Contractors On/Off-Boarding

Process Asset Library
Office of Information and Technology

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⊞

Contractor Lead

CONB-02
Monitor
and Control Access
⊞

CONB-03
Conduct
Off-Boarding
⊞

The links in this process map are inactive.
Please scroll to view activity data.   1

Contractor On/Off-Boarding: CONB-01 Conduct On-Boarding (Using VA On/Off-Boarding Services)

Contracting Officer Representative

CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors

CONB-01.02 GFE Required? — NO / YES

CONB-01.11 Confirm SAC Results are Favorable

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

CONB-01.03 Notify DSO POC of Pending GFE Requirements

CONB-01.09 Complete Fingerprint Adjudication and Request BI

If there are delays in getting PIV Cards there is an option to submit a PIV Exemption in order for the Contractor to pick up GFE and Access Network

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CONB-03 Conduct Off-Boarding

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NOTE: The VA Onboarding Services Tool assists the Contractor Officer Representative and Contractor Lead in the following ACTIVITIES: CONB-01.05, 07, 08, 09, 10, 11, 12, 13, 14, 15, 16, and 17.

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CONB-01.16 Access Network

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CONB-01.18 Additional Apps Access Required? — NO / YES

The links in this process map are inactive.
Please scroll to view activity data.

2

Contractor On/Off-Boarding: CONB-01.09 Complete Fingerprint Adjudication and Request BI

Contracting Officer Representative

CONB-01.09.04
Submit Request for SAC Adjudication

CONB-01.09.05
Withdraw?

—YES→

CONB-03
Conduct Off-Boarding

NO

CONB-01.09.06
Request Background Investigation
[+]

Contractor Lead

○ →

CONB-01.09.01
Notify Individual

Individual

CONB-01.09.02
New Fingerprints Required?

—YES→

CONB-01.09.03
Obtain Fingerprints

NO

The links in this process map are inactive.
Please scroll to view activity data.   3

Contractor On/Off-Boarding: CONB-01.09.06 Request Background Investigation

Contracting Officer Representative

CONB-01.09.06.05
Validate
Investigation Is
Received

Contractor Lead

CONB-01.09.06.01
Request
Investigation in
VA CABS

CONB-01.09.06.02
Submit
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Adjudications Center

Personnel Security Specialist

CONB-01.09.06.04
Send
Certificate of
Eligibility

Individual

CONB-01.09.06.03
Submit
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The links in this process map are inactive.
Please scroll to view activity data.   4

Contractor Lead

CONB-01.13.01
Confirm
Email and Network
Access

CONB-01.13.02
Confirm
Remote Access

CONB-01.13.03
Confirm
GFE Request Status

The links in this process map are inactive.
Please scroll to view activity data.   5

Contractor On/Off-Boarding: CONB-01.14 Obtain PIV Badge

Public Key Infrastructure Help Desk

CONB-01.14.11
Add
to Auto Enroll
Security Group

Field Administrative Services

CONB-01.14.04
Approve?
—NO
—YES

CONB-01.14.03
Review and Approve
PIV Request

Contracting Officer Representative

If there are delays in getting PIV Cards there is an option to submit a PIV Exemption in order for the Contractor to pick up GFE and Access Network. This option can be used twice in two 14 day periods if needed.

CONB-01.14.01
Submit
PIV Card Request

CONB-01.14.02
Determine
if Soft Certificate
Necessary

CONB-01.14.09
Provide
Soft Certificate
Information

Individual

CONB-01.14.05
Schedule
PIV Appointment

CONB-01.14.07
Soft Certificate
Needed?
NO
—YES

CONB-01.14.08
Submit
Soft Certificate
Request

CONB-01.14.10
Validate
Soft Certificate

Personnel Security Specialist

CONB-01.14.06
Issue
PIV Card

The links in this process map are inactive.
Please scroll to view activity data.

6

Contractor On/Off-Boarding: CONB-01.15 Issue GFE

Contracting Officer Representative

CONB-01.15.08
Receive
GFE Status

Just In Time Techs

CONB-01.15.01
Review/Update
and Process GFE
Request

CONB-01.15.02
New GFE or
Transfer?

—Transfer—

New

CONB-01.15.06
Update
GFE Information in
the System

CONB-01.15.03
Stage and Ship
GFE

CONB-01.15.05
Assist
Individual in First
Time Access

Individual

CONB-01.15.04
Receive and/or
Pick-up GFE

CONB-01.15.07
Sign/Update VA
Property Pass

The links in this process map are inactive.
Please scroll to view activity data.   7

Contractor On/Off-Boarding: CONB-01.19 Grant Application Access

Contracting Officer Representative

- CONB-01.19.03 Approve?
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- CONB-01.19.06 Additional Training Required?
- CONB-01.19.10 Receive Notification that the Individual has Access

System Owner

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Contractor Lead

DSO Point of Contact

- CONB-01.19.05 Grant Access

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- CONB-01.19.01 Define Applications the Individual Needs to Access
- CONB-01.19.07 Complete Additional Training
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The links in this process map are inactive.
Please scroll to view activity data.

8

Contractor On/Off-Boarding: CONB-01.21 Complete Elevated Privileges

The links in this process map are inactive.
Please scroll to view activity data.   9

Contractor On/Off-Boarding: CONB-02 Monitor and Control Access

Contracting Officer Representative

CONB-02.17
Update
TMS Profile

CONB-02.14
Unfavorable BI?

YES — NO

Contractor Lead

Off-Board

CONB-02.01
Contractor
Action
Needed?

Transfer   Monitor

CONB-02.02
Update
VA On/Off-Boarding
Service and Reassign
Contractor

CONB-02.03
Monitor
Status

CONB-02.07
Update
PIV Card

CONB-02.09
Update
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CONB-02.13
Increase
Position Risk Level

CONB-02.08
Need to Update
GFE?

CONB-02.10
Need to Update
Electronic
Access?

CONB-02.12
Need to Increase
Position Risk
Level?

YES   YES

NO   NO   NO

CONB-02.04
Is
Training
Required?

CONB-02.06
Is
PIV Update
Required?

NO   NO

YES

YES

CONB-02.11
Update
Electronic Access

CONB-02.15
Review
VANS Data

YES

Individual

CONB-02.05
Complete
Required Training

CONB-02.16
Update
VANS Data

The links in this process map are inactive.
Please scroll to view activity data.   10

Contractor On/Off-Boarding: CONB-02.07 Update PIV Card

Personnel Security Specialist

CONB-02.07.06
Update
PIV Card

Contracting Officer Representative

NO

CONB-02.07.01
Update PIV?

YES

CONB-02.07.02
Request
PIV Card Update

Field Administrative Services

NO

CONB-02.07.03
Review
and Approve PIV
Request

CONB-02.07.04
Approve?

YES

Individual

CONB-02.07.05
Schedule
PIV Appointment

The links in this process map are inactive.
Please scroll to view activity data.   11

Contractor On/Off-Boarding: CONB-02.09 Update GFE and Property Pass

Contracting Officer Representative

CONB-02.09.07
Receive
GFE Status

●

Contractor Lead

○ → CONB-02.09.01
Submit
GFE or Desktop
Request

Just In Time Techs

CONB-02.09.02
Update/Process
GFE Request
→
CONB-02.09.03
Stage and Ship
GFE

CONB-02.09.05
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Time Access

Individual

CONB-02.09.04
Receive and/or
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CONB-02.09.06
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The links in this process map are inactive.
Please scroll to view activity data.   12

Contractor On/Off-Boarding: CONB-02.11 Update Electronic Access

Enterprise Service Desk

CONB-02.11.03
Review
Electronic Access
Request

CONB-02.11.04
Update
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CONB-02.11.05
Remote
Access?
—YES

NO

Contracting Officer Representative

YES

CONB-02.11.02
Approve?
—NO—

CONB-02.11.06
Create/Update
Remote Access
Account

CONB-02.11.07
Need Elevated
Privileges?
—NO

YES

Contractor Lead

CONB-02.11.01
Update
Information in
VA On/Off-Boarding
Service for Access

CONB-01.22
Complete
Elevated
Privileges

Individual

CONB-02.11.08
Access
Updated Resources

CONB-02.11.09
Access
Successful?
NO—   —YES

The links in this process map are inactive.
Please scroll to view activity data.   13

Contractor On/Off-Boarding: CONB-02.13 Increase Position Risk Level

Personnel Security Specialist

CONB-02.13.04
Complete
Background
Investigation

CONB-02.13.05
Upload
BI Results

NO

CONB-02.13.03
Withdraw?

YES

Contracting Officer Representative

CONB-02.13.06
Unfavorable BI?

NO

YES

CONB-02.13.07
Notify
Contractor Lead of
Unfavorable BI

Contractor Lead

CONB-02.13.01
Update
Staff Roster

Individual

CONB-02.13.02
Submit
Updated e-QIP

The links in this process map are inactive.
Please scroll to view activity data.   14

Contractor On/Off-Boarding: CONB-03 Conduct Off-Boarding

Personal Identity Verification Office

CONB-03.05
Deactivate
PIV

Contracting Officer Representative

CONB-03.04
Receive
Notification
PIV Card Turned In

CONB-03.06
Items
Returned?

NO → CONB-03.07
Hold
Invoice Payment

YES

CONB-03.09
Validate
Individual Removed
from VANS

CONB-03.08
Communicate
to Contractor Lead

CONB-03.10
Complete
Emergent
Off-Boarding
⊞

YES

Contractor Lead

CONB-03.01
Complete
Off-Board Checklist

CONB-03.02
Issues?

NO

Individual

CONB-03.03
Return
Items for Off-Boarding

The links in this process map are inactive.
Please scroll to view activity data.   15

Contractor On/Off-Boarding: CONB-03.10 Complete Emergent Off-Boarding

The links in this process map are inactive.
Please scroll to view activity data.   16

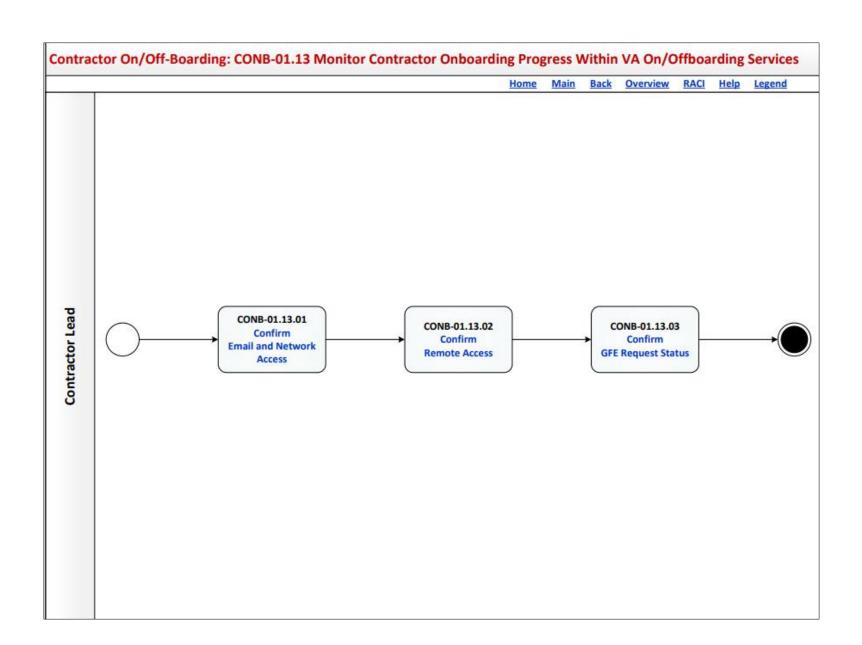# Process: Contractors On/Off-Boarding

Overview: The process map for Contractors On/Off-Boarding cycles through the following process and review activities:

CONB-01 Conduct On-Boarding (Using VA On/Off-Boarding Services)
CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors
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CONB-01.03 Notify DSO POC of Pending GFE Requirements
CONB-01.04 Validate GFE Availability
CONB-01.05 Send Required Forms to Individual
CONB-01.06 Complete All Required Forms
CONB-01.07 Receive All Required Information from Contractor
CONB-01.08 Submit Information for Investigation/SAC
CONB-01.09 Complete Fingerprint Adjudication and Request BI
CONB-01.09.01 Notify Individual
CONB-01.09.02 New Fingerprints Required?
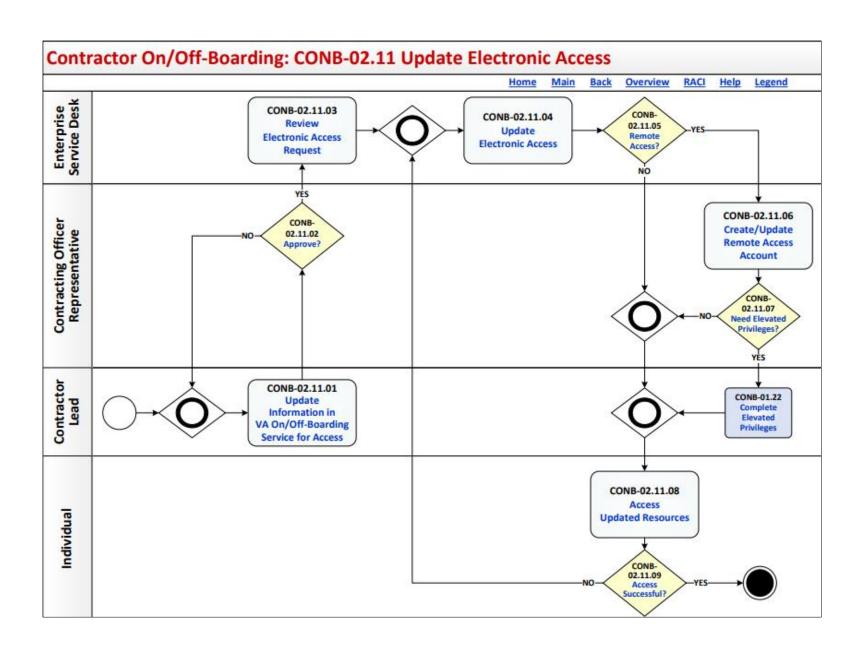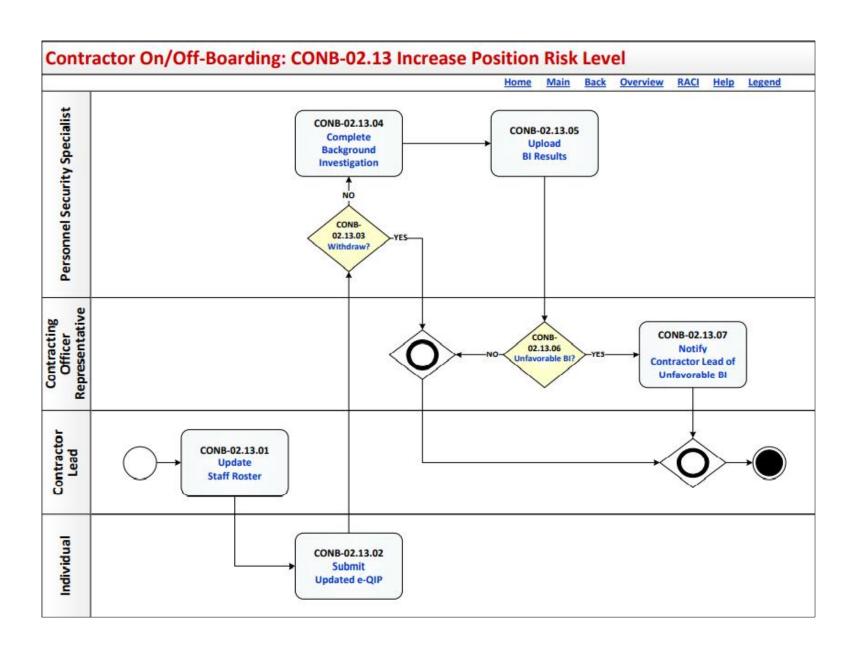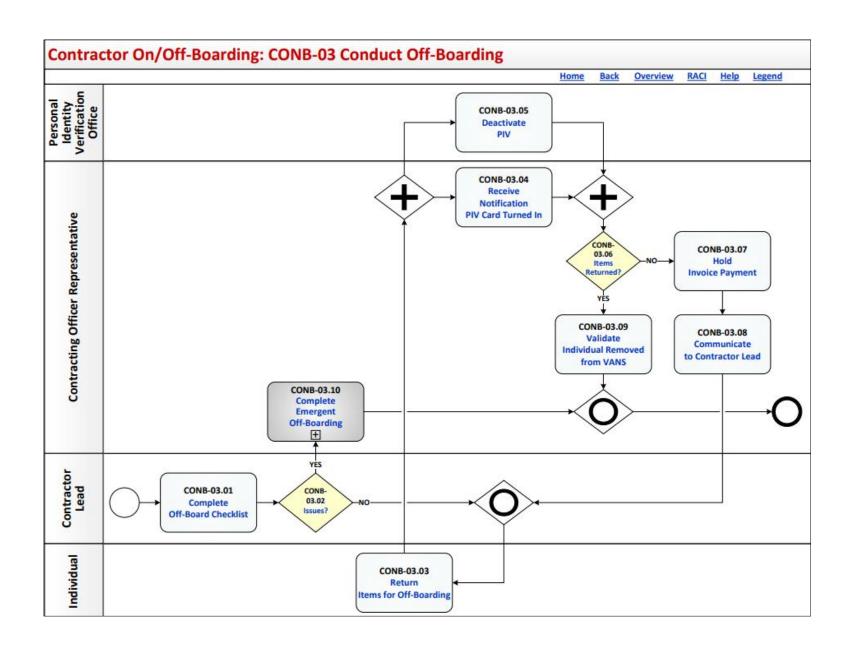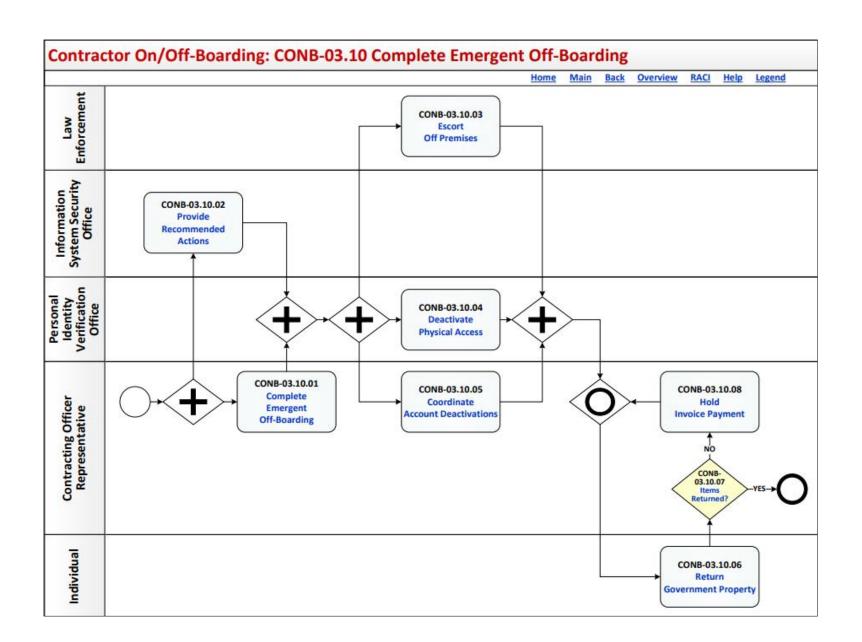CONB-01.09.03 Obtain Fingerprints
CONB-01.09.04 Submit Request for SAC Adjudication
CONB-01.09.05 Withdraw?
CONB-01.09.06 Request Background Investigation
CONB-01.09.06.01 Request Investigation in VA CABS
CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center
CONB-01.09.06.03 Submit Completed e-QIP
CONB-01.09.06.04 Send Certificate of Eligibility
CONB-01.09.06.05 Validate Investigation Is Received
CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service
CONB-01.11 Confirm SAC Results Are Favorable
CONB-01.12 Complete Required Training
CONB-01.13 Monitor Contractor Onboarding Progress Within VA On/Offboarding Services
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CONB-01.14.08 Submit Soft Certificate Request

CONB-01.14.09 Provide Soft Certificate Information
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CONB-01.15.04 Receive and/or Pick-up GFE
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CONB-01.19.05 Grant Access
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CONB-03.10.08 Hold Invoice Payment

Contractors On/Off-Boarding: Description and Goals

Description

The Contractors On/Off-Boarding (CONB) process describes the activities to obtain access to VA networks, facilities, and equipment by completing background investigations and required training, and obtaining Government Furnished Equipment with appropriate software. After initial on-boarding, the process also establishes the framework for consistently ensuring that all individual contractors have the proper access necessary to perform the role they are assigned and that they continue to meet those minimum requirements necessary to support granting the access. The CONB process complies with the Federal acquisition, security and privacy regulations.

Goals

The goal of the CONB process is to establish the set of activities required to provide, monitor, control, and remove an individual's access to VA systems, equipment, and facilities as appropriate to meet the needs of the VA.

Specific goals include:

- Completing required background investigation including the Special Agreement Check (SAC) for fingerprinting
- Reviewing and accepting VA Rules of Behavior
- Obtaining access to the Talent Management System
- Documenting the required information security and privacy training to access the VA network
- Receiving Government Furnished Equipment with needed software, if required
- Accessing the VA Network and establishing remote VA network access as required
- Obtaining VA identification and access to VA facilities
- Monitoring and verifying successful completion of annual security training requirements
- Monitoring and verifying successful adjudication of SAC, National Agency Check with Inquiries, Minimum Background Investigation, or Background Investigation as appropriate to the role
- Granting or withdrawing access based upon meeting or failing to meet requirements and initiating personnel actions as necessary
- Notifying appropriate management personnel of access changes required based upon clearance adjudications or failure to meet requirements
- Ensuring recovery of identity badges, Personal Identity Verification (PIV) cards, keys and other access granting items are recovered before the individual departs from the VA
- Ensuring access to Public Key Infrastructure (PKI), as applicable
- Ensuring all GFE (desktops, laptops, smart phone, printers, faxes, etc.) and other government property are properly recovered and transferred to the appropriate office in the VA within 24 hours if the individual departs from the VA
- Ensuring clearance through appropriate physical security personnel occurs
- Ensuring all system access privileges and network access are terminated
- Ensuring all appropriate personnel actions are initiated, documented and notifications are made

Contractors On/Off-Boarding: RACI Information

The following describes the RACI information for this process:

CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.02 GFE Required?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: Individual

CONB-01.03 Notify DSO POC of Pending GFE Requirements

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: DSO Point of Contact

CONB-01.04 Validate GFE Availability

Responsible Role: DSO Point of Contact
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

CONB-01.05 Send Required Forms to Individual

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: Individual

CONB-01.06 Complete All Required Forms

Responsible Role: Individual
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-01.07 Receive All Required Information from Contractor

Responsible Role: Contractor Lead
Accountable Role: Individual

CONB-01.08 Submit Information for Investigation/SAC

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: Individual

CONB-01.09.01 Notify Individual

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: Individual

CONB-01.09.02 New Fingerprints Required?

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-01.09.03 Obtain Fingerprints

Responsible Role: Individual
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead

CONB-01.09.04 Submit Request for SAC Adjudication

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-01.09.05 Withdraw?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.09.06.01 Request Investigation in VA CABS

Responsible Role: Contractor Lead
Accountable Role: Security and Investigations Center

CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Consulted Role: Security and Investigations Center
Informed Role: Individual

CONB-01.09.06.03 Submit Completed e-QIP

Responsible Role: Individual
Accountable Role: Contracting Officer Representative
Consulted Role: Personnel Security Specialist

CONB-01.09.06.04 Send Certificate of Eligibility

Responsible Role: Personnel Security Specialist
Accountable Role: Contracting Officer Representative
Consulted Role: VA Security Specialist
Informed Role: Individual

CONB-01.09.06.05 Validate Investigation Is Received

Responsible Role: Contracting Officer Representative Supervisor
Accountable Role: Personnel Security Specialist
Informed Role: Individual

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

Responsible Role: Contracting Officer Representative

CONB-01.11 Confirm SAC Results Are Favorable

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.12 Complete Required Training

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-01.13.01 Confirm Email and Network Access

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: IT Specialist

CONB-01.13.02 Confirm Remote Access

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: Individual; IT Specialist

CONB-01.13.03 Confirm GFE Request Status

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Informed Role: Individual; IT Specialist

CONB-01.14.01 Submit PIV Card Request

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: Field Administrative Services
Informed Role: Individual

CONB-01.14.02 Determine if Soft Certificate Necessary

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.14.03 Review and Approve PIV Request

Responsible Role: Field Administrative Services
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead

CONB-01.14.04 Approve?

Responsible Role: Field Administrative Services
Accountable Role: Contracting Officer Representative

CONB-01.14.05 Schedule PIV Appointment

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.14.06 Issue PIV Card

Responsible Role: Personnel Security Specialist
Accountable Role: Individual

CONB-01.14.07 Soft Certificate Needed?

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.14.08 Submit Soft Certificate Request

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.14.09 Provide Soft Certificate Information

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.14.10 Validate Soft Certificate

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.14.11 Add to Auto Enroll Security Group

Responsible Role: Public Key Infrastructure (PKI) Help Desk
Accountable Role: Contracting Officer Representative
Informed Role: Individual

CONB-01.15.01 Review/Update and Process GFE Request

Responsible Role: Just in Time Techs
Accountable Role: Contracting Officer Representative
Informed Role: Individual; Contractor Lead

CONB-01.15.02 New GFE or Transfer?

Responsible Role: Just in Time Techs
Accountable Role: Contracting Officer Representative

CONB-01.15.03 Stage and Ship GFE

Responsible Role: Just in Time Techs
Accountable Role: Contracting Officer Representative
Informed Role: Contracting Officer Representative; Contractor Lead; Individual

CONB-01.15.04 Receive and/or Pick-up GFE

Responsible Role: Individual
Accountable Role: Just in Time Techs
Informed Role: Contracting Officer Representative

CONB-01.15.05 Assist Individual in First Time Access

Responsible Role: Just in Time Techs
Accountable Role: Individual
Informed Role: Contractor Lead

CONB-01.15.06 Update GFE Information in the System

Responsible Role: Just in Time Techs
Accountable Role: Contracting Officer Representative
Consulted Role: Individual
Informed Role: Individual

CONB-01.15.07 Sign/Update VA Property Pass

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.15.08 Receive GFE Status

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: Individual

CONB-01.16 Access Network

Responsible Role: Individual
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-01.17 Begin Work

Responsible Role: Individual
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead

CONB-01.18 Additional Apps Access Required?

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.19.01 Define Applications the Individual Needs to Access

Responsible Role: Individual
Accountable Role: Contracting Officer Representative Supervisor
Consulted Role: Individual

CONB-01.19.02 Review Application Request

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-01.19.03 Approve?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-01.19.04 Grant Access

Responsible Role: System Owner
Accountable Role: Contracting Officer Representative

CONB-01.19.05 Grant Access

Responsible Role: DSO Point of Contact
Accountable Role: System Owner

CONB-01.19.06 Additional Training Required?

Responsible Role: Contracting Officer Representative
Accountable Role: Talent Management System Administrator

CONB-01.19.07 Complete Additional Training

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-01.19.08 Access Applications

Responsible Role: Individual
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead

CONB-01.19.09 Access Successful?

Responsible Role: Individual
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead; DSO Point of Contact

CONB-01.19.10 Receive Notification that the Individual has Access

Responsible Role: Contracting Officer Representative
Accountable Role: Individual
Informed Role: Contractor Lead

CONB-01.20 Elevated Privileges?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-01.21.01 Request Elevated Privileges

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: DSO Point of Contact; Individual

CONB-01.21.02 Assign Elevated Privileges Required Training

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-01.21.03 Complete Elevated Privileges Required Training

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-01.21.04 Complete Elevated Privileges Request

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-01.21.05 Review and Approve Elevated Privileges Request

Responsible Role: Contracting Officer Representative
Accountable Role: Individual

CONB-01.21.06 Approve?

Responsible Role: Contracting Officer Representative
Accountable Role: Individual
Informed Role: Contractor Lead

CONB-01.21.07 Review and Approve Elevated Privileges Request

Responsible Role: Information System Security Officer
Accountable Role: Individual

CONB-01.21.08 Approve?

Responsible Role: Information System Security Officer
Accountable Role: Contracting Officer Representative

CONB-01.21.09 Grant Elevated Privileges

Responsible Role: System Owner
Accountable Role: Contracting Officer Representative

CONB-01.21.10 Approve?

Responsible Role: System Owner
Accountable Role: Information System Security Officer

CONB-01.21.11 Complete Final Approval

Responsible Role: Information System Security Officer
Accountable Role: Contracting Officer Representative

CONB-01.21.12 Approve?

Responsible Role: Information System Security Officer
Accountable Role: Contracting Officer Representative

CONB-01.21.13 Did Elevated Privileges Request Originate in 'Update Electronic Access'?

Responsible Role: Information System Security Officer
Accountable Role: Contracting Officer Representative

CONB-01.22 BI Results?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Individual

CONB-01.23 Update VA Notification System

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Contracting Officer

CONB-02.01 Contractor Action Needed?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.02 Update VA On/Off-Boarding Service and Reassign Contractor

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative
Consulted Role: Individual

CONB-02.03 Monitor Status

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.04 Is Training Required?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.05 Complete Required Training

Responsible Role: Individual
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-02.06 Is PIV Update Required?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.07.01 Update PIV?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-02.07.02 Request PIV Card Update

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Field Administrative Services

CONB-02.07.03 Review and Approve PIV Request

Responsible Role: Field Administrative Services
Accountable Role: Contracting Officer Representative
Consulted Role: Contractor Lead
Informed Role: Individual

CONB-02.07.04 Approve?

Responsible Role: Field Administrative Services
Accountable Role: Contracting Officer Representative

CONB-02.07.05 Schedule PIV Appointment

Responsible Role: Individual
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-02.07.06 Update PIV Card

Responsible Role: Personnel Security Specialist
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead; Individual

CONB-02.08 Need to Update GFE?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.09.01 Submit GFE or Desktop Request

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.09.02 Update/Process GFE Request

Responsible Role: Just in Time Techs
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-02.09.03 Stage and Ship GFE

Responsible Role: Just in Time Techs
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative; Individual

CONB-02.09.04 Receive and/or Pick-up GFE

Responsible Role: Individual
Accountable Role: Just in Time Techs
Consulted Role: Contractor Lead; Contracting Officer Representative

CONB-02.09.05 Assist Individual in First Time Access

Responsible Role: Just in Time Techs
Accountable Role: Individual

CONB-02.09.06 Sign/Update VA Property Pass

Responsible Role: Individual
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-02.09.07 Receive GFE Status

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: Individual

CONB-02.10 Need to Update Electronic Access?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.11.01 Update Information in VA On/Off-Boarding Service for Access

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.11.02 Approve?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-02.11.03 Review Electronic Access Request

Responsible Role: Enterprise Service Desk
Accountable Role: Contracting Officer Representative
Informed Role: Contractor Lead

CONB-02.11.04 Update Electronic Access

Responsible Role: Enterprise Service Desk
Accountable Role: Contracting Officer Representative
Informed Role: Contracting Officer Representative; Area Manager

CONB-02.11.05 Remote Access?

Responsible Role: Enterprise Service Desk
Accountable Role: Contractor Lead

CONB-02.11.06 Create/Update Remote Access Account

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Contractor Lead; Individual

CONB-02.11.07 Need Elevated Privileges?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-02.11.08 Access Updated Resources

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-02.11.09 Access Successful?

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-02.12 Need to Increase Position Risk Level?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.13.01 Update Staff Roster

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.13.02 Submit Updated e-QIP

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-02.13.03 Withdraw?

Responsible Role: Personnel Security Specialist
Accountable Role: Contracting Officer Representative

CONB-02.13.04 Complete Background Investigation

Responsible Role: Personnel Security Specialist
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology
Consulted Role: VA Security Specialist
Informed Role: Contracting Officer Representative

CONB-02.13.05 Upload BI Results

Responsible Role: Personnel Security Specialist
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

CONB-02.13.06 Unfavorable BI?

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative

CONB-02.13.07 Notify Contractor Lead of Unfavorable BI

Responsible Role: Contracting Officer Representative
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

CONB-02.14 Unfavorable BI?

Responsible Role: Contracting Officer Representative
Accountable Role: Contracting Officer Representative

CONB-02.15 Review VANS Data

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-02.16 Update VANS Data

Responsible Role: Individual
Accountable Role: Contracting Officer Representative

CONB-02.17 Update TMS Profile

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Contracting Officer Representative

CONB-03.01 Complete Off-Board Checklist

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-03.02 Issues?

Responsible Role: Contractor Lead
Accountable Role: Contracting Officer Representative

CONB-03.03 Return Items for Off-Boarding

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-03.04 Receive Notification PIV Card Turned In

Responsible Role: Contracting Officer Representative
Accountable Role: Local Administrative Support
Informed Role: Contractor Lead; Contracting Officer

CONB-03.05 Deactivate PIV

Responsible Role: PIV Office
Accountable Role: Contracting Officer Representative

CONB-03.06 Items Returned?

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-03.07 Hold Invoice Payment

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Informed Role: Contracting Officer

CONB-03.08 Communicate to Contractor Lead

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-03.09 Validate Individual Removed from VANS

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead

CONB-03.10.01 Complete Emergent Off-Boarding

Responsible Role: Contracting Officer Representative
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology;
Contractor Lead

CONB-03.10.02 Provide Recommended Actions

Responsible Role: Information System Security Officer
Accountable Role: Contracting Officer Representative

CONB-03.10.03 Escort Off Premises

Responsible Role: Law Enforcement
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

CONB-03.10.04 Deactivate Physical Access

Responsible Role: PIV Office
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology
Informed Role: Contracting Officer Representative

CONB-03.10.05 Coordinate Account Deactivations

Responsible Role: Contracting Officer Representative
Accountable Role: Contractor Lead
Consulted Role: Just in Time Techs

CONB-03.10.06 Return Government Property

Responsible Role: Individual
Accountable Role: Contractor Lead

CONB-03.10.07 Items Returned?

Responsible Role: Contracting Officer Representative
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

CONB-03.10.08 Hold Invoice Payment

Responsible Role: Contracting Officer Representative
Accountable Role: Principal Deputy Assistant Secretary for Information and Technology

Contractors On/Off-Boarding: Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process include:

Acquisition Requirements Package

Applicant Contractor On-boarding Checklist

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

GFE Space Form Template

OPM Form OF306-Declaration for Federal Employment Template

OPM INV-70B Request for PIPS-CVS User ID-Access Template

Performance Work Statement

PIV Applicant Information for Employees and Contractors

PIV Office Fingerprint Request Form

Self-Certification of Continuous Service Template

SF-85 Questionnaire for Non-Sensitive Position

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Special Agreement Check Request Form

VA Form 0710- Authorization for a Release of Information Template

VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

VA Form 3248-Employees Clearance from Indebtedness Template

VA Form 4236-Certificate of Eligibility Template

VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Contractors On/Off-Boarding: Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

Access VA

Budget Tracking Tool (BTT)

Citrix Access Gateway

Electronic Questionnaires for Investigations Processing (e-QIP)

Form I-9, Employment Eligibility Verification

Invoice Payment Processing System

ISSO Locator List

ISSO Virtual Private Network Portal

IT Service Management

MyVA Elevated Privileges

OIT ITOPS SMP Facility and Travel Administration Home Page

Personal Identity Verification Database

Personnel Investigations Processing System (PIPS)

Physical Access Control System

PIV Appointment Scheduling Tool

PIV Badge Offices

PIV Credential Identity Verification Matrix

Position Designation Automated Tool (PDAT)

Remote Access Portal

Rescue AnyConnect Virtual Private Network

Service Desk Ticketing System

Talent Management System Self Enrollment Portal

The VA On/Offboarding Service Portal

VA Enterprise Architecture Repository

VA Enterprise PKI Information and Enrollment Portal

VA Forms Library

VA HSPD-12 Program, How to Get a VA ID Badge

VA Notification System

VA Office of Identity, Credential, and Access Management

VA On/Offboarding Service

VA PIV Enrollment Portal

VA Remote Access Information

VA Talent Management System (TMS)

VA-Personnel Security Adjudication Center Resource Site

Contractors On/Off-Boarding: Standards Information

Standards associated with this process (including hyperlinks) include:

Code of Federal Regulations, Part 731 - Suitability (Title 5, CFR 731)

eCOR File End User Guide

Executive Order 13467, Reforming Processes Related to Suitability for Government Employment, Fitness for Contractor Employees, and Eligibility for Access to Classified National Security Information

Executive Order 13488, Granting Reciprocity on Excepted Service and Federal Contractor Employee Fitness and Reinvestigating Individuals in Positions of Public Trust

Federal Information Processing Standards Publications (FIPS) 140-2, Security Requirements for Cryptographic Modules

Federal Information Processing Standards Publications (FIPS) 201-2, Personal Identity Verification (PIV) of Federal Employees and Contractors

Framework for Improving Critical Infrastructure Cybersecurity

How to Get a VA ID Card

HSPD-12 Communication - New Identity Source Document Guidelines

Information Access and Privacy Program

IT Operations and Services (ITOPS) Automated Service Catalog (SVC) User Guide Approver Edition

Job Aid: Assign Learning via Assignment Profiles

Mandatory Use of PIV Multifactor Authentication for Users with Elevated Privileges (VAIQ 7613597)

Mandatory Use of PIV Multifactor Authentication to VA Information System (VAIQ 7613595)

Office of Information and Technology Space Standards (VAIQ 7282835)

Personal Identity Verification (PIV) Logical Access Policy Clarification (VIEWS 00155984)

Personal Identity Verification (PIV) Responsibilities and Deadlines for OIT Offices (VAIQ 7103588)

PIV Credential Identity Verification Matrix

Resource Decision Matrix

Special Agreement Checks Requirements

Suitability Processing Handbook

VA Card Types and Requirements

VA Directive 0320, Comprehensive Emergency Management Homeland Security Program

VA Directive 0321, Serious Incident Reports

VA Directive 0710, Personnel Security and Suitability Program

VA Directive 0735, Homeland Security Presidential Directive 12 (HSPD-12) Program

VA Directive 6500, VA Cybersecurity Program

VA Handbook 0710, Personnel Security and Suitability Program

VA Handbook 0730/4, Security and Law Enforcement

VA Handbook 6500, Risk Management Framework for VA Information Systems: VA Information Security Program

VA Handbook 6500.6, Contract Security

VA Handbook 7002, Logistics Management Procedures

VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2003

VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2007

VA Public Key Infrastructure (PKI) Program Setting up E-mail Outlook 2010

VA Public Key Infrastructure (PKI) Program, Completing PKI Paperwork Instructional Document

VAPERSEC 17-02 Personal Identity Verification (PIV) Card Issuance

VAPERSEC 18-01 Special Agreement Checks Requirements

Contractors On/Off-Boarding: Acronyms

Acronyms associated with this process include:

ARP : Acquisition Requirements Package

BI : Background Investigation

COI : Certificate of Investigation

COR : Contracting Officer Representative

CRISP : Continuous Readiness in Information Security Program

EDR : Education Data Repository

EP : Elevated Privileges

e-QIP : Electronic Questionnaires for Investigations Processing

FAS : Field Administrative Services

FIPS : Federal Information Processing Standards

GAL : Global Address List

GFE : Government Furnished Equipment

HSPD : Homeland Security Presidential Directive

ITOPS : IT Operations and Services / IT Operations Platform

JIT : Just In Time

OF 306 : Optional Form (OF) 306, Declaration for Federal Employment

OPM : Office of Personnel Management

PDT; PDAT : Position Designation Automated Tool

PIPS/CVS : Personnel Investigations Processing System/Clearance Verification System

PIV : Personal Identity Verification

PKI : Public Key Infrastructure

RACI : Responsible Accountable Consulted Informed

SAC : Special Agreement Check

SIC : Security Investigation Center

SOP : Standard Operating Procedure

TMS : Talent Management System

USCIS : United States Citizenship and Immigration Services

VAIQ : Veterans Affairs Intranet Quorum

VASI : VA Systems Inventory

Contractors On/Off-Boarding Process

Activity Name: CONB-01 Conduct On-Boarding (Using VA On/Off-Boarding Services)

Previous Activities

Process Begins

Next Activities

CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors

Description

The sub-process map for Conduct On-Boarding (Using VA On/Off-Boarding Services) cycles through the following dependent activities:
- Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors
- GFE Required?
- Notify DSO POC of Pending GFE Requirements
- Validate GFE Availability
- Send Required Forms to Individual
- Complete All Required Forms
- Receive All Required Information from Contractor
- Submit Information for Investigation/SAC
- Compete Fingerprint Adjudication and Request BI
- Submit Contractor Profile in VA On/Off-Boarding Service
- Confirm SAC Results are Favorable
- Complete Required Training
- Monitor Contractor Onboarding Progress Within VA On/Off-Boarding Services
- Obtain PIV Badge
- Issue GFE
- Access Network
- Begin Work
- Additional Apps Access Required?
- Grant Application Access
- Elevated Privileges?
- Complete Elevated Privileges
- BI Results?
- Update VA Notification System

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors

Previous Activities

CONB-01 Conduct On-Boarding (Using VA On/Off-Boarding Services)

Next Activities

CONB-01.02 GFE Required?

Description

The Contracting Officer Representative (COR) updates information for the Contractor in the VA On/Offboarding Service tool. The VA On/Offboarding Service will provide information to the COR for the documentation needed from the Contractor. The COR assigns the Contractor Lead to work with the Contractor to complete all required information.
The Contracting Officer Representative (COR) updates the VA On/Offboarding Service Tool with key information about the Contractor. If this is a new Contractor, the COR will need to fill out all information about the Contractor require in the tool. If this is an existing Contractor the COR will update their information with the new contract.

The COR, using the VA On/Offboarding Service tool is able to identify key requirements for the Contractor to include GFE, Space, Access, and Security requirements.

The COR completes, signs and obtains required signatures for the Checklist for Information Security in the Initiation Phase of Acquisitions within Appendix A of VA Handbook 6500.6, Contract Security Tailoring and completing Appendix C of VA Handbook 6500.6, Contract Security.

Input

Acquisition Requirements Package
Performance Work Statement
VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Output

Applicant Contractor On-boarding Checklist
VA On/Offboarding Service Updates

Associated Artifacts

Applicant Contractor On-boarding Checklist

Acquisition Requirements Package

Performance Work Statement

VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Tools and Websites

VA On/Offboarding Service

VA Office of Identity, Credential, and Access Management

The VA On/Offboarding Service Portal

Activity Name: CONB-01.02 GFE Required?

Previous Activities

CONB-01.01 Complete/Update VA On/Off-Boarding Services for all New and Existing Contractors

Next Activities

If 'YES':

CONB-01.03 Notify DSO POC of Pending GFE Requirements

Or

If 'NO':

CONB-01.05 Send Required Forms to Individual

Description

The Contracting Officer Representative reviews the information from the Statement of Work to see if Government Furnished Equipment (GFE) is required for the Contractor(s) (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

Individual

Activity Name: CONB-01.03 Notify DSO POC of Pending GFE Requirements

Previous Activities

CONB-01.02 GFE Required?

Next Activities

CONB-01.04 Validate GFE Availability

Description

The Contracting Officer Representative (COR) determines whether Government Furnished Equipment (GFE) is needed. Upon the COR determining GFE is needed, the COR notifies the Development, Security and Operations (DSO) Point of Contact at least 30 days prior to when the GFE is needed.

Input

Acquisition Requirements Package (Awarded Contract)
GFE /GFS Memo

Output

Updated GFE/GFS Memo
Notification to IT Operations and Services on Government Furnished Equipment

Associated Artifacts

GFE Space Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

DSO Point of Contact

Tools and Websites

yourIT Service Portal

Budget Tracking Tool (BTT)

More Info

Requirements for GFE are ideally identified early in the acquisition life cycle and appropriate forms emailed to "VA IT FO GFE SUPPORT FOR IT FUNDED CONTRACTOR" GFE requirements must be identified in Performance Work Statements (PWS) and contract award documentation. The Budget Tracking Tool (BTT) Acquisition Review Module (ARM) streamlines the acquisition process by combining acquisition, budget, and the technical review process for all IT-related requirements.

Activity Name: CONB-01.04 Validate GFE Availability

Previous Activities

CONB-01.03 Notify DSO POC of Pending GFE Requirements

Next Activities

CONB-01.05 Send Required Forms to Individual

Description

The IT Operations and Services (ITOPS) Point of Contact receives the Government Furnished Equipment (GFE) notification from the Contracting Officer's Representative and validates Government Furnished Equipment (GFE) availability.

Input

Notification to IT Operations and Services on Government Furnished Equipment

Output

Updated Inventory

Responsible Role

DSO Point of Contact

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Activity Name: CONB-01.05 Send Required Forms to Individual

Previous Activities

CONB-01.02 GFE Required?

Or

CONB-01.04 Validate GFE Availability

Next Activities

CONB-01.06 Complete All Required Forms

Description

The Contractor Lead sends information to the Contractor to complete for onboarding. The information required to start will be, Office of Personnel Management Form OF306, Declaration for Federal Employment, Self-Certification of Continuous Service (if applicable), SF-85 Questionnaire for Non-Sensitive Position (if applicable), Special Agreement Check Fingerprint Verification Worksheet Form, and other documents as required by the contract.

Input

Acquisition Requirements Package (Awarded Contract)
Announcement of Contract Award (E-mail)
Applicant Contractor On-boarding Checklist
Contracting Officer's Representative Designation Letter
Continuous Readiness in Information Security Program (CRISP) Screening Checklist

Output

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
Office of Personnel Management Form OF306, Declaration for Federal Employment
Self-Certification of Continuous Service (if applicable)
SF-85 Questionnaire for Non-Sensitive Position (if applicable)
Special Agreement Check Fingerprint Verification Worksheet Form
Updated Applicant Contractor On-boarding Checklist
Updated CRISP Screening Checklist

Associated Artifacts

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

OPM Form OF306-Declaration for Federal Employment Template

Self-Certification of Continuous Service Template

PIV Office Fingerprint Request Form

Applicant Contractor On-boarding Checklist

SF-85 Questionnaire for Non-Sensitive Position

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

Individual

Tools and Websites

VA Talent Management System (TMS)

VA Forms Library

VA-Personnel Security Adjudication Center Resource Site

Activity Name: CONB-01.06 Complete All Required Forms

Previous Activities

CONB-01.05 Send Required Forms to Individual

Next Activities

CONB-01.07 Receive All Required Information from Contractor

And

CONB-01.12 Complete Required Training

Description

The Individual completes all information requested by the Contractor Lead and sends back all required information no later than day two of onboarding for submittal to the Contracting Officer Representative.

Input

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
Continuous Readiness in Information Security Program (CRISP) Screening Checklist
Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment
Security Information Center (SIC) Fingerprint Verification Worksheet Form
Self-Certification of Continuous Service (if applicable)

Output

Submitted Contract Employee: Background Investigation Request Worksheet
Submitted OPM Form OF306, Declaration for Federal Employment
Submitted SIC Fingerprint Verification Form
Submitted Self-Certification of Continuous Service (if applicable)
Worksheet Form
Updated Contractor Staff Roster
Updated CRISP Screening Checklist

Associated Artifacts

Contract Employee: Background Investigation Request Worksheet Template

Self-Certification of Continuous Service Template

PIV Office Fingerprint Request Form

Responsible Role

Individual

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

VA Talent Management System (TMS)

Talent Management System Self Enrollment Portal

Activity Name: CONB-01.07 Receive All Required Information from Contractor

Concurrent Activities

CONB-01.12 Complete Required Training

Previous Activities

CONB-01.06 Complete All Required Forms

Next Activities

CONB-01.08 Submit Information for Investigation/SAC

Description

The Contractor completes and submits all forms requested by the Contractor Lead within two days for submittal to the Contractor Lead and/or the Contracting Officer Representative.

Input

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
Continuous Readiness in Information Security Program (CRISP) Screening Checklist
Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment
Security Information Center (SIC) Fingerprint Verification Worksheet Form
Self-Certification of Continuous Service (if applicable)

Output

Submitted Contract Employee: Background Investigation Request Worksheet
Submitted OPM Form OF306, Declaration for Federal Employment
Submitted SIC Fingerprint Verification Form
Submitted Self-Certification of Continuous Service (if applicable)
Worksheet Form
Updated Contractor Staff Roster
Updated CRISP Screening Checklist

Responsible Role

Contractor Lead

Accountable Role

Individual

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

Activity Name: CONB-01.08 Submit Information for Investigation/SAC

Previous Activities

CONB-01.07 Receive All Required Information from Contractor

Next Activities

CONB-01.09 Complete Fingerprint Adjudication and Request BI

Description

The Contractor Lead submits all onboarding information to the Contracting Officer Representative for Investigation/Special Agreement Check (SAC) as required.
The Contractor may also need to submit fingerprints for the Special Agreement Check, PIV Badge and/or for the Background Investigation.
The Contractor, working with the Contract Lead, determines if new fingerprints are required, (YES) or not, (NO). If new fingerprints are required the Contractor Lead works with the Individual to make an appointment with a VA facility to have electronic fingerprints taken (if appointments are required). Otherwise, the individual requests information from the Contracting Officer Representative (COR) or their designee, to obtain fingerprints on a walk-in basis. Only electronic fingerprints are accepted by the VA, except for exceptional situations.

Input

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
Continuous Readiness in Information Security Program (CRISP) Screening Checklist
Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment
Security Information Center (SIC) Fingerprint Verification Worksheet Form
Self-Certification of Continuous Service (if applicable)
List of Locations to Obtain Cards (and Fingerprints)
Notification to Contract Lead Regarding Completion of Special Agreement Check (SAC)
Fingerprint Verification Form
SAC Fingerprint Verification Form

Output

Submitted Contract Employee: Background Investigation Request Worksheet
Submitted OPM Form OF306, Declaration for Federal Employment
Submitted SIC Fingerprint Verification Form
Submitted Self-Certification of Continuous Service (if applicable)
Worksheet Form

Updated Contractor Staff Roster
Updated CRISP Screening Checklist
Notification to Complete Fingerprinting (E-Mail)

Associated Artifacts

Contract Employee: Background Investigation Request Worksheet Template

Contractor Staff Roster Template

Self-Certification of Continuous Service Template

PIV Office Fingerprint Request Form

OPM Form OF306-Declaration for Federal Employment Template

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

Individual

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

VA Talent Management System (TMS)

Talent Management System Self Enrollment Portal

VA Forms Library

More Info

The list of locations to obtain cards and fingerprints is located on the VA HSPD-12 Program web site. Some VA facilities require authorization from the COR before a fingerprint appointment is granted. Fingerprints are sent electronically from VA to Office of Personnel Management (OPM) to the Federal Bureau of Investigation where the fingerprints are run against several databases.

The results are then sent electronically back to VA and stored in folders according to the Security Office Identifier.

Activity Name: CONB-01.09 Complete Fingerprint Adjudication and Request BI

Previous Activities

CONB-01.08 Submit Information for Investigation/SAC

Next Activities

CONB-01.09.01 Notify Individual

Description

The sub-process for Complete Fingerprint Adjudication cycles through the following dependent activities and decisions:
- Notify Individual
- New Fingerprints Required?
- Obtain Fingerprints
- Submit Request for SAC Adjudication
- Withdraw?
- Request Background Investigation

Responsible Role

Contracting Officer Representative

Activity Name: CONB-01.09.01 Notify Individual

Previous Activities

CONB-01.09 Complete Fingerprint Adjudication and Request BI

Next Activities

CONB-01.09.02 New Fingerprints Required?

Description

The Contractor Lead notifies the Individual to move forward with fingerprinting if required. Existing contractors may not be required to obtain new fingerprints.

Input

Contractor Staff Roster
List of Locations to Obtain Cards (and Fingerprints)
Notification to Contract Lead Regarding Completion of Special Agreement Check (SAC)
Fingerprint Verification Form
SAC Fingerprint Verification Form

Output

Forwarded CRISP Screening Checklist
Forwarded List of Locations to Obtain Cards (and Fingerprints)
Forwarded SAC Fingerprint Verification Form
Notification to Complete Fingerprinting (E-mail)

Associated Artifacts

PIV Office Fingerprint Request Form

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

Individual

Tools and Websites

PIV Badge Offices

VA-Personnel Security Adjudication Center Resource Site

More Info

The list of locations to obtain cards and fingerprints is located on the VA HSPD-12 Program web site. Some VA facilities require authorization from the COR before a fingerprint appointment is granted. The preferred method to send the forwarded SAC Fingerprint Verification Form is by encrypted e-mail. If unable to send encrypted e-mail, reply with another method which

complies with FIPS 140-2 compliant methods such as secure fax or using a traceable mail service.

Activity Name: CONB-01.09.02 New Fingerprints Required?

Previous Activities

CONB-01.09.01 Notify Individual

Next Activities

If 'YES':

CONB-01.09.03 Obtain Fingerprints

Or

If 'NO':

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

Description

The Individual, working with the Contractor Lead, determines if new fingerprints are required, (YES) or not, (NO).

Responsible Role

Individual

Accountable Role

Contractor Lead

Activity Name: CONB-01.09.03 Obtain Fingerprints

Previous Activities

CONB-01.09.02 New Fingerprints Required?

Next Activities

CONB-01.09.04 Submit Request for SAC Adjudication

Description

Upon receipt of the Notification to Complete Fingerprinting (E-mail) the Individual makes an appointment with a VA facility to have electronic fingerprints taken (if appointments are required). Otherwise, the individual requests information from the Contracting Officer Representative (COR) or their designee, to obtain fingerprints on a walk-in basis. Only electronic fingerprints are accepted by the VA, except for exceptional situations.

Input

List of Locations to Obtain Cards (and Fingerprints)
Notification to Complete Fingerprinting (E-mail)

Output

Security and Investigations Center Contractor/Employee Fingerprinting Request Form

Associated Artifacts

OPM INV-70B Request for PIPS-CVS User ID-Access Template

PIV Office Fingerprint Request Form

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Tools and Websites

Personnel Investigations Processing System (PIPS)

PIV Badge Offices

More Info

The list of locations to obtain cards and fingerprints is located on the VA HSPD-12 Program web site. Some VA facilities require authorization from the COR before a fingerprint appointment is

granted. Fingerprints are sent electronically from VA to Office of Personnel Management (OPM) to the Federal Bureau of Investigation where the fingerprints are run against several databases. The results are then sent electronically back to VA and stored in folders according to the Security Office Identifier. Personnel Investigation Processing System (PIPS) is a secured site. Access to the site will require the user to first obtain access to the OPM. Once access is granted to the OPM site, the user will then need to request access to PIPS using form INV-70B.

Activity Name: CONB-01.09.04 Submit Request for SAC Adjudication

Previous Activities

CONB-01.09.03 Obtain Fingerprints

Next Activities

CONB-01.09.05 Withdraw?

Description

The Contracting Officer Representative, or designee, submits the request for Special Agreement Check (SAC) Adjudication to the VA Security Specialist to receive notification once fingerprints are adjudicated.

Input

SAC Request Form

Output

Updated SAC Request Form

Associated Artifacts

Special Agreement Check Request Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

Activity Name: CONB-01.09.05 Withdraw?

Previous Activities

CONB-01.09.04 Submit Request for SAC Adjudication

Next Activities

If 'YES':

CONB-03 Conduct Off-Boarding

Or

If 'NO':

CONB-01.09.06 Request Background Investigation

Description

The Contracting Officer Representative makes a determination if the issues identified in the SIC would require the individual to withdraw from the onboarding process (YES) or continue (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Activity Name: CONB-01.09.06 Request Background Investigation

Previous Activities

CONB-01.09.05 Withdraw?

Next Activities

CONB-01.09.06.01 Request Investigation in VA CABS

And

CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center

Description

The sub-process Request Background Investigation cycles through the following dependent activities:
- Request Investigation in VA CABS
- Submit Documents to VA Personnel Security Adjudications Center
- Submit Completed e-QIP
- Send Certificate of Eligibility
- Validate Investigation Is Received

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.09.06.01 Request Investigation in VA CABS

Concurrent Activities

CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center

Previous Activities

CONB-01.09.06 Request Background Investigation

Next Activities

CONB-01.09.06.03 Submit Completed e-QIP

Description

The Contract Lead follows the guidance to submit a background investigation through VA CABS for the Individual.

Input

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
Office of Personnel Management (OPM) Form OF306, Declaration for Federal Employment
Special Agreement Check Fingerprint Verification Form
VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Output

Updated Contract Employee: Background Investigation Request Worksheet
Updated Contractor Staff Roster
Updated CRISP Screening Checklist
The Background Investigation scheduled date will be displayed in the VA On/Offboarding Service

Associated Artifacts

Contract Employee: Background Investigation Request Worksheet Template

Self-Certification of Continuous Service Template

VA Form 0710- Authorization for a Release of Information Template

OPM Form OF306-Declaration for Federal Employment Template

Contractor Staff Roster Template

Responsible Role

Contractor Lead

Accountable Role

Security and Investigations Center

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

VA On/Offboarding Service

More Info

See the Security and Investigations Center Resource Site page for Contract Officers and COR's for more guidance.

Activity Name: CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center

Concurrent Activities

CONB-01.09.06.01 Request Investigation in VA CABS

Previous Activities

CONB-01.09.06 Request Background Investigation

Next Activities

CONB-01.09.06.03 Submit Completed e-QIP

Description

The Contractor Lead, or Contracting Officer Representative, submits the required documents by uploading the documents through the VA-Personnel Security Adjudication Center (PSAC) Resource Site. The Contractor Lead scans documents received from the Individual and renames them using PSAC Naming Convention Instructions. The naming system is used to save and upload documents. If the forms contain any mistakes or omissions, the Contractor Lead returns the forms to the Individual for corrections.

Input

Contract Employee: Background Investigation Request Worksheet
Contractor Staff Roster
OPM Form OF306, Declaration for Federal Employment
Self-Certification of Continuous Service (if applicable)
VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Output

Updated CRISP Screening Checklist
Uploaded Contract Employee: Background Investigation Request Worksheet

Uploaded OPM Form OF306, Declaration for Federal Employment
Uploaded Self-Certification of Continuous Service
Uploaded VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

Associated Artifacts

OPM Form OF306-Declaration for Federal Employment Template

Self-Certification of Continuous Service Template

VA Form 0710- Authorization for a Release of Information Template

Contract Employee: Background Investigation Request Worksheet Template

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Consulted Role

Security and Investigations Center

Informed Role

Individual

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

Position Designation Automated Tool (PDAT)

More Info

The documents required for individual background investigations are located on the SIC Resource Site on a page for contractors in the web site. A secure scanner is used to process faxed documents which include Personally Identifiable Information.

Activity Name: CONB-01.09.06.03 Submit Completed e-QIP

Previous Activities

CONB-01.09.06.01 Request Investigation in VA CABS

And

CONB-01.09.06.02 Submit Documents to VA Personnel Security Adjudications Center

Next Activities

CONB-01.09.06.04 Send Certificate of Eligibility

Description

The Individual completes the Electronic Questionnaire for Investigations Processing (e-QIP) online form, certifies and prints the required e-QIP signature pages [Certification (CER), Release (REL), and Medical Release (MEL), as appropriate]. The Individual is instructed to complete e-QIP within five business days of receipt of the notice from the Personnel Security Specialist. The Individual sends the e-QIP signature pages via e-mail, mail service, or fax to the Contracting Officer Representative to upload into the e-QIP system.
The e-QIP process will begin once the Personnel Security Specialist receives the following (which must be fully completed and accurate): a contractor background request form, all required supporting documents (as identified in the contractor required document chart), and verification of a current SAC

Input

E-mail Request to Complete e-QIP Forms

Output

Completed e-QIP Form
Signature Pages CER, REL and MEL, as appropriate

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Consulted Role

Personnel Security Specialist

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

More Info

Applicants will be notified that their e-QIP questionnaire has been initiated by the Security and Investigations Center (SIC) via email. In order to access e-QIP, the applicant will require a Registration Code. This Registration Code may be received through encrypted email if the individual has access to encrypted email. If not, the individual needs to contact the SIC Help Desk at (501) 257-4469/4490 or send an email to vhalitbackgroundinvestigations@va.gov. In all cases the applicant should not contact the SIC unless they have received notification to complete the e-QIP.

Activity Name: CONB-01.09.06.04 Send Certificate of Eligibility

Previous Activities

CONB-01.09.06.03 Submit Completed e-QIP

Next Activities

CONB-01.09.06.05 Validate Investigation Is Received

Description

The Personnel Security Specialist sends a Certificate of Eligibility to the Contracting Officer Representative.

Input

Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL) (as appropriate)]
VA Form 4236, Certificate of Eligibility

Output

Submitted VA Form 4236, Certificate of Eligibility

Associated Artifacts

VA Form 4236-Certificate of Eligibility Template

Responsible Role

Personnel Security Specialist

Accountable Role

Contracting Officer Representative

Consulted Role

VA Security Specialist

Informed Role

Individual

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

More Info

A secure scanner is used to process faxed documents which include Personally Identifiable Information.

Activity Name: CONB-01.09.06.05 Validate Investigation Is Received

Previous Activities

CONB-01.09.06.04 Send Certificate of Eligibility

Next Activities

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

Description

The Contracting Officer Representative validates the Background Investigation is received and the information is stored for the Contract Period of Performance.

Input

Contract Employee: Background Investigation Request Worksheet

OPM Form OF306, Declaration for Federal Employment

Self-Certification of Continuous Service

VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)

VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if applicable)

VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)

Output

Background Investigation in Received Status

Responsible Role

Contracting Officer Representative Supervisor

Accountable Role

Personnel Security Specialist

Informed Role

Individual

Tools and Websites

VA-Personnel Security Adjudication Center Resource Site

Personnel Investigations Processing System (PIPS)

Activity Name: CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

Previous Activities

CONB-01.09.02 New Fingerprints Required?

Or

CONB-01.09.06.05 Validate Investigation Is Received

Next Activities

CONB-01.11 Confirm SAC Results Are Favorable

Description

The Contracting Officer Representative (COR) searches for the Contractor in the VA
On/Offboarding Service that is integrated with the Master Person Index (MPI).
If the contractor is found, the VA On/Offboarding Service will display the current contractor
information for review and allow the COR to make updates on the profile page. If the
contractor is not found within the VA On/Offboarding Service, the COR will enter the required
information on the contractor onboarding profile page.
Within the VA On/Offboarding Service, the COR will specify the date that the documents
required for the Special Agreement Check (SAC) were uploaded to the VA-Personnel Security
Adjudication Center.
Additionally, the COR will specify requirements for logical access, remote access (Citrix Access
Gateway (CAG) / Virtual Private Network (VPN)), and government furnished equipment (GFE).
Based on the information provided, the VA On/Offboarding Service will:
• Create/Update TMS profile.
• Assign Privacy and Information Security Act (PISA) training and VHA Privacy and Health
Insurance Portability and Accountability Act (HIPAA) training, if specified to the contractor.
• Send an email to the contractor's non-VA email address with instructions to complete
assigned training within the Talent Management System (TMS).
• Obtain SAC results from the VACABS system.
• Create the Active Directory account in a disabled state (new contractor) / Update the Active
Directory account (existing contractor).
o Upon receipt of favorable SAC and completion of training, the VA OBS will automatically
enable the Active Directory account.
• Create the Remote Access Portal account for CAG/VPN access.
• Submit a request to the Service Now system for requested GFE.
• Update Service Now GFE ticket status.
The COR completes, signs and obtains required signatures for the Checklist for Information
Security in the Initiation Phase of Acquisitions within Appendix A of VA Handbook 6500.6,
Contract Security Tailoring and completing Appendix C of VA Handbook 6500.6, Contract
Security.

Input

Acquisition Requirements Package
Performance Work Statement
VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of
Acquisitions

Output

Submitted Profile

Associated Artifacts

Acquisition Requirements Package

Applicant Contractor On-boarding Checklist

Performance Work Statement

VA Handbook 6500.6 - Appendix A - Checklist for Information Security in the Initiation Phase of Acquisitions

Responsible Role

Contracting Officer Representative

Tools and Websites

VA On/Offboarding Service

VA Office of Identity, Credential, and Access Management

Activity Name: CONB-01.11 Confirm SAC Results Are Favorable

Previous Activities

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

Next Activities

CONB-01.13 Monitor Contractor Onboarding Progress Within VA On/Offboarding Services

Description

The Contracting Officer Representative makes a determination if the issues identified in the Security and Investigation Center (SIC) would require the individual to withdraw from the onboarding process (YES) or continue (NO).
SAC adjudication results will be displayed in the VA On/Offboarding Service.
If the results are favorable, the onboarding process will proceed.
If the results are unfavorable, the onboarding process will stop and the contractor will be offboarded.

Input

Special Agreement Check Request Form

Output

Favorable Special Agreement Check Request Results

Associated Artifacts

Special Agreement Check Request Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Tools and Websites

VA On/Offboarding Service

Activity Name: CONB-01.12 Complete Required Training

Concurrent Activities

CONB-01.07 Receive All Required Information from Contractor

And

CONB-01.08 Submit Information for Investigation/SAC

And

CONB-01.09 Complete Fingerprint Adjudication and Request BI

And

CONB-01.10 Submit Contractor Profile in VA On/Off-Boarding Service

And

CONB-01.11 Confirm SAC Results Are Favorable

Previous Activities

CONB-01.06 Complete All Required Forms

Next Activities

CONB-01.13 Monitor Contractor Onboarding Progress Within VA On/Offboarding Services

Description

Upon receipt of favorable SAC adjudication, the VA On/Offboarding Service will email instructions to the Contractor's non-VA email to inform them that mandatory training has been assigned. The Contractor will receive login instructions in a separate email. The training must be completed within five days of contract award:
- VA Privacy and Information Security Awareness and Rules of Behavior
- VHA Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training (if anyone accesses Protected Health Information)
Role-based cyber security or privacy training may also be assigned, when applicable, by the Contracting Officer's Representatives for VA personnel with equivalent information system access.

Input

Notification to Individual of Required Actions and Timeframes

Output

TMS Record of Training Completion

Responsible Role

Individual

Accountable Role

Contractor Lead

Tools and Websites

VA Talent Management System (TMS)

Talent Management System Self Enrollment Portal

Activity Name: CONB-01.13 Monitor Contractor Onboarding Progress Within VA On/Offboarding Services

Previous Activities

CONB-01.12 Complete Required Training

And

CONB-01.11 Confirm SAC Results Are Favorable

Next Activities

CONB-01.13.01 Confirm Email and Network Access

Description

The sub-process Monitor Contractor Onboarding Progress within VA On/Offboarding Services cycles through the following dependent activities and decisions:
- Confirm Email and Network Access
- Confirm Remote Access
- Confirm GFE Request Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.13.01 Confirm Email and Network Access

Previous Activities

CONB-01.13 Monitor Contractor Onboarding Progress Within VA On/Offboarding Services

Next Activities

CONB-01.13.02 Confirm Remote Access

Description

The Contractor Lead indicated when they submitted the Contractor Profile whether the Contractor needed logical access. During this process, the COR or Contract Lead identified the existing Active Directory email or indicated that a new email was needed. Upon receipt of favorable SAC and completion of mandatory training, the Active Directory account will be enabled based on the information provided on the Profile page.

Input

Information Provided on the VA OBS Contractor Profile
Personnel Investigations Processing System Results
Talent Management System (TMS) PISA Training Status

Output

Active Directory Email Account Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

IT Specialist

Tools and Websites

VA On/Offboarding Service

More Info

The Personal Identify Verification Card Management and Personnel Investigations Processing Systems are restricted access systems only accessible by authorized personnel.

Activity Name: CONB-01.13.02 Confirm Remote Access

Previous Activities

CONB-01.13.01 Confirm Email and Network Access

Next Activities

CONB-01.13.03 Confirm GFE Request Status

Description

The Contractor Lead indicated when they submitted the Contractor Profile whether the Contractor needed remote access. If remote access was requested, the remote access request was automatically submitted.
The Contract Lead may confirm the status of the RAP account creation within the VA On/Offboarding Service.

Input

Information provided on the VA OBS Contractor Profile

Output

Remote Access Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

Individual

IT Specialist

Tools and Websites

VA On/Offboarding Service

Remote Access Portal

Activity Name: CONB-01.13.03 Confirm GFE Request Status

Previous Activities

CONB-01.13.02 Confirm Remote Access

Next Activities

CONB-01.14 Obtain PIV Badge

Description

The Contractor Lead indicated during the submission of the Contractor Profile whether the Contractor needed Government Furnished Equipment (GFE), and if so, specified the type and other details. If GFE was requested, a Service Now (SNOW) request was automatically submitted.
The SNOW Request # is visible on the GFE tab of the Contractor Profile within the VA On/Offboarding Service. As status of the GFE request changes, the results are visible within VA OBS.

Input

Information provided on the VA OBS Contractor Profile

Output

GFE Request Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Informed Role

Individual

IT Specialist

Tools and Websites

yourIT Service Portal

VA On/Offboarding Service

Contractors On/Off-Boarding   77

Activity Name: CONB-01.14 Obtain PIV Badge

Previous Activities

CONB-01.13.03 Confirm GFE Request Status

Next Activities

CONB-01.14.01 Submit PIV Card Request

And

CONB-01.14.02 Determine if Soft Certificate Necessary

Description

The sub-process, Obtain PIV Badge, cycles through the following dependent activities:
- Submit PIV Card Request
- Determine if Soft Certificate Necessary
- Review and Approve PIV Request
- Approve?
- Schedule PIV Appointment
- Issue PIV Card
- Soft Certificate Needed?
- Submit Soft Certificate Request
- Provide Soft Certificate Information
- Validate Soft Certificate
- Add to Auto Enroll Security Group

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.14.01 Submit PIV Card Request

Concurrent Activities

CONB-01.14.02 Determine if Soft Certificate Necessary

Previous Activities

CONB-01.14 Obtain PIV Badge

Next Activities

CONB-01.14.03 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR) gathers and inputs the Individual's data in the online application form within VA Personal Identity Verification (PIV) Enrollment Portal tool. The COR determines the appropriate type of card. Information on the card types is provided in the VA Card Types and Requirements document. The VA uses hard certificates for public key infrastructure as part of the PIV card. If the COR selects logical access for the individual, the PIV contains the hard certificate.

If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

In the event there are delays due to backlogs in OPM updating the scheduled date of the Background Investigation in PIPS the COR can request a PIV exemption which will be good for 14 days. If needed a second extension can be requested, but only 2 are permitted per the PIV Office.

Input

PIV Sponsor Delegation of Authority Memorandum

Output

Determination if New PIV is Needed
PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

Field Administrative Services

Informed Role

Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

VA PIV Enrollment Portal

Personal Identity Verification Database

PIV Appointment Scheduling Tool

PIV Badge Offices

VA On/Offboarding Service

More Info

The VA PIV Card Management System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-01.14.02 Determine if Soft Certificate Necessary

Concurrent Activities

CONB-01.14.01 Submit PIV Card Request

Previous Activities

CONB-01.14 Obtain PIV Badge

Next Activities

CONB-01.14.03 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR), or designee, determines whether a soft certificate [Public Key Infrastructure (PKI)] is necessary in order to use encrypted e-mail on BlackBerry or for other special use. The COR notifies the Individual to initiate obtaining the Soft Certificate (PKI). The Citrix Access Gateway does not presently use certificates.

Input

Awarded Contract
Contractor Staff Roster

Output

Identity Proofing Form
Notice to Obtain Soft Certificate (PKI)

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Tools and Websites

VA Enterprise PKI Information and Enrollment Portal

More Info

All VA users on the VA Network use automatic enrollment; manual requests for PKI are no longer approved for VA contractors who qualify for automatic enrollment. For training on PKI go to VA Talent Management System and take the course entitled, "Getting Started With Public Key Infrastructure - PKI".

Activity Name: CONB-01.14.03 Review and Approve PIV Request

Previous Activities

CONB-01.14.01 Submit PIV Card Request

And

CONB-01.14.02 Determine if Soft Certificate Necessary

Next Activities

CONB-01.14.04 Approve?

Description

The OIT DevSecOps SMP Facility and Travel Administration reviews the Personal Identity Verification (PIV) Application Information for Employees and Contractors to ensure all information is complete and either approves or sends back to the Contracting Officer Representative to submit the required information.

If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

Input

PIV Application Information for Employees and Contractors

Output

Approved PIV Application Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Field Administrative Services

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

VA PIV Enrollment Portal

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

Activity Name: CONB-01.14.04 Approve?

Previous Activities

CONB-01.14.03 Review and Approve PIV Request

Next Activities

If 'YES':

CONB-01.14.05 Schedule PIV Appointment

Or

If 'NO':

CONB-01.14.01 Submit PIV Card Request

And

CONB-01.14.02 Determine if Soft Certificate Necessary

Description

The OIT DevSecOps SMP Facility and Travel Administration reviews the Personal Identity Verification (PIV) Application Information of Employees and Contractors for approval and requests the individual to schedule a PIV appointment (YES) or sends the application back to the Contracting Officer Representative for more information (NO).

Responsible Role

Field Administrative Services

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.14.05 Schedule PIV Appointment

Previous Activities

CONB-01.14.04 Approve?

Next Activities

CONB-01.14.06 Issue PIV Card

Description

Upon notification by the OIT DevSecOps SMP Facility and Travel Administration representative with the Individual's adjudicated Special Agreement Check (SAC) date and received or Favorably Adjudicated Background Investigation (BI) date, the Individual makes an appointment with the Personal Identity Verification (PIV) Office. The Individual uses the automated scheduling tool in PIV System to schedule appointments unless the tool is down or the location does not have access to the automated scheduling tool.

NOTE: If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

The Individual will notify both the Contracting Officer Representative and Contract Lead once they schedule to get their PIV Badge and also when they have their PIV Badge.

Note: Per the HSPD-12 Program Management Office Communication, the Lists of Acceptable Documents table on the I-9 form should no longer be used as a reference for acceptable forms of ID for the issuance of a PIV credential. The individual is to use the two Identity source documents from the matrix imbedded in the HSPD-12 PMO New Identity Source Document Guidelines Communication.

Input

Either SAC Adjudication Date with Investigation Received Date OR Favorably Adjudicated BI Completion Date
Identity Proofing Documents
PIV Application Information for Employees and Contractors
USCIS Form I-9 Employment Eligibility Verification

Output

Scheduled Appointment with PIV Office

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

VA PIV Enrollment Portal

VA HSPD-12 Program, How to Get a VA ID Badge

PIV Credential Identity Verification Matrix

More Info

The Individual must provide two forms of acceptable personal identification at the PIV appointment. The HSPD-12 PMO Communication in Standards contains a matrix that is used as the list of acceptable documents for obtaining PIV. The individual is to pick up the PIV Badge prior to picking up Government Furnished Equipment to ensure that they use the PIV to log in for the first time to be in compliance VA policy.

Activity Name: CONB-01.14.06 Issue PIV Card

Previous Activities

CONB-01.14.05 Schedule PIV Appointment

Next Activities

CONB-01.14.07 Soft Certificate Needed?

Description

The Personnel Security Specialist issues the Personal Identification Verification (PIV) card to the Individual. If the need for a new PIV Badge is due to a change in contracts a new Special Agreement Check is no longer required as this will be considered a replacement card per VAPERSEC18-01 guidance.

Input

Identity Proofing Documents
PIV Applicant Information for Employees and Contractors

Output

Personal Identification Verification Card

Responsible Role

Personnel Security Specialist

Accountable Role

Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

VA HSPD-12 Program, How to Get a VA ID Badge

PIV Badge Offices

More Info

The PIV Card Management System is a restricted access system only accessible by authorized personnel. The Individual must provide two forms of acceptable personal identification at the PIV appointment. The HSPD-12 PMO Communication in Standards contains a matrix that is used as the list of acceptable documents for obtaining PIV.

Activity Name: CONB-01.14.07 Soft Certificate Needed?

Previous Activities

CONB-01.14.06 Issue PIV Card

Next Activities

If 'YES':

CONB-01.14.08 Submit Soft Certificate Request

Or

If 'NO':

CONB-01.14.11 Add to Auto Enroll Security Group

Description

This activity determines if soft certificate is needed (YES) or not (NO).

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.14.08 Submit Soft Certificate Request

Previous Activities

CONB-01.14.07 Soft Certificate Needed?

Next Activities

CONB-01.14.09 Provide Soft Certificate Information

Description

The Individual submits the request for Soft Certificate [Public Key Infrastructure (PKI)] after proving his or her identity by completing Section 3 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form in the presence of the Registrar, Information System Security Officer, Trusted Agent or Notary Public and having the person proofing complete Sections 4 through 8 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form. (Sections 4 & 5 are only applicable for Notary Public.) The Individual provides two forms of identification, one of which contains photo identification.

Input

Identity Proofing Form (including VA PKI Subscriber Agreement)
Personal Identification Documents
Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

VA PIV Enrollment Portal

VA Enterprise PKI Information and Enrollment Portal

Activity Name: CONB-01.14.09 Provide Soft Certificate Information

Previous Activities

CONB-01.14.08 Submit Soft Certificate Request

Next Activities

CONB-01.14.10 Validate Soft Certificate

Description

The Contracting Officer Representative (COR), or designee, completes Section 2 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form and submits to the Public Key Infrastructure Help Desk. The COR needs to be assigned to complete Section 2 of the soft Certificate.

Input

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Associated Artifacts

Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Tools and Websites

VA Enterprise PKI Information and Enrollment Portal

VA PIV Enrollment Portal

More Info

The Field Administration Services, or designee, accesses Section 2 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form from the VA Public Key Infrastructure (PKI) Program, Completing PKI Paperwork Instructional Document.

Activity Name: CONB-01.14.10 Validate Soft Certificate

Previous Activities

CONB-01.14.09 Provide Soft Certificate Information

Next Activities

CONB-01.14.11 Add to Auto Enroll Security Group

Description

The Individual:
- Accesses VA Public Key Infrastructure (PKI) Information and Enrollment Portal
- Signs the VA PKI Subscriber Agreement portion of the Identity Proofing Form
- Fills out section one of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form (also part of the Identity Proofing Form)
- Submits to Information System Security Officer or Trusted Agent for Proofing. Two forms of identification must be provided.
The Individual submits the request for soft certificate [Public Key Infrastructure (PKI)] after proving his or her identity by completing Section 3 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form in the presence of the Registrar, Information System Security Officer, Trusted Agent or Notary Public and having the person proofing complete Sections 4 through 8 of the Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form. (Sections 4 & 5 are only applicable for Notary Public).

Input

Identity Proofing Form

Output

Forwarded Identity Proofing Form
Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Enterprise PKI Information and Enrollment Portal

More Info

All VA Users on the VA Network use automatic enrollment; manual requests for PKI are no longer approved for VA contractors who qualify for automatic enrollment.

Activity Name: CONB-01.14.11 Add to Auto Enroll Security Group

Previous Activities

CONB-01.14.07 Soft Certificate Needed?

Or

CONB-01.14.10 Validate Soft Certificate

Next Activities

CONB-01.15 Issue GFE

Description

The Public Key Infrastructure (PKI) Help Desk adds the Individual's VA network account to the Auto-Enroll Security Group. An e-mail is sent to the Individual to enroll for certificates via the PKI portal.

Input

Auto Enroll Security Group
Identity Proofing Form (including VA PKI Subscriber Agreement)
Notification from Contracting Officer's Representative
Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Output

E-mail sent to the Individual
Updated Auto Enroll Security Group
Updated Soft Certificate [Public Key Infrastructure (PKI)] Enrollment Form

Responsible Role

Public Key Infrastructure (PKI) Help Desk

Accountable Role

Contracting Officer Representative

Informed Role

Individual

Tools and Websites

VA Enterprise PKI Information and Enrollment Portal

Activity Name: CONB-01.15 Issue GFE

Previous Activities

CONB-01.14.11 Add to Auto Enroll Security Group

Next Activities

CONB-01.15.01 Review/Update and Process GFE Request

Description

The sub-process for Request/Issue Government Furnished Equipment (GFE) cycles through the following dependent activities and decisions
- Review/Update and Process GFE Request
- New GFE or Transfer?
- Stage and Ship GFE
- Receive and/or Pick-up GFE
- Assist Individual in First Time Access
- Update GFE Information in the System
- Sign/Update VA Property Pass
- Receive GFE Status

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.15.01 Review/Update and Process GFE Request

Previous Activities

CONB-01.15 Issue GFE

Next Activities

CONB-01.15.02 New GFE or Transfer?

Description

The Just In Time (JIT) Techs review/update and process the Government Furnished Equipment (GFE) request. The JIT Techs review the request to determine if the Contractor needs a laptop or desktop system and reviews provisioning information for set up and shipping requirements.

Input

JIT GFE Request Form
Notification to Individual to Obtain GFE (E-mail)

Output

Forwarded Notification to Individual to Obtain GFE (E-mail)
Reviewed JIT GFE Request Form

Responsible Role

Just in Time Techs

Accountable Role

Contracting Officer Representative

Informed Role

Individual

Contractor Lead

Tools and Websites

yourIT Service Portal

VA On/Offboarding Service

More Info

The Service Catalog GFE Request Form is located in the IT Operation Services Service Catalog.

Activity Name: CONB-01.15.02 New GFE or Transfer?

Previous Activities

CONB-01.15.01 Review/Update and Process GFE Request

Next Activities

If 'New':

CONB-01.15.03 Stage and Ship GFE

Or

If 'Transfer':

CONB-01.15.06 Update GFE Information in the System

Description

The Just in Time Tech reviews the Government Furnished Equipment (GFE) request to determine if a new GFE is being issued (New) or the GFE is being transferred (Transfer).

Responsible Role

Just in Time Techs

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.15.03 Stage and Ship GFE

Previous Activities

CONB-01.15.02 New GFE or Transfer?

Next Activities

CONB-01.15.04 Receive and/or Pick-up GFE

Description

The Just In Time (JIT) Techs stage and ship the Government Furnished Equipment (GFE) to the Individual per the Service Catalog GFE Request. The JIT Tech creates the VA Form 0887, VA Government Property Loan Form and submits for signatures by the Contracting Officer Representative (COR) and all required Individuals.

Input

Service Catalog GFE Request Form
Notification to Individual to Obtain GFE (E-mail)

Output

Record of Issuance of Government Furnished Equipment
VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Contracting Officer Representative

Informed Role

Contracting Officer Representative

Contractor Lead

Individual

Tools and Websites

yourIT Service Portal

More Info

All issuance of GFE is in accordance with protocols from the IT Asset Management Process. The COR assumes responsibility for the management and tracking of the GFE.

Activity Name: CONB-01.15.04 Receive and/or Pick-up GFE

Previous Activities

CONB-01.15.03 Stage and Ship GFE

Next Activities

CONB-01.15.05 Assist Individual in First Time Access

Description

The Individual works with the Contracting Officer Representative (COR) and the Just In Time Techs (JIT) to have the Government Furnished Equipment (GFE) shipped to the location for the individual.

Prior to picking up the GFE the individual must have already picked up their Personal Identity Verification (PIV) Badge to ensure first time access with the GFE uses the PIV Badge to be in compliance with VA Policy.

The JIT provide instructions for logging into the GFE for first time users. In the event the Individual requires assistance, the Individual can contact the Local Just In Time Techs or call the National Service Desk DEV/OPS at 855-673-4357 and chose Option 4.

Input

Service Catalog GFE Request Form
VA Form 0887, VA Government Property Loan Form

Output

Signed VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Individual

Accountable Role

Just in Time Techs

Informed Role

Contracting Officer Representative

Tools and Websites

yourIT Service Portal

More Info

The GFE Request information can be found in the Service Catalog tool.

Activity Name: CONB-01.15.05 Assist Individual in First Time Access

Previous Activities

CONB-01.15.04 Receive and/or Pick-up GFE

Next Activities

CONB-01.15.07 Sign/Update VA Property Pass

Description

The Just In Time Techs assist all Individuals in the first time access of the Government Furnished Equipment (GFE) to ensure the requirements for using Personal Identification Verification badges are followed.

Input

Service Catalog GFE Request Form
VA Form 0887-VA Government Property Loan Form Template

Output

Updated VA Form 0887-VA Government Property Loan Form Template

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Individual

Informed Role

Contractor Lead

Tools and Websites

yourIT Service Portal

Activity Name: CONB-01.15.06 Update GFE Information in the System

Previous Activities

CONB-01.15.02 New GFE or Transfer?

Next Activities

CONB-01.15.07 Sign/Update VA Property Pass

Description

The Just in Time Tech updates the information from the Government Furnished Equipment (GFE) Request to transfer the GFE to the Individual's new contract.

Input

GFE Request

Output

Updated GFE Request

Responsible Role

Just in Time Techs

Accountable Role

Contracting Officer Representative

Consulted Role

Individual

Informed Role

Individual

Tools and Websites

IT Service Management

Activity Name: CONB-01.15.07 Sign/Update VA Property Pass

Previous Activities

CONB-01.15.05 Assist Individual in First Time Access

Or

CONB-01.15.06 Update GFE Information in the System

Next Activities

CONB-01.15.08 Receive GFE Status

Description

The Individual signs/updates the VA Form 0887 VA Government Property Loan Form electronically before taking the Government Furnished Equipment off-site. The Individual signs VA Form 0887, VA Government Property Loan Form when the unit is received and this is sent to the Contracting Officer Representative for signature.

Input

VA Form 0887 VA Government Property Loan Form

Output

Signed VA Form 0887 VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Forms Library

Activity Name: CONB-01.15.08 Receive GFE Status

Previous Activities

CONB-01.15.07 Sign/Update VA Property Pass

Next Activities

CONB-01.16 Access Network

Description

The Contracting Officer Representative (COR) receives information that the Government Furnished Equipment (GFE) was picked up by the Individual. The COR receives notification to sign the VA Form 0887, VA Government Property Loan Form for the equipment.

Input

Service Catalog GFE Request Form
VA Form 0887, VA Government Property Loan Form

Output

Notification of GFE was Picked Up Signed VA Form 0887 VA Government Property Loan Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

Individual

Tools and Websites

Activity Name: CONB-01.16 Access Network

Previous Activities

CONB-01.15.08 Receive GFE Status

Next Activities

CONB-01.17 Begin Work

Description

Within one business day of receipt of notification that the Individual has a Temporary Password in the system, the Individual logs into the system(s), using their Personal Identity Verification (PIV) Badge. If the Individual has any issues accessing the network using the PIV Badge, they contact their Contracting Officer Representative (COR) and designated Information Security Specialist to resolve the issue.

In addition the Individual updates the Talent Management System (TMS) profile to ensure the COR's name is in the supervisor field (supervisor field in TMS) and e-mail addresses are correct. The Individual also updates the information in the Global Address List (GAL) (address and telephone number) and requests necessary changes through the IT Operations and Services (ITOPS) Point of Contract.

Input

Instructions to Access the GAL
Service Desk Ticket
Temporary VA Network Password

Output

Access VA Network
GAL Data for the Individual
Strong VA Network Password
Updated Service Desk Ticket

Responsible Role

Individual

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

VA Talent Management System (TMS)

Personnel Investigations Processing System (PIPS)

Service Desk Ticketing System

More Info

The Personnel Investigations Processing System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-01.17 Begin Work

Previous Activities

CONB-01.16 Access Network

Next Activities

CONB-01.18 Additional Apps Access Required?

Description

The Individual, after receiving notification from the Contracting Officer Representative, starts work on the contract.

Input

Continuous Readiness in Information Security (CRISP) Screening Checklist
Personal Identification Verification (PIV) Card
Special Agreement Check Fingerprint Verification Report
Talent Management System Record of Training Completion
VA Form 0887, VA Government Property Loan Form
VA Form 0710, Authorization for a Release of Information (for moderate and high risk investigations only)
VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if

applicable)
VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)
VA Personnel Accountability System Profile

Output

Notification to Start Work
Updated CRISP Screening Checklist
Updated Signed VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior)
Working PIV Card

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Activity Name: CONB-01.18 Additional Apps Access Required?

Previous Activities

CONB-01.17 Begin Work

Next Activities

If 'YES':

CONB-01.19 Grant Application Access

Or

If 'NO':

CONB-01.20 Elevated Privileges?

Description

The Individual, working with the Contracting Officer Representative, makes a determination if additional applications (Apps) access is required (YES) or not (NO).

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.19 Grant Application Access

Previous Activities

CONB-01.18 Additional Apps Access Required?

Next Activities

CONB-01.19.01 Define Applications the Individual Needs to Access

Description

The sub-process map for Grant Application Access cycles through the following dependent activities:
- Define Applications the Individual Needs to Access
- Review Application Request
- Approve?
- Grant Access
- Grant Access
- Additional Training Required?
- Complete Additional Training
- Access Applications
- Access Successful?
- Receive Notification that the Individual has Access

Responsible Role

Contracting Officer Representative

Activity Name: CONB-01.19.01 Define Applications the Individual Needs to Access

Previous Activities

CONB-01.19 Grant Application Access

Or

CONB-01.19.03 Approve?

Next Activities

CONB-01.19.02 Review Application Request

Description

The Individual, working with the Contracting Officer Representative (COR), submits an email requesting the additional applications required for the Contractor. The Individual will work with other contractors working on the project to make a determination of all system access required, and if this is a new project the Individual works directly with the COR or their designee on the list.

Input

VA Systems Inventory List

Output

Email Request

Responsible Role

Individual

Accountable Role

Contracting Officer Representative Supervisor

Consulted Role

Individual

Tools and Websites

VA Enterprise Architecture Repository

Activity Name: CONB-01.19.02 Review Application Request

Previous Activities

CONB-01.19.01 Define Applications the Individual Needs to Access

Next Activities

CONB-01.19.03 Approve?

Description

The Contracting Officer Representative, or designee, reviews the list of systems the Contractor Lead submits and either approves or returns the submittal for additional information.

Input

Email Request

Output

Approved or Disapproved Email Request

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Tools and Websites

VA Enterprise Architecture Repository

Access VA

Activity Name: CONB-01.19.03 Approve?

Previous Activities

CONB-01.19.02 Review Application Request

Next Activities

If 'YES':

CONB-01.19.04 Grant Access

Or

If 'NO':

CONB-01.19.01 Define Applications the Individual Needs to Access

Description

The Contracting Officer Representative reviews and approves the email request for additional systems access submitted by the Contractor Lead for approval (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-01.19.04 Grant Access

Previous Activities

CONB-01.19.03 Approve?

Next Activities

CONB-01.19.05 Grant Access

Description

The System Owner reviews the Email Request for systems the Contractor needs access to and grants approval by sending the request to the IT Operations and Services Point of Contact. If there are any issues or concerns, the System Owner resolves these by contacting the Contracting Office Representative by email and/or phone call to resolve.

Input

Email Request

Output

Approved Email Request

Responsible Role

System Owner

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Enterprise Architecture Repository

Activity Name: CONB-01.19.05 Grant Access

Previous Activities

CONB-01.19.04 Grant Access

Or

CONB-01.19.09 Access Successful?

Next Activities

CONB-01.19.06 Additional Training Required?

Description

The DSO Point of Contact grants access to the systems submitted by the System Owner and Contracting Officer Representative.

Input

Email Request

Output

Granted System Access

Responsible Role

DSO Point of Contact

Accountable Role

System Owner

Tools and Websites

VA Enterprise Architecture Repository

Activity Name: CONB-01.19.06 Additional Training Required?

Previous Activities

CONB-01.19.05 Grant Access

Next Activities

If 'YES':

CONB-01.19.07 Complete Additional Training

Or

If 'NO':

CONB-01.19.08 Access Applications

Description

The Contracting Officer Representative, or designee, working in conjunction with the Talent Management System Administrator determines if any of the systems the contractor accesses will require additional training (Yes) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Talent Management System Administrator

Activity Name: CONB-01.19.07 Complete Additional Training

Previous Activities

CONB-01.19.06 Additional Training Required?

Next Activities

CONB-01.19.08 Access Applications

Description

If required, the Individual completes the additional training recommended by the Contracting Officer Representative before accessing the systems.

Input

Notification to Individual of Required Actions and Timeframes

Output

Talent Management System Record of Training Completion

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Talent Management System (TMS)

Activity Name: CONB-01.19.08 Access Applications

Previous Activities

CONB-01.19.06 Additional Training Required?

Or

CONB-01.19.07 Complete Additional Training

Next Activities

CONB-01.19.09 Access Successful?

Description

The Individual alerts the Contracting Officer Representative and the Contractor Lead that they have been able to successfully access the systems.

Input

Email Request

Output

Acknowledgement Email

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Tools and Websites

VA Enterprise Architecture Repository

Activity Name: CONB-01.19.09 Access Successful?

Previous Activities

CONB-01.19.08 Access Applications

Next Activities

If 'YES':

CONB-01.19.10 Receive Notification that the Individual has Access

Or

If 'NO':

CONB-01.19.05 Grant Access

Description

The Individual acknowledges if they have been successful in accessing the applications/systems (YES) or not (NO). If yes, the acknowledgement goes to the Contracting Office Representative (COR) and Contractor Lead. If No the acknowledgment goes to the COR, Contractor Lead and IT Operations and Services Point of Contact.

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

DSO Point of Contact

Activity Name: CONB-01.19.10 Receive Notification that the Individual has Access

Previous Activities

CONB-01.19.09 Access Successful?

Next Activities

CONB-01.20 Elevated Privileges?

Description

The Contracting Officer Representative, or designee, receives email acknowledgement that the individual has been successful in accessing the applications/systems assigned.

Input

Email Request

Output

Email Acknowledgement

Responsible Role

Contracting Officer Representative

Accountable Role

Individual

Informed Role

Contractor Lead

Activity Name: CONB-01.20 Elevated Privileges?

Previous Activities

CONB-01.18 Additional Apps Access Required?

Or

CONB-01.19.10 Receive Notification that the Individual has Access

Next Activities

If 'YES':

CONB-01.21 Complete Elevated Privileges

Or

If 'NO':

CONB-01.22 BI Results?

Description

The Contracting Officer Representative, or designee, makes a determination if Elevated Privileges are required (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-01.21 Complete Elevated Privileges

Previous Activities

CONB-01.20 Elevated Privileges?

Next Activities

CONB-01.21.01 Request Elevated Privileges

Description

The sub-process, Complete Elevated Privileges, cycles through the following dependent activities and decisions:
- Request Elevated Privileges
- Assign Elevated Privileges Required Training
- Complete Elevated Privileges Required Training
- Complete Elevated Privileges Request
- Review and Approve Elevated Privileges Request
- Approve?
- Review and Approve Elevated Privileges Request
- Approve?
- Grant Elevated Privileges
- Approve?
- Complete Final Approval
- Approve?
- Did Elevated Privileges Request Originate in "Update Electronic Access"?

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.21.01 Request Elevated Privileges

Previous Activities

CONB-01.21 Complete Elevated Privileges

Or

CONB-01.21.10 Approve?

Or

CONB-02.11 Update Electronic Access

Next Activities

CONB-01.21.02 Assign Elevated Privileges Required Training

Description

The Contracting Officer Representative requests elevated privileges for the contractor if required in the performance of the contractor requirements.

Input

Performance Work Statement

Output

Elevated Privileges Request

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

DSO Point of Contact

Individual

Tools and Websites

MyVA Elevated Privileges

Activity Name: CONB-01.21.02 Assign Elevated Privileges Required Training

Previous Activities

CONB-01.21.01 Request Elevated Privileges

Next Activities

CONB-01.21.03 Complete Elevated Privileges Required Training

Description

The Contracting Officer Representative assigns the required training from the Talent Management System (TMS) to the Individual for obtaining elevated privileges.

Input

Elevated Privileges Request

Output

TMS Record of Training Completion

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Tools and Websites

MyVA Elevated Privileges

Activity Name: CONB-01.21.03 Complete Elevated Privileges Required Training

Previous Activities

CONB-01.21.02 Assign Elevated Privileges Required Training

Next Activities

CONB-01.21.04 Complete Elevated Privileges Request

Description

The Individual completes the training assigned by the Contracting Officer Representative in order to obtain elevated privileges.

Input

Talent Management System (TMS) Record of Training Completion

Output

Completed TMS Record of Training

Responsible Role

Individual

Accountable Role

Contractor Lead

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

Activity Name: CONB-01.21.04 Complete Elevated Privileges Request

Previous Activities

CONB-01.21.03 Complete Elevated Privileges Required Training

Or

CONB-01.21.06 Approve?

Next Activities

CONB-01.21.05 Review and Approve Elevated Privileges Request

Description

The Individual completes the Elevated Privileges request online once all training is complete and submits the associated Training Certificates.

Input

Elevated Privileges Request

Output

Updated Elevated Privilege Request

Responsible Role

Individual

Accountable Role

Contractor Lead

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

Activity Name: CONB-01.21.05 Review and Approve Elevated Privileges Request

Previous Activities

CONB-01.21.04 Complete Elevated Privileges Request

Or

CONB-01.21.08 Approve?

Next Activities

CONB-01.21.06 Approve?

Description

The Contracting Officer Representative reviews and electronically signs the Elevated Privileges request completed by the Individual.

Input

Elevated Privileges Request

Output

Approved Elevated Privileges Request

Responsible Role

Contracting Officer Representative

Accountable Role

Individual

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

Activity Name: CONB-01.21.06 Approve?

Previous Activities

CONB-01.21.05 Review and Approve Elevated Privileges Request

Next Activities

If 'YES':

CONB-01.21.07 Review and Approve Elevated Privileges Request

Or

If 'NO':

CONB-01.21.04 Complete Elevated Privileges Request

Description

The Contracting Officer Representative reviews the Elevated Privilege request and approves (YES) or not (NO).

Responsible Role

Contracting Officer Representative

Accountable Role

Individual

Informed Role

Contractor Lead

Activity Name: CONB-01.21.07 Review and Approve Elevated Privileges Request

Previous Activities

CONB-01.21.06 Approve?

Next Activities

CONB-01.21.08 Approve?

Description

The Information System Security Officer (ISSO) from MyVA Elevated Privileges reviews the Elevated Privileges (EP) request for approval. If approved the ISSO sends the EP to the System Owner for approval.

Input

Elevated Privileges Request

Output

Approved Elevated Privileges Request

Responsible Role

Information System Security Officer

Accountable Role

Individual

Tools and Websites

MyVA Elevated Privileges

VA Talent Management System (TMS)

Activity Name: CONB-01.21.08 Approve?

Previous Activities

CONB-01.21.07 Review and Approve Elevated Privileges Request

Next Activities

If 'YES':

CONB-01.21.09 Grant Elevated Privileges

Or

If 'NO':

CONB-01.21.05 Review and Approve Elevated Privileges Request

Description

The Information System Security Officer reviews the Elevated Privilege Request and approves (YES) or not (NO).

Responsible Role

Information System Security Officer

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.21.09 Grant Elevated Privileges

Previous Activities

CONB-01.21.08 Approve?

Or

CONB-01.21.12 Approve?

Next Activities

CONB-01.21.10 Approve?

Description

The System Owner, or designee, reviews the request for Elevated Privileges (EP) and grants the request. If additional information is required, the System Owner returns the Elevated Privilege Request to the Individual for updates. If granted the System Owner updates the Service Desk Ticket that the EP is granted.

Input

EP Request

Output

Granted EP Request

Responsible Role

System Owner

Accountable Role

Contracting Officer Representative

Tools and Websites

MyVA Elevated Privileges

Service Desk Ticketing System

Activity Name: CONB-01.21.10 Approve?

Previous Activities

CONB-01.21.09 Grant Elevated Privileges

Next Activities

If 'YES':

CONB-01.21.11 Complete Final Approval

Or

If 'NO':

CONB-01.21.01 Request Elevated Privileges

Description

The System Owner reviews and either approves Elevated Privileges request (YES) or sends the request back to the Contracting Officer Representative for more information (NO).

Responsible Role

System Owner

Accountable Role

Information System Security Officer

Activity Name: CONB-01.21.11 Complete Final Approval

Previous Activities

CONB-01.21.10 Approve?

Next Activities

CONB-01.21.12 Approve?

Description

The Information System Security Officer from MyVA Elevated Privileges completes a final review of the Elevated Privileges request to ensure all actions are complete.

Input

Elevated Privilege Request

Output

Approved Elevated Privilege Request

Responsible Role

Information System Security Officer

Accountable Role

Contracting Officer Representative

Tools and Websites

MyVA Elevated Privileges

Service Desk Ticketing System

Activity Name: CONB-01.21.12 Approve?

Previous Activities

CONB-01.21.11 Complete Final Approval

Next Activities

If 'YES':

CONB-01.21.13 Did Elevated Privileges Request Originate in 'Update Electronic Access'?

Or

If 'NO':

CONB-01.21.09 Grant Elevated Privileges

Description

The Information System Security Officer makes a final determination to approve the Elevated Privileges Request (YES) or not (NO).

Responsible Role

Information System Security Officer

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.21.13 Did Elevated Privileges Request Originate in 'Update Electronic Access'?

Previous Activities

CONB-01.21.12 Approve?

Next Activities

If 'YES':

CONB-02.11 Update Electronic Access

Or

If 'NO':

CONB-01.22 BI Results?

Description

The Information System Security Officers makes a determination if the Elevated Privileges Request originated in the Update Electronic Access, Yes, or not, No.

Responsible Role

Information System Security Officer

Accountable Role

Contracting Officer Representative

Activity Name: CONB-01.22 BI Results?

Previous Activities

CONB-01.20 Elevated Privileges?

Or

CONB-01.21.13 Did Elevated Privileges Request Originate in 'Update Electronic Access'?

Next Activities

If 'Favorable':

CONB-01.23 Update VA Notification System

Or

If 'Unfavorable':

CONB-03 Conduct Off-Boarding

Description

The Contracting Officer Representative (COR) determines if the Background Investigation (BI) result is favorable (Favorable) or not (Unfavorable). The COR takes appropriate action for either outcome.

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Individual

Activity Name: CONB-01.23 Update VA Notification System

Previous Activities

CONB-01.22 BI Results?

Next Activities

CONB-02 Monitor and Control Access

Description

The Contracting Officer Representative updates the VA Notification System (VANS) when the Individual has a VA email address. VANS contains employee and contractor contact information for the sole purpose of alerting and collecting personnel accountability safety status during an emergency. VANS uses multiple means, e.g., phone, email, and text messaging, to alert employees in an emergency.

Input

Contractor Staff Roster
Favorable Background Investigation Results
Completed Training

Output

Password and Log-in Instructions for VA Notification System
VA Notification System Profile

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Contracting Officer

Tools and Websites

VA Notification System

More Info

VANS will verify that your VANS username and your computer login username matches before logging you in. If you receive an error message stating that you do not have an account or your account is disabled, contact the help desk at 1-855-673-4357.

Activity Name: CONB-02 Monitor and Control Access

Previous Activities

CONB-01.23 Update VA Notification System

Next Activities

CONB-02.01 Contractor Action Needed?

Description

The sub-process for Monitor and Control Access cycles through the following dependent activities:
- Contractor Action Needed?
- Update VA On/Off-Boarding Service and Reassign Contractor
- Monitor Status
- Is Training Required?
- Complete Required Training
- Is PIV Update Required?
- Update PIV Card
- Need to Update GFE?
- Update GFE and Property Pass
- Need to Update Electronic Access?
- Update Electronic Access
- Need to Increase Position Risk Level?
- Increase Position Risk Level
- Unfavorable BI?
- Review VANS Data
- Update VANS Data
- Update TMS Profile

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.01 Contractor Action Needed?

Previous Activities

CONB-02 Monitor and Control Access

Or

CONB-02.02 Update VA On/Off-Boarding Service and Reassign Contractor

Or

CONB-02.17 Update TMS Profile

Next Activities

If 'Off-Board':

CONB-03 Conduct Off-Boarding

Or

If 'Transfer':

CONB-02.02 Update VA On/Off-Boarding Service and Reassign Contractor

Or

If 'Monitor':

CONB-02.03 Monitor Status

Description

The Contractor Lead makes a determination of the next steps for the Contractor. This can be to Off-Board is the Contractor is leaving, Transfer if the Contractor is moving to a new Project or Monitor if the Contractor is staying on the existing contract.

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.02 Update VA On/Off-Boarding Service and Reassign Contractor

Previous Activities

CONB-02.01 Contractor Action Needed?

Next Activities

CONB-02.01 Contractor Action Needed?

Description

The Contractor Lead updates the VA On/Offboarding Service to reflect the change in status that the Contractor is transferring to a new contract.

Input

Performance Work Statement

Output

Updated VA On/Offboarding Service

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Consulted Role

Individual

Tools and Websites

VA On/Offboarding Service

The VA On/Offboarding Service Portal

Activity Name: CONB-02.03 Monitor Status

Previous Activities

CONB-02.01 Contractor Action Needed?

Next Activities

CONB-02.04 Is Training Required?

Description

The Contractor Lead monitors status of the individual via the Identity, Credentialing, and Access Management Tool for Training requirements, and other requirements to include access, badging, GFE and any requirements needed to perform the contract.

If there is a change in status, the Contractor Lead determines if the change in status is due to pending separation. If the change in status is due to separation, Off-Boarding procedures are followed. If the change in status is not due to separation, the Contracting Officer Representative determines the type of change in status.

If there is no change in status, the Contractor Lead continues to monitor the Individual and ensures the annual security training requirements are met.

Input

Contract
Talent Management System (TMS) Profile

Output

Individual File (COR keeps one file - COR Contract File)
Notification to the Individual to Update TMS Profile (if applicable)

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Talent Management System (TMS)

VA On/Offboarding Service

VA Office of Identity, Credential, and Access Management

More Info

The Individual File is maintained, electronically preferably.

Activity Name: CONB-02.04 Is Training Required?

Previous Activities

CONB-02.03 Monitor Status

Next Activities

If 'YES':

CONB-02.05 Complete Required Training

Or

If 'NO':

CONB-02.06 Is PIV Update Required?

Description

The Contractor Lead determines if training needs to be completed, Yes, or not, No. This is a notification of the ICAM Tool as well as from TMS.

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.05 Complete Required Training

Previous Activities

CONB-02.04 Is Training Required?

Next Activities

CONB-02.06 Is PIV Update Required?

Description

The Individual completes the mandatory training upon notification by the Contractor Lead:
- VA Privacy and Information Security Awareness and Rules of Behavior
- VHA Privacy and Health Insurance Portability and Accountability Act (HIPAA) Training (if

anyone accesses Protected Health Information)
- Role based cyber security or privacy training when applicable and identified by the Contracting Officer's Representatives for VA personnel with equivalent information system access.

Input

Notification to Individual of Required Actions and Timeframes
TMS Self-Enrollment Profile

Output

TMS Record of Training Completion
Updated TMS Self-Enrollment Profile

Responsible Role

Individual

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

Talent Management System Self Enrollment Portal

VA Talent Management System (TMS)

Activity Name: CONB-02.06 Is PIV Update Required?

Previous Activities

CONB-02.04 Is Training Required?

Or

CONB-02.05 Complete Required Training

Next Activities

If 'YES':

CONB-02.07 Update PIV Card

Or

If 'NO':

CONB-02.08 Need to Update GFE?

Description

The Contractor Lead determines if a new PIV card is needed (Yes) or not (No).

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.07 Update PIV Card

Previous Activities

CONB-02.06 Is PIV Update Required?

Next Activities

CONB-02.07.01 Update PIV?

Description

The sub-process for Update PIV Card cycles through the following dependent activities:
- Update PIV?
- Request PIV Card Update
- Review and Approve PIV Request
- Approve?
- Schedule PIV Appointment
- Update PIV Card

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Activity Name: CONB-02.07.01 Update PIV?

Previous Activities

CONB-02.07 Update PIV Card

Or

CONB-02.07.04 Approve?

Next Activities

If 'YES':

CONB-02.07.02 Request PIV Card Update

Or

If 'NO':

CONB-02.08 Need to Update GFE?

Description

The Contracting Officer Representative (COR), working with the Contractor Lead, makes a determination if a new PIV Badge is needed, Yes, or not, No.

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-02.07.02 Request PIV Card Update

Previous Activities

CONB-02.07.01 Update PIV?

Next Activities

CONB-02.07.03 Review and Approve PIV Request

Description

The Contracting Officer Representative (COR) gathers and inputs the Individual's data in the online application form within VA PIV Enrollment Portal tool. There are five card types of PIV. The COR determines the appropriate type of card. Information on the card types is provided in the VA Card Types and Requirements document. The VA uses hard certificates for public key infrastructure as part of the PIV card. If the COR selects logical access for the individual, the PIV contains the hard certificate.

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Input

PIV Applicant Information for Employees and Contractors
PIV Sponsor Delegation of Authority Memorandum

Output

Completed PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Field Administrative Services

Tools and Websites

VA PIV Enrollment Portal

PIV Appointment Scheduling Tool

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

More Info

The VA PIV Card Management System is a restricted access system only accessible by authorized personnel.

Activity Name: CONB-02.07.03 Review and Approve PIV Request

Previous Activities

CONB-02.07.02 Request PIV Card Update

Next Activities

CONB-02.07.04 Approve?

Description

The Field Administrative Services reviews the PIV Application Information for Employees and Contractors to ensure all information is complete and determines whether or not to approve the PIV Request.

Input

PIV Applicant Information for Employees and Contractors

Output

Reviewed PIV Applicant Information for Employees and Contractors

Associated Artifacts

PIV Applicant Information for Employees and Contractors

Responsible Role

Field Administrative Services

Accountable Role

Contracting Officer Representative

Consulted Role

Contractor Lead

Informed Role

Individual

Tools and Websites

OIT ITOPS SMP Facility and Travel Administration Home Page

VA HSPD-12 Program, How to Get a VA ID Badge

VA PIV Enrollment Portal

More Info

Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-02.07.04 Approve?

Previous Activities

CONB-02.07.03 Review and Approve PIV Request

Next Activities

If 'YES':

CONB-02.07.05 Schedule PIV Appointment

Or

If 'NO':

CONB-02.07.01 Update PIV?

Description

If the Field Administrative Services determines the PIV Application Information for Employees and Contractors is approved (YES), it is sent to the individual to schedule a PIV appointment. If the Field Administrative Services determines the PIV Application Information for Employees and Contractors is incomplete and is not approved (NO), it is sent back to the COR for more information.

Responsible Role

Field Administrative Services

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.07.05 Schedule PIV Appointment

Previous Activities

CONB-02.07.04 Approve?

Next Activities

CONB-02.07.06 Update PIV Card

Description

Upon notification by the Field Administrative Services representative the Individual makes an appointment with the Personal Identity Verification (PIV) Office.

Input

Approved PIV Applicant Information for Employees and Contractors

Output

Scheduled Appointment with PIV Office

Responsible Role

Individual

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

Form I-9, Employment Eligibility Verification

PIV Badge Offices

VA HSPD-12 Program, How to Get a VA ID Badge

OIT ITOPS SMP Facility and Travel Administration Home Page

More Info

The Individual must provide two forms of acceptable personal identification at the PIV appointment. The USCIS Form I-9 is used as the list of acceptable documents for obtaining PIV. Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-02.07.06 Update PIV Card

Previous Activities

CONB-02.07.05 Schedule PIV Appointment

Next Activities

CONB-02.08 Need to Update GFE?

Description

The Personnel Security Specialist issues the Personal Identification Verification (PIV) card to the Individual.

Input

Identity Proofing Documents
PIV Applicant Information for Employees and Contractors

Output

Personal Identification Verification Card

Responsible Role

Personnel Security Specialist

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Individual

Tools and Websites

VA HSPD-12 Program, How to Get a VA ID Badge

OIT ITOPS SMP Facility and Travel Administration Home Page

PIV Badge Offices

More Info

The PIV Card Management System is a restricted access system only accessible by authorized personnel. Since October 17, 2011, upon PIV card issuance, reissuance and renewal, VA-wide policy required a new Special Agreement Check (SAC) fingerprints. On October 5, 2017, the Assistant Secretary for Operations, Security, and Preparedness approved changing this and removing the requirement for a SAC upon PIV card replacement/reissuance and renewal.

Activity Name: CONB-02.08 Need to Update GFE?

Previous Activities

CONB-02.06 Is PIV Update Required?

Or

CONB-02.07.01 Update PIV?

Or

CONB-02.07.06 Update PIV Card

Next Activities

If 'YES':

CONB-02.09 Update GFE and Property Pass

Or

If 'NO':

CONB-02.10 Need to Update Electronic Access?

Description

The Contractor Lead makes a determination if the Government Furnished Equipment (GFE) needs updated or if new GFE may be needed, Yes, or not, No.

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.09 Update GFE and Property Pass

Previous Activities

CONB-02.08 Need to Update GFE?

Next Activities

CONB-02.09.01 Submit GFE or Desktop Request

Description

The sub-process, Update GFE and Property Pass, cycles through the following dependent activities:
- Submit GFE or Desktop Request
- Update/Process GFE Request
- Stage and Ship GFE
- Receive and/or Pick-up GFE
- Assist Individual in First Time Access
- Sign/Update VA Property Pass
- Receive GFE Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.09.01 Submit GFE or Desktop Request

Previous Activities

CONB-02.09 Update GFE and Property Pass

Next Activities

CONB-02.09.02 Update/Process GFE Request

Description

The Contractor Lead submits the Government Furnished Equipment (GFE) or Desktop Request form in the Service Catalog User Provisioning and GFE Request System.

Input

Service Catalog GFE Request

Output

Updated Service Catalog GFE Request

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Tools and Websites

yourIT Service Portal

Activity Name: CONB-02.09.02 Update/Process GFE Request

Previous Activities

CONB-02.09.01 Submit GFE or Desktop Request

Next Activities

CONB-02.09.03 Stage and Ship GFE

Description

The Just In Time (JIT) Techs reviews and updates and processes the Government Furnished Equipment (GFE) request. The JIT Techs review the request to determine if the Contractor needs a laptop or desktop system and reviews provisioning information for set up and shipping requirements.

Input

Service Catalog GFE Request Form

Output

Processed Service Catalog GFE Request Form

Responsible Role

Just in Time Techs

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

yourIT Service Portal

Activity Name: CONB-02.09.03 Stage and Ship GFE

Previous Activities

CONB-02.09.02 Update/Process GFE Request

Next Activities

CONB-02.09.04 Receive and/or Pick-up GFE

Description

The Just In Time (JIT) Techs stages and ships the Government Furnished Equipment (GFE) to the individual per the Service Catalog GFE Request. The JIT Tech creates the VA Form 0887, VA Government Property Loan Form and submits for signatures by the Contracting Officer Representative (COR) and all required individuals.

Input

•Notification to Individual to Obtain GFE (E-mail)
•Service Catalog GFE Request

Output

Update Service Catalog GFE Request
VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Individual

Tools and Websites

VA Forms Library

yourIT Service Portal

Activity Name: CONB-02.09.04 Receive and/or Pick-up GFE

Previous Activities

CONB-02.09.03 Stage and Ship GFE

Next Activities

CONB-02.09.05 Assist Individual in First Time Access

Description

The Individual works with the Contractor Lead, Contracting Officer Representative (COR) and the Just In Time Techs (JIT) to have the Government Furnished Equipment (GFE) shipped to the location for the individual.

Prior to picking up the GFE the individual must have already picked up their Personal Identity Verification (PIV) Badge to ensure first time access with the GFE uses the PIV Badge to be in compliance with VA Policy.

The JIT provide instructions for logging into the GFE for first time users. In the event the Individual requires assistance, the Individual can contact the Local Just In Time Techs or call the National Service Desk DEV/OPS at 855-673-4357 and chose Option 4.

Input

Service Catalog GFE Request Form
VA Form 0887, VA Government Property Loan Form

Output

Updated Service Catalog GFE Request Form
Signed VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Individual

Accountable Role

Just in Time Techs

Consulted Role

Contractor Lead

Contracting Officer Representative

Tools and Websites

yourIT Service Portal

Activity Name: CONB-02.09.05 Assist Individual in First Time Access

Previous Activities

CONB-02.09.04 Receive and/or Pick-up GFE

Next Activities

CONB-02.09.06 Sign/Update VA Property Pass

Description

The Just In Time Techs assist all individuals in the first time access of the Government Furnished Equipment (GFE) to ensure the requirements for using Personal Identification Verification badges are followed.

Input

Service Catalog GFE Request Form
VA Form 0887-VA Government Property Loan Form Template

Output

Updated VA Form 0887-VA Government Property Loan Form Template

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Just in Time Techs

Accountable Role

Individual

Tools and Websites

VA Forms Library

yourIT Service Portal

Activity Name: CONB-02.09.06 Sign/Update VA Property Pass

Previous Activities

CONB-02.09.05 Assist Individual in First Time Access

Next Activities

CONB-02.09.07 Receive GFE Status

Description

The Individual signs/updates the VA Form 0887 VA Government Property Loan Form electronically before taking the Government Furnished Equipment off-site. The VA Form 0887, VA Government Property Loan Form is sent to the Contracting Officer Representative for signature as well.

Input

VA Form 0887-VA Government Property Loan Form

Output

Signed VA Form 0887-VA Government Property Loan Form

Responsible Role

Individual

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

VA Forms Library

Activity Name: CONB-02.09.07 Receive GFE Status

Previous Activities

CONB-02.09.06 Sign/Update VA Property Pass

Next Activities

CONB-02.10 Need to Update Electronic Access?

Description

The Contracting Officer Representative (COR) receives information that the Government Furnished Equipment (GFE) was picked up by the individual. The COR receives notification to sign the VA Form 0887, VA Government Property Loan Form for the equipment.

Input

VA Form 0887, VA Government Property Loan Form

Output

Notification of GFE was Picked Up
Signed VA Form 0887 VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

Individual

Tools and Websites

VA Forms Library

yourIT Service Portal

Activity Name: CONB-02.10 Need to Update Electronic Access?

Previous Activities

CONB-02.08 Need to Update GFE?

Or

CONB-02.09.07 Receive GFE Status

Next Activities

If 'YES':

CONB-02.11 Update Electronic Access

Or

If 'NO':

CONB-02.12 Need to Increase Position Risk Level?

Description

The Contractor Lead works with the Contracting Officer Representative to determine if electronic access needs updated, Yes, or not, No.
NOTE: This includes Remote Access as well as Elevated Privileges.

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.11 Update Electronic Access

Previous Activities

CONB-02.10 Need to Update Electronic Access?

Or

CONB-02.11.02 Approve?

Next Activities

CONB-02.11.01 Update Information in VA On/Off-Boarding Service for Access

Description

The sub-process for Update Electronic Access cycles through the following dependent activities:
- Update Information in VA On/Off-Boarding Service for Access
- Approve?
- Review Electronic Access Request
- Update Electronic Access
- Remote Access?
- Create /Update Remote Access Account
- Need Elevated Privileges?
- Access Updated Resources
- Access Successful?

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Activity Name: CONB-02.11.01 Update Information in VA On/Off-Boarding Service for Access

Previous Activities

CONB-02.11 Update Electronic Access

Or

CONB-02.11.02 Approve?

Next Activities

CONB-02.11.02 Approve?

Description

The Contractor Lead, or the designee, updates/modifies Master Person Index in the Identity, Credentialing, and Access Management tool for updating or modifying system access.

Input

Contractor Rules of Behavior
Information System Security Officer Notification
Information System Security Officer Locator
Personnel Investigations Processing System entry results
Talent Management System (TMS) Training Certificates
VA Form 0752, Confidentiality of Sensitive Information Non-Disclosure Agreement (if applicable)
VA Rules of Behavior

Output

Elevated Privilege Request Memorandum
Service Desk Ticket
Your IT Service Catalog User Provisioning Request Form

Associated Artifacts

VA Form 0752-Confidentiality of Sensitive Information Non-Disclosure Agreement Template

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Tools and Websites

yourIT Service Portal

ISSO Locator List

ISSO Virtual Private Network Portal

Service Desk Ticketing System

VA Talent Management System (TMS)

More Info

ISSOs may verify/audit COR files to ensure documentation of completion. Information in COR files include completed Contractor Rules of Behavior, Electronic Contractor Onboarding Access Request, Non-Disclosure Statement Form (if applicable), TMS training certificates, and the favorable Special Agreement Check adjudication decision. Use ISSO Locator List or contact VA FSS ISO REQUESTS to identify ISSO. Encrypted e-mail to ISSO includes Name, Responsible Project Manager or COR, and Global Address List properties. The COR provides a COR Appointment Letter to the ISSO upon request. Contractor Rules of Behavior may be found in VA Handbook 6500.6, Contract Security (Appendix D, Contractor Rules of Behavior). The PIV Card Management and PIPS Systems are restricted access systems only accessible by authorized personnel.

Activity Name: CONB-02.11.02 Approve?

Previous Activities

CONB-02.11.01 Update Information in VA On/Off-Boarding Service for Access

Next Activities

If 'YES':

CONB-02.11.03 Review Electronic Access Request

Or

If 'NO':

CONB-02.11.01 Update Information in VA On/Off-Boarding Service for Access

Description

The Contracting Officer Representative reviews the electronic Contractor Onboarding Access Request Form for approval.

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-02.11.03 Review Electronic Access Request

Previous Activities

CONB-02.11.02 Approve?

Next Activities

CONB-02.11.04 Update Electronic Access

Description

The Enterprise Service Desk (ESD) reviews the request to determine if any separation of duty issues exists.

If the review reveals no known separation of duty issues, the ESD confirms with the Contracting Officer Representative (COR) that the network access will be completed.

For Individuals who access multiple sites, assurance to VA Directive 6500 compliance can be provided by the Information System Security Officer (ISSO) of record for the contract. If

elevated privileges are requested by the COR, then additional role based training and elevated rules of behavior needs to be completed. The ISSO makes a risk based decision for Individuals requiring elevated access on what level of initial access oversight is granted.

Input

JIT GFE Request Form
Service Desk Ticket

Output

Forwarded JIT GFE Request Form
Updated Service Desk Ticket

Responsible Role

Enterprise Service Desk

Accountable Role

Contracting Officer Representative

Informed Role

Contractor Lead

Tools and Websites

yourIT Service Portal

Service Desk Ticketing System

Activity Name: CONB-02.11.04 Update Electronic Access

Previous Activities

CONB-02.11.03 Review Electronic Access Request

Or

CONB-02.11.09 Access Successful?

Next Activities

CONB-02.11.05 Remote Access?

Description

The Enterprise Service Desk (ESD) updates network, application systems and/or remote access by reviewing request form and adding the user and requested options into the appropriate system(s). The ESD generally uses the service desk ticketing system. The ESD notifies the Contracting Officer Representative (COR) and copies the Facility Chief Information Officer (FCIO), or designee, and Information System Security Officer that the account has been established and password is available.

The task is closed and the EDS staff resolve/close the service desk ticket. The COR is notified that the request has been completed. ESD provides the Individual with instructions to access the Global Address List.

If elevated privileges are requested, an additional active directory account is needed and the individual is directed to the MyElevated Privileges Portal to complete the request.

Input

Your IT Service Catalog User Provisioning Request Form
Service Desk Ticket

Output

Active Directory Account
Instructions to Access the Global Address List (GAL)
Notice of Password (one time)
Notice to Contracting Officer's Representative
Updated/Resolved/Closed Service Desk Ticket
Updated Your IT Service Catalog User Provisioning Request Form

Responsible Role

Enterprise Service Desk

Accountable Role

Contracting Officer Representative

Informed Role

Contracting Officer Representative

Area Manager

Tools and Websites

yourIT Service Portal

Service Desk Ticketing System

More Info

Integrated Campus Support (ICS) performs this function in some instances.

Activity Name: CONB-02.11.05 Remote Access?

Previous Activities

CONB-02.11.04 Update Electronic Access

Next Activities

If 'YES':

CONB-02.11.06 Create/Update Remote Access Account

Or

If 'NO':

CONB-02.11.08 Access Updated Resources

Description

The Enterprise Service Desk (ESD) reviews the request to verify if Remote Access is needed. This is a Yes, it is needed, or no, it is not needed per the request.

Responsible Role

Enterprise Service Desk

Accountable Role

Contractor Lead

Activity Name: CONB-02.11.06 Create/Update Remote Access Account

Previous Activities

CONB-02.11.05 Remote Access?

Next Activities

CONB-02.11.07 Need Elevated Privileges?

Description

The Contracting Officer Representative (COR) creates/updates the remote access account, The COR would only need to create the Remote Access Account if the initial request did not include this function. Updates are generally to the expiration date of the contractor for the period of performance of the contract, but can cover other changes such as name, address, phone contacts or other pertinent information on the request.

Input

Service Desk Ticket
Your IT Service Catalog User Provisioning Request Form

Output

Remote Access
Resolved/Closed Service Desk Ticket
Updated Your IT Service Catalog User Provisioning Request Form

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Contractor Lead

Individual

Tools and Websites

Citrix Access Gateway

yourIT Service Portal

Rescue AnyConnect Virtual Private Network

Service Desk Ticketing System

Remote Access Portal

VA Remote Access Information

Activity Name: CONB-02.11.07 Need Elevated Privileges?

Previous Activities

CONB-02.11.06 Create/Update Remote Access Account

Next Activities

If 'YES':

CONB-01.22 BI Results?

Or

If 'NO':

CONB-02.11.08 Access Updated Resources

Description

The Contracting Officer Representative, working with the Contractor Lead, determines if Elevated privileges is needed, Yes, or not, No.

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-02.11.08 Access Updated Resources

Previous Activities

CONB-02.11.05 Remote Access?

Or

CONB-02.11.07 Need Elevated Privileges?

Or

CONB-01.22 BI Results?

Next Activities

CONB-02.11.09 Access Successful?

Description

Within one business day the Individual accesses the sites to ensure they are able to access them without issues.

Input

Instructions to Access Global Address List (GAL)
Service Desk Ticket
Temporary VA Network Password

Output

Access VA Network
Global Address List Data for the Individual
Strong VA Network Password
Updated Service Desk Ticket

Responsible Role

Individual

Accountable Role

Contractor Lead

Tools and Websites

Personnel Investigations Processing System (PIPS)

Service Desk Ticketing System

VA Talent Management System (TMS)

yourIT Service Portal

Activity Name: CONB-02.11.09 Access Successful?

Previous Activities

CONB-02.11.08 Access Updated Resources

Next Activities

If 'YES':

CONB-02.12 Need to Increase Position Risk Level?

Or

If 'NO':

CONB-02.11.04 Update Electronic Access

Description

The Individual tests their access to see if successful (Yes) or not (No).

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.12 Need to Increase Position Risk Level?

Previous Activities

CONB-02.10 Need to Update Electronic Access?

Or

CONB-02.11.09 Access Successful?

Next Activities

If 'YES':

CONB-02.13 Increase Position Risk Level

Or

If 'NO':

CONB-02.15 Review VANS Data

Description

The Contractor Lead works with the Contracting Officer Representative to determine if the Security Risk Level of the Contractor will increase in the contract updates, Yes, or not, No.

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.13 Increase Position Risk Level

Previous Activities

CONB-02.12 Need to Increase Position Risk Level?

Next Activities

CONB-02.13.01 Update Staff Roster

Description

The process map for Increase Position Risk Level cycles through the following dependent activities:
- Update Staff Roster
- Submit Update e-QIP
- Withdraw?
- Complete Background Investigation
- Upload BI Results
- Unfavorable BI?
- Notify Contractor Lead of Unfavorable BI

Responsible Role

Contractor Lead

Accountable Role

Contractor Lead

Activity Name: CONB-02.13.01 Update Staff Roster

Previous Activities

CONB-02.13 Increase Position Risk Level

Next Activities

CONB-02.13.02 Submit Updated e-QIP

Description

The Contractor Lead receives notice from the Individual of completion of mandatory training in the Talent Management System (TMS) and updates the Contractor Staff Roster.

Input

Contractor Staff Roster
Notification to Individual of Required Actions and Timeframe's
Notification to Contractor Lead of Completion of Training

Output

Updated and Forwarded Contractor Staff Roster

Associated Artifacts

Contractor Staff Roster Template

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.13.02 Submit Updated e-QIP

Previous Activities

CONB-02.13.01 Update Staff Roster

Next Activities

CONB-02.13.03 Withdraw?

Description

The Individual updates the Electronic Questionnaire for Investigations Processing (e-QIP) online form, certifies and prints the required e-QIP signature pages [Certification (CER), Release (REL), and Medical Release (MEL), as appropriate]. The Individual is instructed to complete e-QIP within five business days of receipt of the notice from the Personnel Security Specialist.

The Individual then sends via e-mail, mail service, or faxes the e-QIP signature pages to the Contracting Officer Representative to upload into the e-QIP system.

Input

E-mail Request to Complete e-QIP Forms

Output

Electronic Questionnaire for Investigations Processing (e-QIP) Form
Signature Pages [Certification (CER), Release (REL) and Medical Release (MEL), as appropriate]

Responsible Role

Individual

Accountable Role

Contractor Lead

Tools and Websites

Electronic Questionnaires for Investigations Processing (e-QIP)

Activity Name: CONB-02.13.03 Withdraw?

Previous Activities

CONB-02.13.02 Submit Updated e-QIP

Next Activities

If 'YES':

CONB-02.14 Unfavorable BI?

Or

If 'NO':

CONB-02.13.04 Complete Background Investigation

Description

The Personnel Security Specialist determines whether to withdraw the candidate's application (Yes) or continue with the BI (No).

Responsible Role

Personnel Security Specialist

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.13.04 Complete Background Investigation

Previous Activities

CONB-02.13.03 Withdraw?

Next Activities

CONB-02.13.05 Upload BI Results

Description

The Personnel Security Specialist adjudicates the Background Investigation, signs off on the Certificate of Investigation (COI), and notifies the Contracting Officer's Representative (COR) of final adjudication and provides a copy of the Certificate of Investigation to the COR.

Input

Certificate of Investigation

Output

Recorded Adjudication in Personnel Investigation Processing System (PIPS)
Signed Certificate of Investigation

Responsible Role

Personnel Security Specialist

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Consulted Role

VA Security Specialist

Informed Role

Contracting Officer Representative

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel. No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.13.05 Upload BI Results

Previous Activities

CONB-02.13.04 Complete Background Investigation

Next Activities

CONB-02.13.06 Unfavorable BI?

Description

The Personnel Security Specialist uploads results of the Background Investigation into the Personnel Investigations Processing System (PIPS).

Input

Certificate of Investigation

Output

Recorded Adjudication in Personnel Investigation Processing System (PIPS)
Signed Certificate of Investigation

Responsible Role

Personnel Security Specialist

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Tools and Websites

Personnel Investigations Processing System (PIPS)

VA-Personnel Security Adjudication Center Resource Site

More Info

The PIPS System is a restricted access system only accessible by authorized personnel. No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.13.06 Unfavorable BI?

Previous Activities

CONB-02.13.05 Upload BI Results

Next Activities

If 'YES':

CONB-02.13.07 Notify Contractor Lead of Unfavorable BI

Or

If 'NO':

CONB-02.14 Unfavorable BI?

Description

The Contracting Officer Representative evaluates the BI to determine if Unfavorable (Yes) or Favorable (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.13.07 Notify Contractor Lead of Unfavorable BI

Previous Activities

CONB-02.13.06 Unfavorable BI?

Next Activities

CONB-02.14 Unfavorable BI?

Description

The Contracting Officer Representative notifies the Contractor Lead of the background investigation (BI) determination received from the Personnel Security Specialist.

If the initial BI is unfavorable, the Contractor Lead initiates the off-boarding procedures.
If the initial BI is favorable, the routine monitoring and controlling of the Individual is begun.

Input

Recorded Adjudication in Personnel Investigation Processing System (PIPS)

Output

Unfavorable BI Notification

Responsible Role

Contracting Officer Representative

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

More Info

No link is provided to the Suitability Processing Handbook because it is a controlled item.

Activity Name: CONB-02.14 Unfavorable BI?

Previous Activities

CONB-02.13.03 Withdraw?

Or

CONB-02.13.06 Unfavorable BI?

Or

CONB-02.13.07 Notify Contractor Lead of Unfavorable BI

Next Activities

If 'YES':

CONB-03 Conduct Off-Boarding

Or

If 'NO':

CONB-02.15 Review VANS Data

Description

The Contracting Officer Representative reviews the BI to determine if the BI is unfavorable and additional action must be taken (Yes) or if the BI is acceptable and access level can be increased (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contracting Officer Representative

Activity Name: CONB-02.15 Review VANS Data

Previous Activities

CONB-02.12 Need to Increase Position Risk Level?

Or

CONB-02.14 Unfavorable BI?

Next Activities

CONB-02.16 Update VANS Data

Description

The Contractor Lead reviews the VA Notification System (VANS) data, as required, to ensure contact information, duty location, and cost accounting information is accurately maintained in VANS.

Input

VA Notification System Data

Output

Updated VA Notification System Data

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Notification System

Activity Name: CONB-02.16 Update VANS Data

Previous Activities

CONB-02.15 Review VANS Data

Next Activities

CONB-02.17 Update TMS Profile

Description

The Individual reviews and/or updates the VA Notification System (VANS) data for changes in contact information, duty station or contract.

Input

VANS Data

Output

Updated VANS Data

Responsible Role

Individual

Accountable Role

Contracting Officer Representative

Tools and Websites

VA Notification System

More Info

VANS will verify that your VANS username and your computer login username matches before logging you in. If you receive an error message stating that you do not have an account or your account is disabled, contact the help desk at 1-855-673-4357.

Activity Name: CONB-02.17 Update TMS Profile

Previous Activities

CONB-02.16 Update VANS Data

Next Activities

CONB-02.01 Contractor Action Needed?

Description

The Contracting Officer Representative, working with the Contractor Lead, updates the Talent Management System (TMS) profile with new status, contact information, supervisor (Contracting Officer's Representative) contact information, etc. when changes occur.

Input

Notification to Individual to Update Talent Management System Profile
Talent Management System Profile

Output

Updated Talent Management System Profile

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Contracting Officer Representative

Tools and Websites

VA Talent Management System (TMS)

VA On/Offboarding Service

Activity Name: CONB-03 Conduct Off-Boarding

Previous Activities

CONB-01.09.05 Withdraw?

Or

CONB-01.23 Update VA Notification System

Or

CONB-02.01 Contractor Action Needed?

Or

CONB-02.14 Unfavorable BI?

Next Activities

CONB-03.01 Complete Off-Board Checklist

Description

The sub-process map for Conduct Off-Boarding cycles through the following dependent activities:
- Complete Off-Board Checklist
- Issues?
- Return Items for Off-Boarding
- Receive Notification PIV Card Turned In
- Deactivate PIV
- Items Returned?
- Hold Invoice Payment
- Communicate to Contractor Lead

- Validate Individual Removed from VANS
- Complete Emergent Off-Boarding

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-03.01 Complete Off-Board Checklist

Previous Activities

CONB-03 Conduct Off-Boarding

Next Activities

CONB-03.02 Issues?

Description

From the VA On/Offboarding Service Enterprise Offboarding Dashboard, the Contracting Officer Representative (COR) or Contractor Lead identifies the Contractor to be offboarded.
User information is displayed to allow the COR/CL to confirm the correct user has been selected.
Upon confirmation, the COR/CL will proceed with the offboard by clicking on the "Start Full Offboard" button.
The COR/CL will complete the offboard checklist, following the on-line instructions and entering required information regarding return and receipt of the contractor's PIV badge, government-furnished equipment, disablement of user accounts, and other pertinent information.

Input

E-mail from Individual Requesting/Informing of Status Change (if applicable)
Notification of Deactivation (if applicable)
Notification of Non-Compliance for Annual Information Security Training Requirements (if applicable)

Output

Notification to the Contracting Officer's Representative of Change in Status

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Tools and Websites

VA On/Offboarding Service

VA Office of Identity, Credential, and Access Management

The VA On/Offboarding Service Portal

Activity Name: CONB-03.02 Issues?

Previous Activities

CONB-03.01 Complete Off-Board Checklist

Next Activities

If 'YES':

CONB-03.10 Complete Emergent Off-Boarding

Or

If 'NO':

CONB-03.03 Return Items for Off-Boarding

Description

The Contractor Lead determines if there are issues that would require emergent off-boarding (Yes) or not (No).

Responsible Role

Contractor Lead

Accountable Role

Contracting Officer Representative

Activity Name: CONB-03.03 Return Items for Off-Boarding

Previous Activities

CONB-03.02 Issues?

Or

CONB-03.08 Communicate to Contractor Lead

Next Activities

CONB-03.04 Receive Notification PIV Card Turned In

And

CONB-03.05 Deactivate PIV

Description

The Individual returns, or, as appropriate, turns in for destruction items in the manner directed by the Contractor Lead (i.e., turn in directly to the VA or turn in to the Contractor Lead to pass to the VA) within 24 hours of departing. If directed to return to the VA return to either the Contracting Officer Representative or Administrative Support Staff. Items include:
- Keys
- Equipment (laptops, hard drives, notebooks, tablets, thumb drives, government credit cards, smartphones, mobile devices, etc.)
- Parking Passes
- Personal Identity Verification (PIV) Card/ Local Identifications
- Sanitize non-Government Furnished Equipment (GFE) equipment
- Fitness Room equipment
- Sensitive data (paper or electronic) turn-in
- Library books
- etc.

Input

VA Form 0887, VA Government Property Loan Form
VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Output

Updated VA Form 0887, VA Government Property Loan Form

Updated VA Form 3248, Employees Clearance from Indebtedness (if applicable)

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Contractor Lead

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II - VA Property Return Receipt. Also, VA Form 3248 has multiple versions for the different locations and each location should select the one assigned by the Contracting Officer's Representative.

Activity Name: CONB-03.04 Receive Notification PIV Card Turned In

Concurrent Activities

CONB-03.05 Deactivate PIV

Previous Activities

CONB-03.03 Return Items for Off-Boarding

Next Activities

CONB-03.06 Items Returned?

Description

The Contracting Officer Representative (COR) receives notification from the Local Administrative Support when the Personal Identity Verification (PIV) Card is returned. The COR maintains the notification in the record for the Individual being off-boarded. The COR verifies the Individual has successfully completed off-boarding and returned all government property to

include the PIV Card. If the Individual has not successfully completed Off-Boarding, the COR coordinates with the Contracting Officer to withhold the next invoice payment for the Contract until all government property is recovered.

Input

Forwarded VA Form 0887, VA Government Property Loan Form
Notification to Contracting Officer's Representative
Personal Identity Verification Database Card Record

Output

Contracting Officer's Representative Record (if applicable)
Notification to Release Payment

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Local Administrative Support

Informed Role

Contractor Lead

Contracting Officer

Tools and Websites

Personal Identity Verification Database

Activity Name: CONB-03.05 Deactivate PIV

Concurrent Activities

CONB-03.04 Receive Notification PIV Card Turned In

Previous Activities

CONB-03.03 Return Items for Off-Boarding

Next Activities

CONB-03.06 Items Returned?

Description

The Personal Identity Verification (PIV) Office staff deactivates the PIV and Non-PIV card according to VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program guidance. The PIV staff verifies the Individual's PIV deactivation information is properly entered into the PIV Database.

Input

Personal Identity Verification Card
Personal Identity Verification Database Card Record
VA Form 3248, Employees Clearance from Indebtedness

Output

Deactivated Personal Identity Verification Card Record

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

PIV Office

Accountable Role

Contracting Officer Representative

Tools and Websites

Personal Identity Verification Database

Activity Name: CONB-03.06 Items Returned?

Previous Activities

CONB-03.04 Receive Notification PIV Card Turned In

And

CONB-03.05 Deactivate PIV

Next Activities

If 'YES':

CONB-03.09 Validate Individual Removed from VANS

Or

If 'NO':

CONB-03.07 Hold Invoice Payment

Description

The Contracting Officer Representative determines if all items are returned (Yes) or not (No).

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-03.07 Hold Invoice Payment

Previous Activities

CONB-03.06 Items Returned?

Next Activities

CONB-03.08 Communicate to Contractor Lead

Description

The Contracting Officer Representative (COR) receives the VA Form 3248, Employees Clearance from Indebtedness, if applicable, electronically and reviews and completes for final off-boarding. If there are still items to be returned by the Contractor the COR is authorized to withhold payment until the items are returned. The COR will update the Invoice Payment

Processing System (IPPS) to reflect the payment is being withheld. The COR needs to coordinate with the Contractor Lead to ensure the items in question are returned and informs them that payment is being withheld until all items are returned.

Input

Individual's Files (if applicable)
Invoice Payment Processing System Invoice
VA Form 3248, Employees Clearance from Indebtedness

Output

Updated Individual's Files (if applicable)
Updated Invoice Payment Processing System Invoice
Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Informed Role

Contracting Officer

Tools and Websites

Invoice Payment Processing System

Activity Name: CONB-03.08 Communicate to Contractor Lead

Previous Activities

CONB-03.07 Hold Invoice Payment

Next Activities

CONB-03.03 Return Items for Off-Boarding

Description

The Contracting Officer Representative (COR) informs the contractor lead once items are returned that payment is being held until all items are returned. In addition to the VA Form 3248 the COR uses the Invoice Payment Processing System (IPPS) to authorize payment of the final invoice.

Input

Individual's Files (if applicable)
VA Form 3248, Employees Clearance from Indebtedness

Output

Updated Individual's Files (if applicable)
Updated VA Form 3248, Employees Clearance from Indebtedness

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Tools and Websites

Invoice Payment Processing System

Activity Name: CONB-03.09 Validate Individual Removed from VANS

Previous Activities

CONB-03.06 Items Returned?

Next Activities

Process Ends

Description

The Contracting Officer Representative (COR) validates that the VA Notification System (VANS) information for the individual has been removed after the individual has been removed from the Talent Management System. If the information has not been removed, the COR contacts the Human Resource Representative to manually deactivate the profile data.

Input

Individual File
VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Individual File (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Tools and Websites

VA Notification System

More Info

If you experience any problems disabling the account, contact the help desk at 1-855-673-4357.

Activity Name: CONB-03.10 Complete Emergent Off-Boarding

Previous Activities

CONB-03.02 Issues?

Next Activities

CONB-03.10.01 Complete Emergent Off-Boarding

And

CONB-03.10.02 Provide Recommended Actions

Description

The sub-process for Complete Emergent Off-Boarding cycles through the following dependent activities:
- Complete Emergent Off-Boarding
- Provide Recommended Actions
- Escort Off Premises
- Deactivate Physical Access
- Coordinate Account Deactivations
- Return Government Property
- Items Returned?
- Hold Invoice Payment

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Activity Name: CONB-03.10.01 Complete Emergent Off-Boarding

Concurrent Activities

CONB-03.10.02 Provide Recommended Actions

Previous Activities

CONB-03.10 Complete Emergent Off-Boarding

Next Activities

CONB-03.10.03 Escort Off Premises

And

CONB-03.10.04 Deactivate Physical Access

And

CONB-03.10.05 Coordinate Account Deactivations

Description

When the Contracting Officer Representative (COR) receives notice of a situation with an Individual from the appropriate (depending on the situation) VA personnel, the COR determines the need for and initiates emergent offboarding.
From the VA On/Offboarding Service Enterprise Offboarding Dashboard, the Contracting Officer Representative (COR) or Contractor Lead identifies the Contractor to be offboarded.
User information is displayed to allow the COR/CL to confirm the correct user has been selected.
Upon confirmation, the COR/CL will proceed with the offboard by clicking on the "Start Full Offboard" button.
The COR/CL will indicate "Emergent Offboard" to immediately revoke the online access of the user selected.
The COR/CL will complete the required information for the offboard checklist, following the on-line instructions regarding return and receipt of the contractor's PIV badge, government-furnished equipment, disablement of user accounts, and other pertinent information.

Input

Incident Report
Contracting Officer's Representative Statement
VA Form 0887, VA Government Property Loan Form

Output

VA Form 0923, Serious Incident Report (if applicable)
Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 0923-Serious Incident Report Template

Responsible Role

Contracting Officer Representative

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Contractor Lead

Tools and Websites

VA Talent Management System (TMS)

VA On/Offboarding Service

More Info

VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program includes Individual requirements which if not fulfilled, might initiate emergent off-boarding of an Individual, for instance: - Failure to immediately report a security incident - Theft or break-in or other criminal activity If applicable to the Program, the following steps must be followed as well: 1. The Individual's Contracting Officer Representative/Supervisor notifies the Product Line (PL) Onboarding Analyst via email of the personnel change(s) (e.g., terminating, relocating out of PL). The PL Onboarding Analyst performs the following actions: - Removes the Individual from the Product Line distribution group(s). - Requests the PMO Support Program Manager remove the Individual's access from the PL Internal Communications SharePoint site(s). - Requests the Jira Administrator remove the Individual's access from PL Max.gov space/projects. 2. The Individual's Contracting Officer Representative/Supervisor notifies the PL PMO Support Program Manager via email of the personnel change (e.g., terminating, relocating out of PL). The PMO Support Program Manager removes the Individual from the Product Line distribution groups. 3. The Individual's Contracting Officer Representative/Supervisor emails the meeting organizers of known PL recurring meetings from which the Individual should be removed.

Activity Name: CONB-03.10.02 Provide Recommended Actions

Concurrent Activities

CONB-03.10.01 Complete Emergent Off-Boarding

Previous Activities

CONB-03.10 Complete Emergent Off-Boarding

Next Activities

CONB-03.10.03 Escort Off Premises

And

CONB-03.10.04 Deactivate Physical Access

And

CONB-03.10.05 Coordinate Account Deactivations

Description

The Information System Security Officer provides recommended actions to the Contracting Officer's Representative and Security and Investigations Center and sends the Notification to the IT Operations and Services (ITOPS) Point of Contact to Deactivate Network Access if appropriate.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement
VA Form 0887, VA Government Property Loan Form

Output

Notification to IT Operations and Services (ITOPS) Point of Contact to Deactivate Network Access
Recommendations to Contracting Officer's Representative and Security and Investigations Center

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Information System Security Officer

Accountable Role

Contracting Officer Representative

Activity Name: CONB-03.10.03 Escort Off Premises

Concurrent Activities

CONB-03.10.04 Deactivate Physical Access

And

CONB-03.10.05 Coordinate Account Deactivations

Previous Activities

CONB-03.10.01 Complete Emergent Off-Boarding

Or

CONB-03.10.02 Provide Recommended Actions

Next Activities

CONB-03.10.06 Return Government Property

Description

If necessary, Law Enforcement is contacted to escort Individual off the premises. Otherwise, the Contracting Officer Representative coordinates having the Individual escorted off the premises.

Law Enforcement or a designated official seizes and/or secures the Government Furnished Equipment.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement
Notification to Contracting Officer's Representative from IT Operations and Services (ITOPS) Point of Contact
Recommendations to Sponsor and Security and Investigations Center

Output

Notification to Contracting Officer's Representative from Law Enforcement

Responsible Role

Law Enforcement

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Activity Name: CONB-03.10.04 Deactivate Physical Access

Concurrent Activities

CONB-03.10.03 Escort Off Premises

And

CONB-03.10.05 Coordinate Account Deactivations

Previous Activities

CONB-03.10.01 Complete Emergent Off-Boarding

Or

CONB-03.10.02 Provide Recommended Actions

Next Activities

CONB-03.10.06 Return Government Property

Description

The Personal Identity Verification (PIV) Office deactivates physical access by disabling the PIV and Non-PIV card according to VA Handbook 6500, Risk Management Framework for VA Information Systems - Tier 3: VA Information Security Program guidance. The PIV Office notifies Contracting Officer's Representative that the action is complete.

Input

Notifications to Information System Security Officer, IT Operations and Services (ITOPS) Point of Contact, and Law Enforcement

Output

Notification that Personal Identity Verification has been Disabled

Responsible Role

PIV Office

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Informed Role

Contracting Officer Representative

Tools and Websites

Personal Identity Verification Database

Physical Access Control System

Activity Name: CONB-03.10.05 Coordinate Account Deactivations

Concurrent Activities

CONB-03.10.03 Escort Off Premises

And

CONB-03.10.04 Deactivate Physical Access

Previous Activities

CONB-03.10.01 Complete Emergent Off-Boarding

Or

CONB-03.10.02 Provide Recommended Actions

Next Activities

CONB-03.10.06 Return Government Property

Description

The Contracting Officer Representative, coordinates account deactivations (i.e., IT systems, special system access, government credit cards, Talent Management System Profile, VA Personnel Accountability System (VA-PAS), etc.) through appropriate organizations such as the National Help Desk.

Input

VA Form 3248, Employees Clearance from Indebtedness (if appropriate)
Your IT Service Catalog Request Form

Output

Request to Deactivate Special System Access
Updated VA Form 3248, Employees Clearance from Indebtedness
Updated Your IT Service Catalog Request Form

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Contractor Lead

Consulted Role

Just in Time Techs

Tools and Websites

Service Desk Ticketing System

VA Notification System

yourIT Service Portal

More Info

The User Provisioning and GFE Request Form is located in the Your IT Service Catalog. VA Form 3248 has multiple versions for the different locations and each location should select the

appropriate location. When the individual's Talent Management Account is deactivated, the VA Personnel Accountability System is deactivated during the EDR data push every two weeks.

Activity Name: CONB-03.10.06 Return Government Property

Previous Activities

CONB-03.10.03 Escort Off Premises

Or

CONB-03.10.04 Deactivate Physical Access

Or

CONB-03.10.05 Coordinate Account Deactivations

Or

CONB-03.10.08 Hold Invoice Payment

Next Activities

CONB-03.10.07 Items Returned?

Description

The Individual returns any Government Property not already collected via the procedure outlined by the Contracting Officer's Representative (COR) within 24 hours.

The Contractor Lead is responsible for ensuring that all government property is collected from the Individual, all government property is returned to the appropriate VA personnel, and copies of receipts for turn-in of Government Furnished Equipment are provided to the COR.

Input

VA Form 0887, VA Government Property Loan Form
VA Form 3248, Employees Clearance from Indebtedness

Output

Returned Government Property
Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Individual

Accountable Role

Contractor Lead

More Info

VA Form 0887, VA Government Property Loan Form is updated in Part II-VA Property Return Receipt. Reference VA Form 3248, Employees Clearance from Indebtedness for a list of items that are to be returned. VA Form 3248 has multiple versions for the different locations and each location should select the version assigned for the appropriate location.

Activity Name: CONB-03.10.07 Items Returned?

Previous Activities

CONB-03.10.06 Return Government Property

Next Activities

If 'YES':

Process Ends

Or

If 'NO':

CONB-03.10.08 Hold Invoice Payment

Description

The Contracting Officer Representative determines if all items are returned (Yes) or not (No).

Input

VA Form 0887, VA Government Property Loan Form

Output

Notification to Appropriate Office
Updated VA Form 0887, VA Government Property Loan Form

Associated Artifacts

VA Form 0887-VA Government Property Loan Form Template

Responsible Role

Contracting Officer Representative

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

Activity Name: CONB-03.10.08 Hold Invoice Payment

Previous Activities

CONB-03.10.07 Items Returned?

Next Activities

CONB-03.10.06 Return Government Property

Description

The Contracting Officer Representative (COR) receives the VA Form 3248, Employees Clearance from Indebtedness, if applicable, electronically and reviews and completes for final off-boarding. If there are still items to be returned by the Contractor the COR is authorized to withhold payment until the items are returned. The COR will update the Invoice Payment Processing System (IPPS) to reflect the payment is being withheld. The COR needs to coordinate with the Contractor Lead to ensure the items in question are returned and informs them that payment is being withheld until all items are returned.

Input

Individual's Files (if applicable)
VA Form 3248, Employees Clearance from Indebtedness

Output

Archived Individual Files (if applicable)

Associated Artifacts

VA Form 3248-Employees Clearance from Indebtedness Template

Responsible Role

Contracting Officer Representative

Accountable Role

Principal Deputy Assistant Secretary for Information and Technology

END OF PROCESS