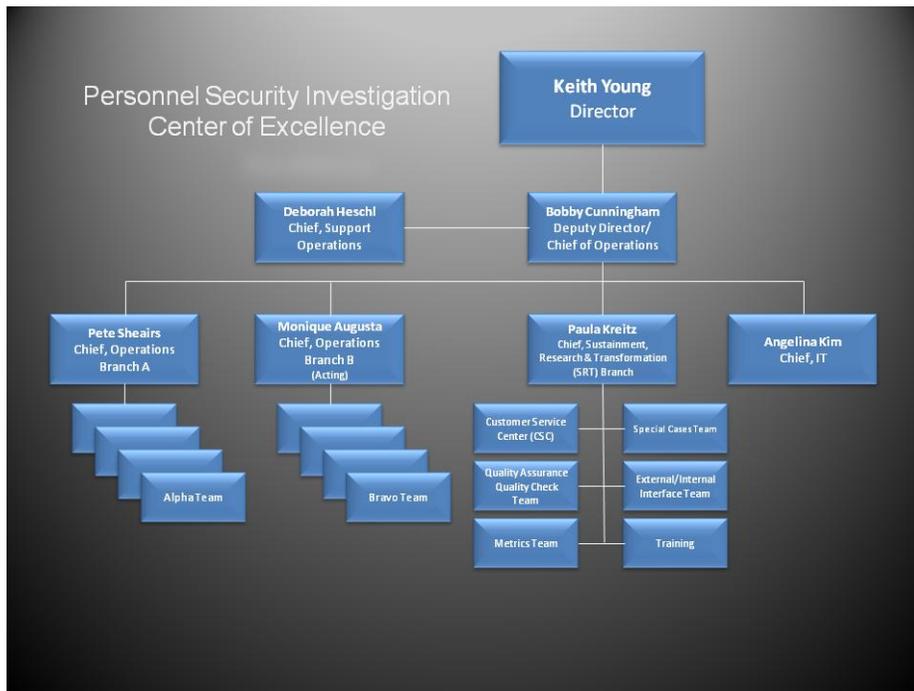
PSI-CoE Field News – Keeping Our Customers Informed

Welcome to the inaugural issue of the **PSI-CoE Field News**, a communication designed to promote the awareness of business activities that affect our customers. This communication will be produced once per month and distributed to Army commands via email for current customers, available to all others through the AIES website or by request. Each issue will provide topics that will promote the efficient initiation of investigation requests, as well as provide a forum for disseminating important information to the our customer community. Over the coming months, the PSI-CoE will plan and undergo new and exciting changes to improve service delivery. This communication will keep you informed of our goals and services provided to the Army community.

Keith Young, Director PSI-CoE

The PSI-CoE Organization *Improving Service Delivery & Operations*

The PSI-CoE recently restructured its organization to align with current and future business goals. The organization maintains key internal groups; however these groups are now distributed within various existing and new service branches.



The New PSI-CoE Organizational Structure

Remedy v7.6 – Single Application Solution *Improving Service Delivery & Operations*

Over the coming months the PSI-CoE will provide on-going details on plans for the organization to migrate from its current PSIP/Remedy v7.1 system, to a single application solution - **Remedy v7.6**. PSIP will be phased out and Remedy will be upgraded and configured with an overlay to mimic PSIP functionality.

The new application is scheduled to begin development in January of 2012. Early estimations for development are projected at six to nine months in length, however will ultimately be based on final requirements provided to the vendor over the coming months.

The PSI-CoE will ensure that customers have appropriate time to prepare for, and understand, anticipated changes. The new application will bring additional capabilities to both internal staff and to our customers.

*The PSI-CoE is committed to
building a culture of excellence
through world class service.*



Clarification Requests – Costing Valuable Time

What to Look For Before Sending Your Investigation Request

The PSI-CoE's Corrections Team is dedicated to identifying and attempting to correct inaccuracies found on the SF8x and associated case documentation. To assist customers in efficient processing of their request, this team has identified common inaccuracies and why they should be avoided.

- **Incorrect dates on signature pages** – A FIPC 391 is no longer accepted to amend the date(s), therefore the Subject has to be contacted to obtain a new one.

The PSI-CoE processed 441 correction requests from OPM in September, 2011, and 572 in October, 2011. A thorough review of all documentation, prior to submission will reduce these requests.

SUPPORTING SPECIAL CASES

Investigation Submissions for Childcare Employees

The PSI-CoE is now accepting all investigation requests for Childcare. As with any submission, the PSI-CoE staff must first determine the type of investigation required for the Subject. Most childcare cases will need a NACI investigation.

However, if Requesters determine that a higher level investigation is required, they must indicate why in the comments field within PSIP. There is a \$627.00 cost difference between the NACI and MBI investigation charged to the Army by OPM. Requesters must also be sure to enter the states that the Subject has worked or lived in for the last 5 years. This information should also be noted within the comments field.

If the PSI-CoE determines that the Subject has a completed investigation within the last 12

months, then Requesters will be provided with an OFI Form 86C and instructions on how to request the additional checks directly from OPM.

Furthermore, if the PSI-CoE determines that the Subject has had an investigation with the childcare checks accomplished, then no new investigation is required, as long as there has not been a break in service of 24 months or more since the close date of that investigation.



Determining Required IT Levels

Attention to Your Selection Is Important

*Army Regulation 25-2 Information
Management, Information Assurance,
24, October 2007, Section V, 4-14*

The PSI-CoE encourages security investigation Requesters to keep the Personnel Security Standards for IT-I, IT-II and IT-III in mind when making their selections in PSIP. These standards are as follows:

IT- I

Personnel in IA positions with privileged-level access to control, manage, or configure IA tools or devices, individual and networked IS and devices, and enclaves.

IT- II

Personnel in IA positions with limited privileged-level access to control, manage, or configure ISs and devices, with very limited or no IA device access or management.

IT- III

Personnel in IA positions with limited privileged-level access to IS

or devices. Personnel with roles, responsibilities, and access authorization of normal users with non-privileged level access to the IS or device.

AKO Email Address

A Friendly Reminder

The PSI-CoE would like to remind all Requesters to please update your AKO email address within the PSIP system. An accurate email address will soon become a requirement to using the system and making requests.

News You Can Use!

The *PSI-CoE Field News* is produced by the PSI-CoE for its customers and will be published monthly.

Questions/Comments Are Welcome

PSI-CoE encourages and welcomes feedback for customers and is committed to facilitating open communication through this communication and other vehicles.

Questions and comments may be addressed to the following leadership points of contact:

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We're Here for You

The PSI-CoE Customer Service Center (CSC) is available to answer your questions Monday – Friday, 0600-2400 Eastern Standard Time (EST)
410-278-4194