# Contractors On/Off-Boarding



**Process Asset Library  
Office of Information and Technology**

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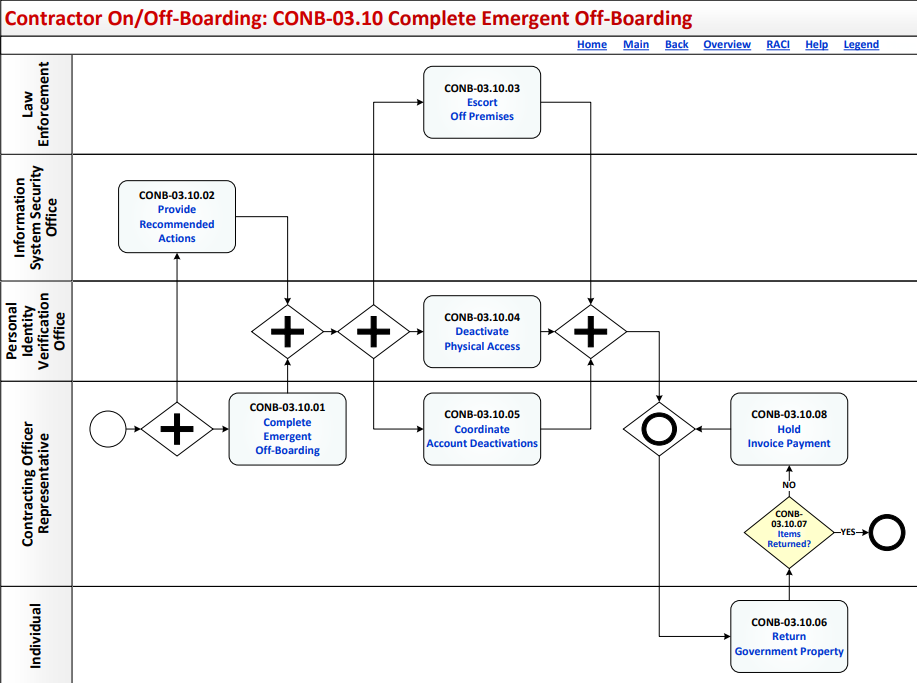
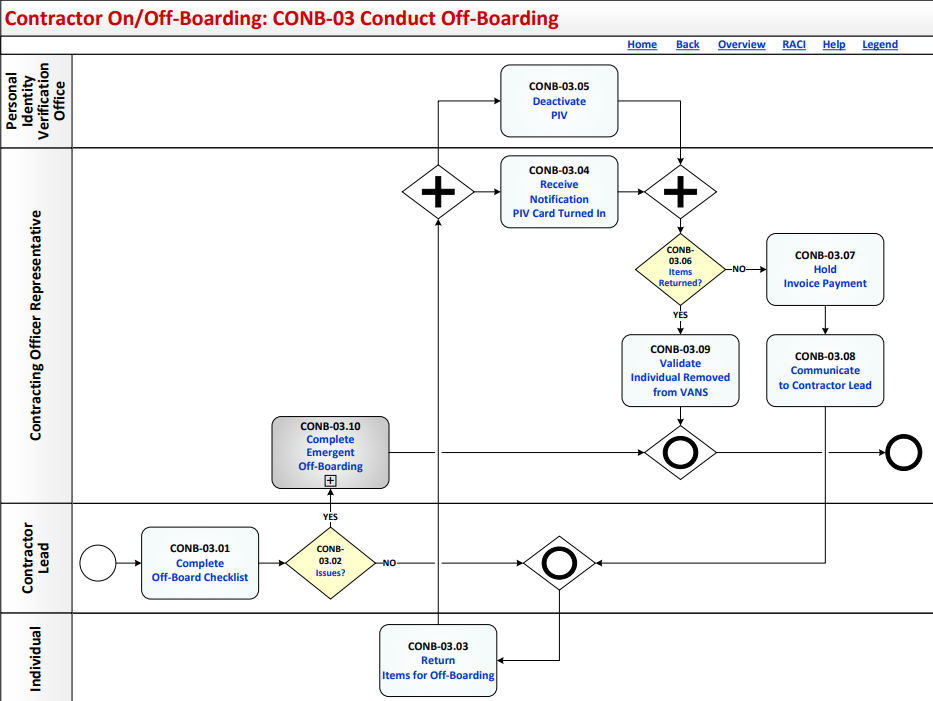
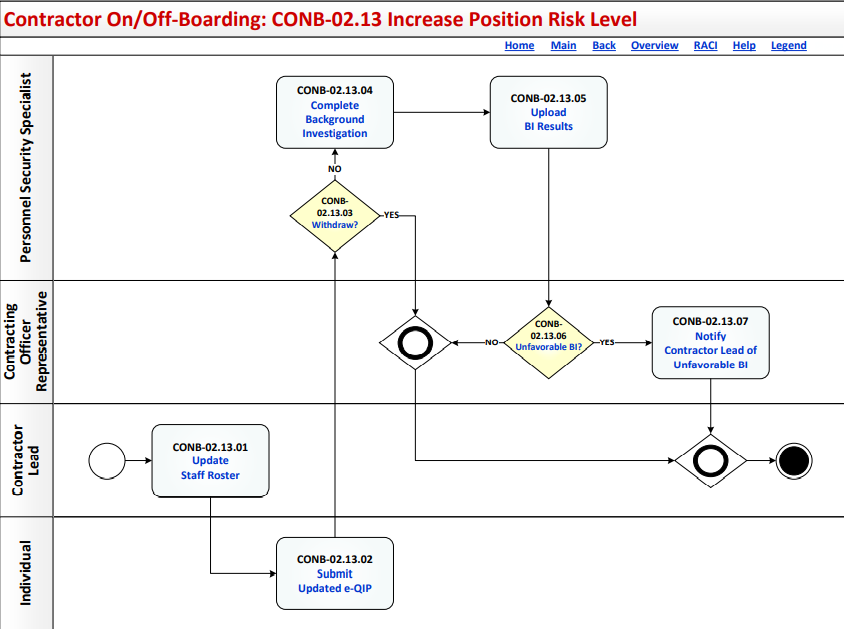
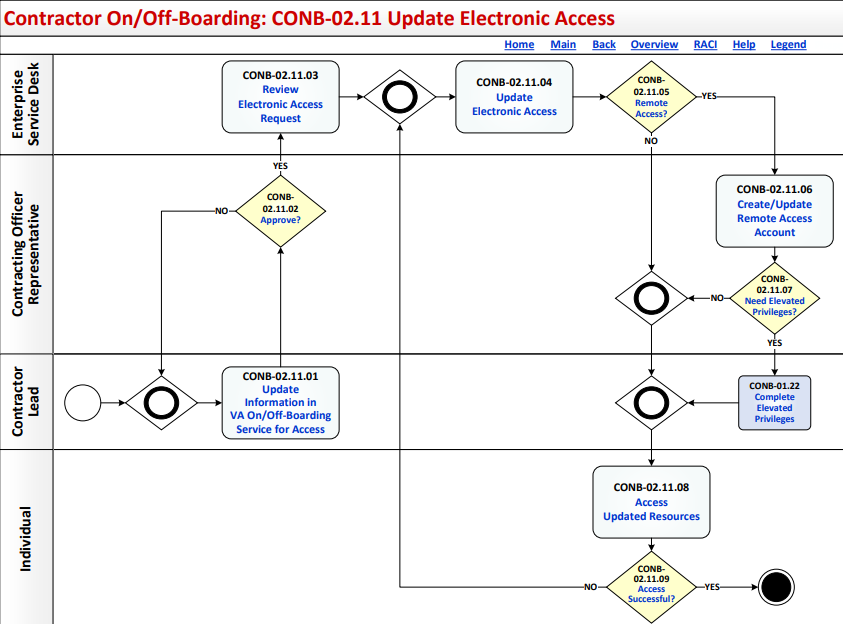
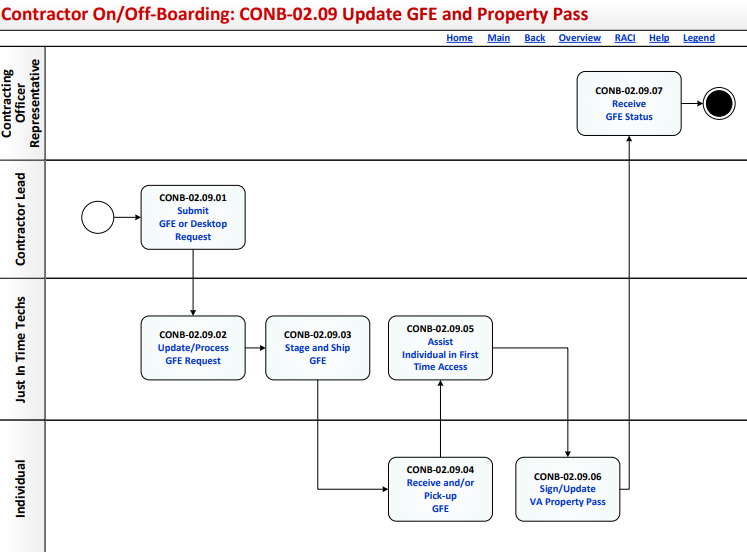
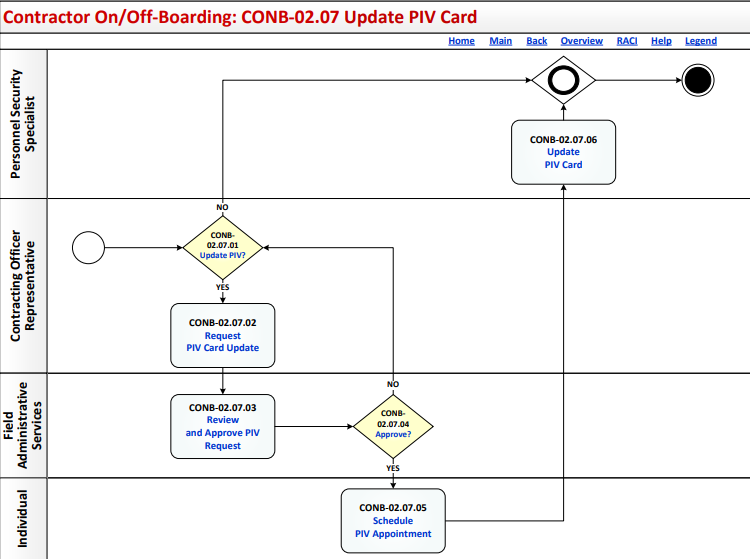
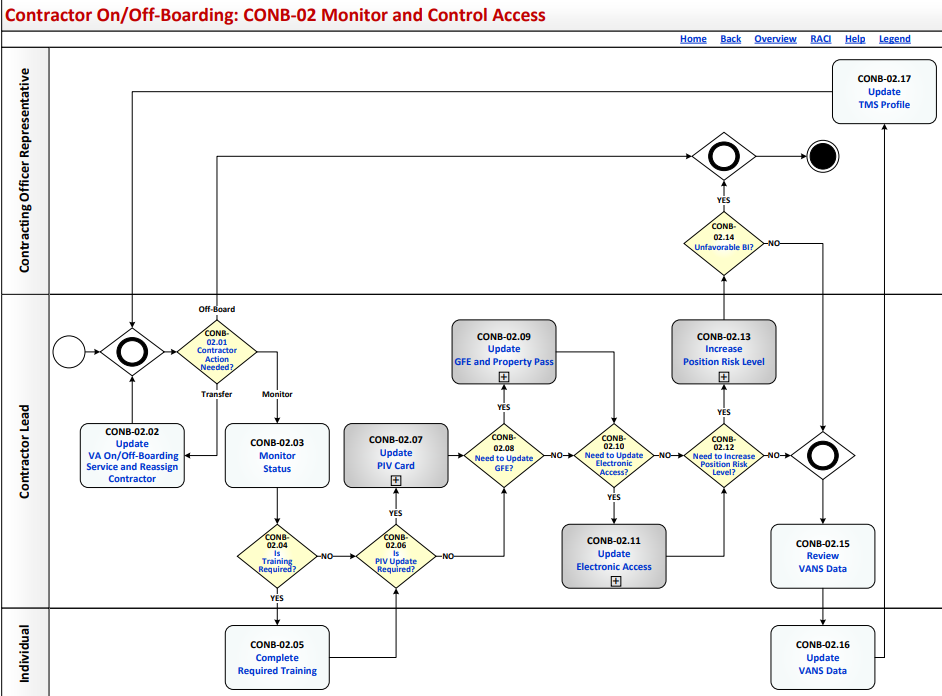
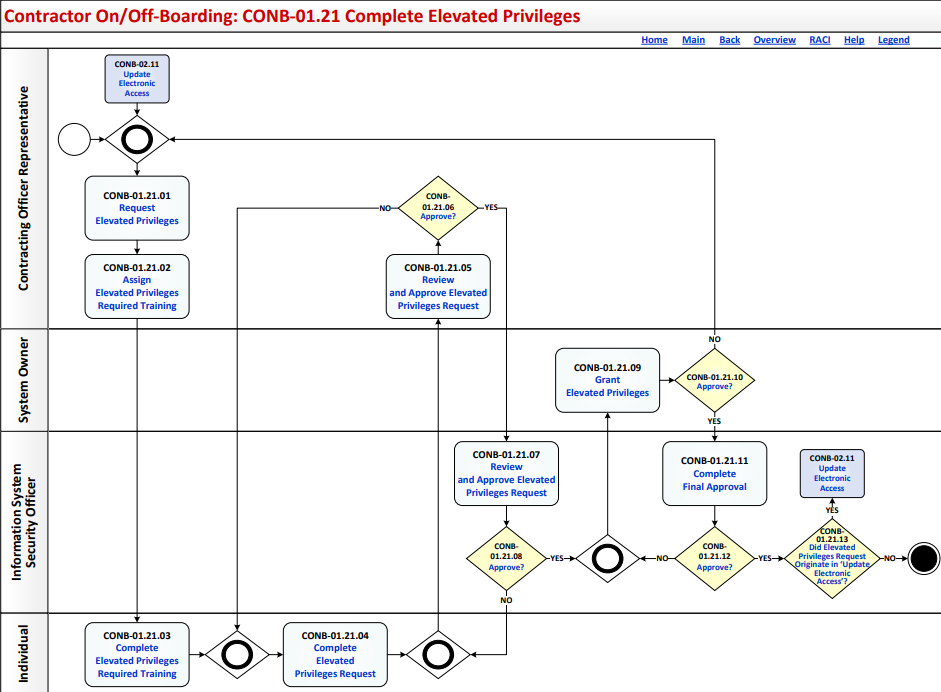
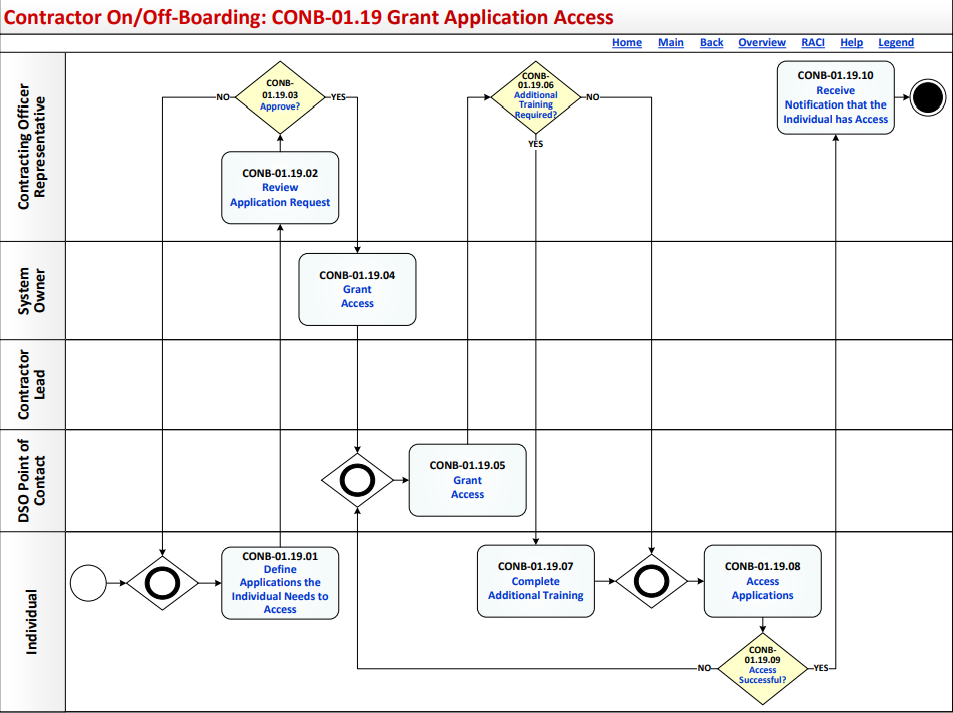
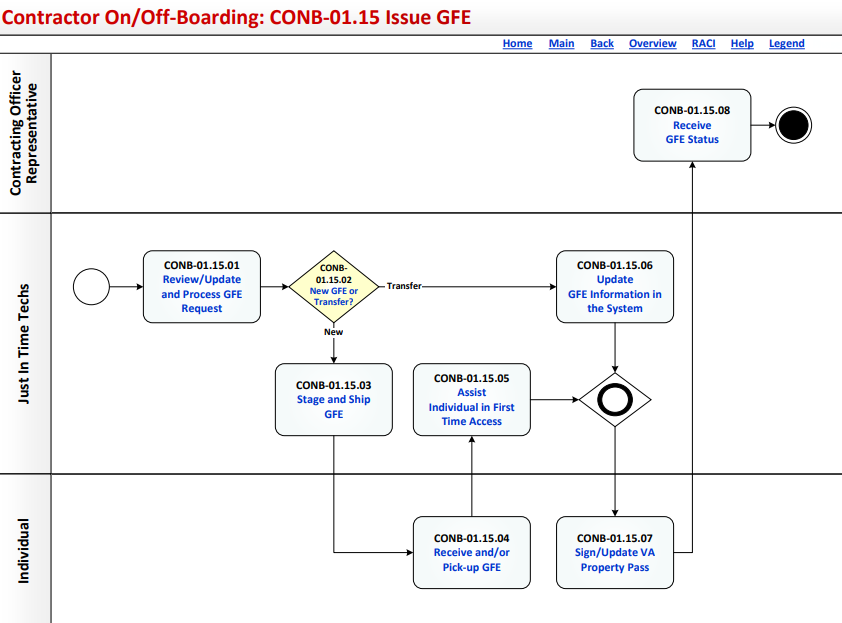
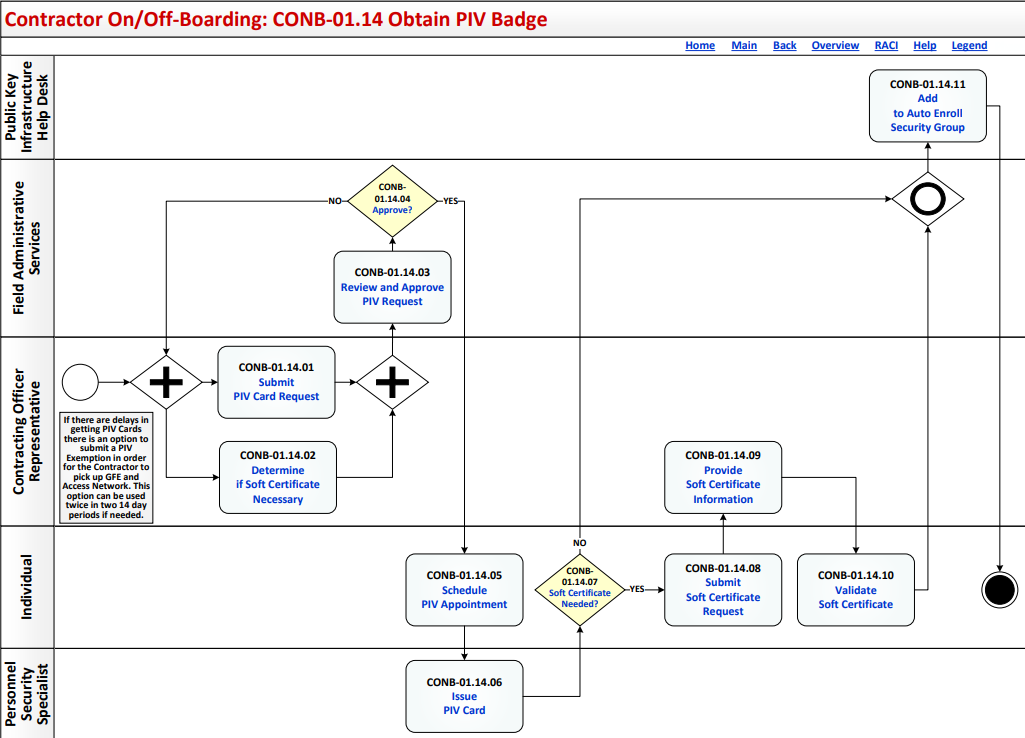
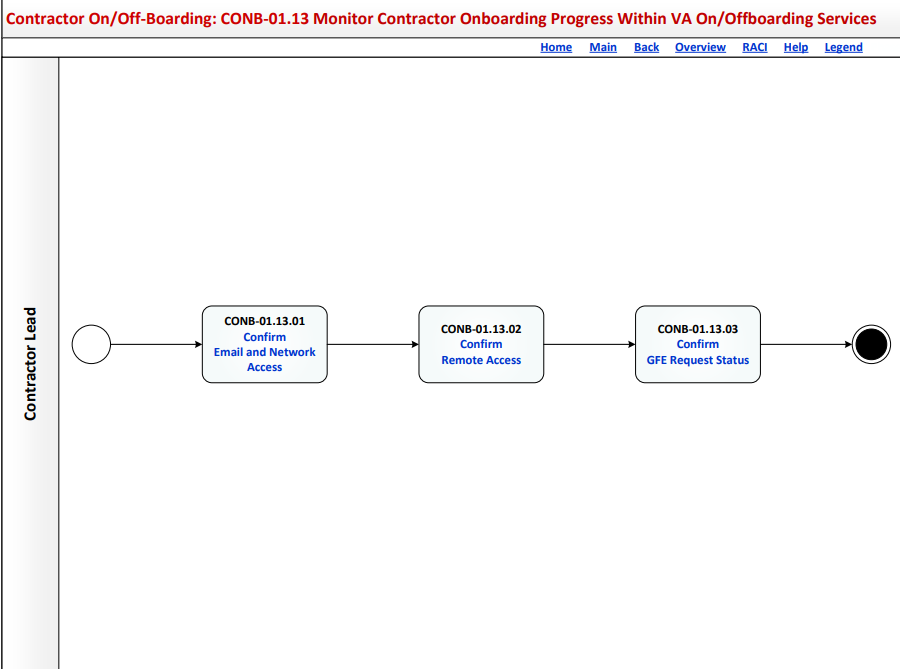
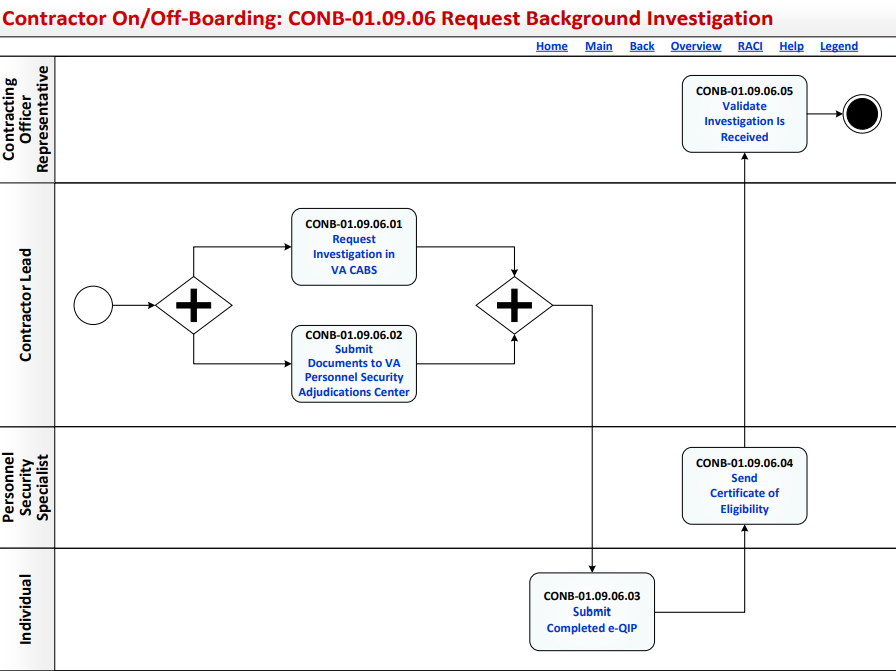
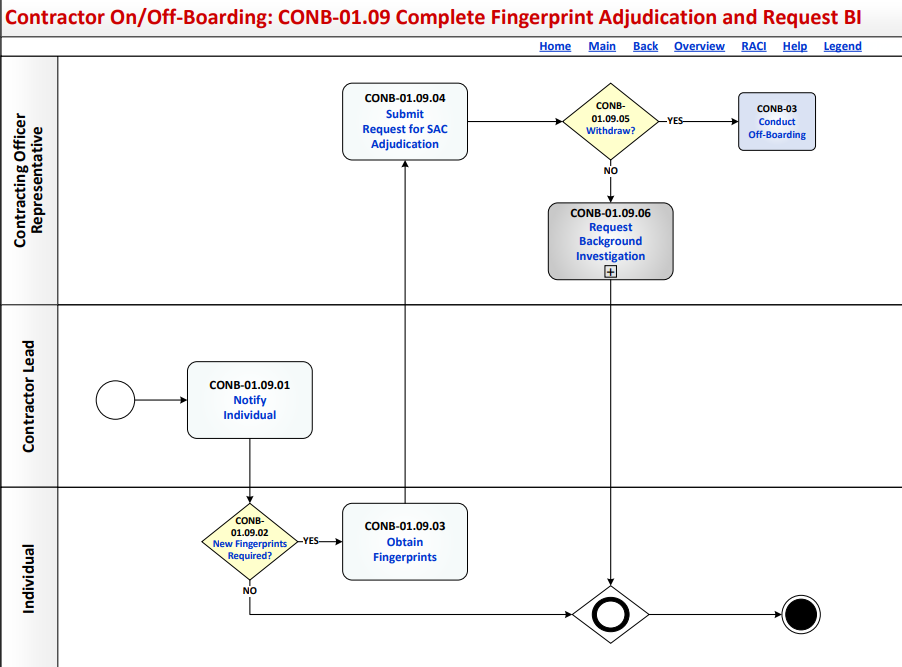
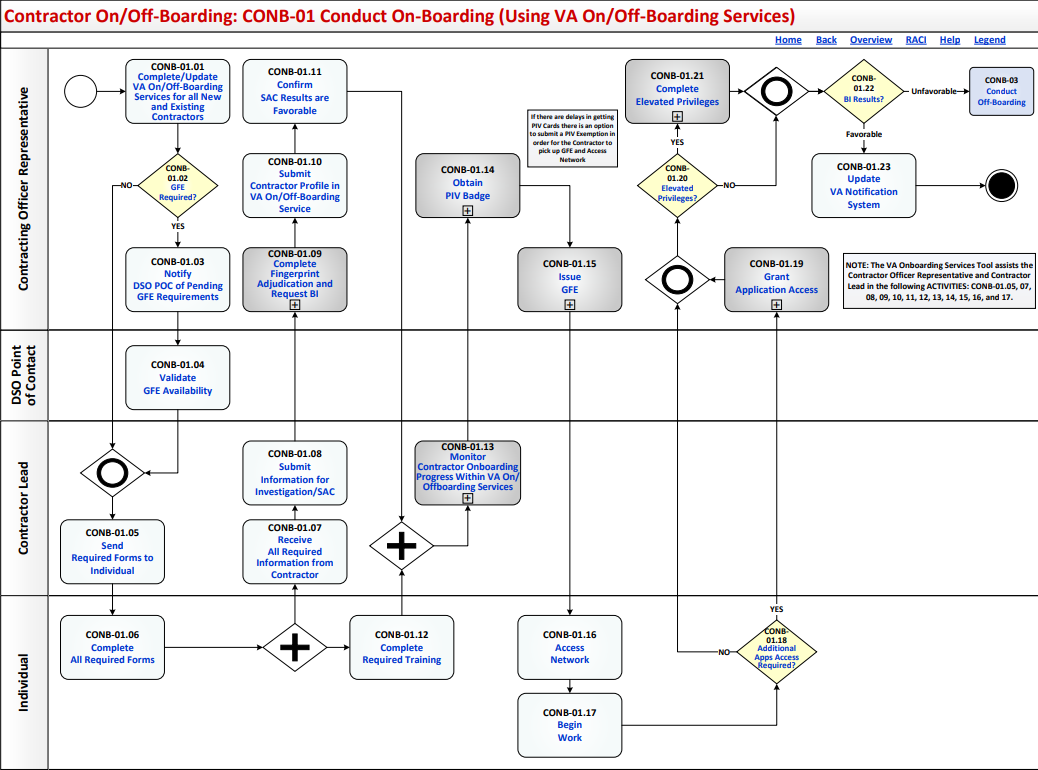
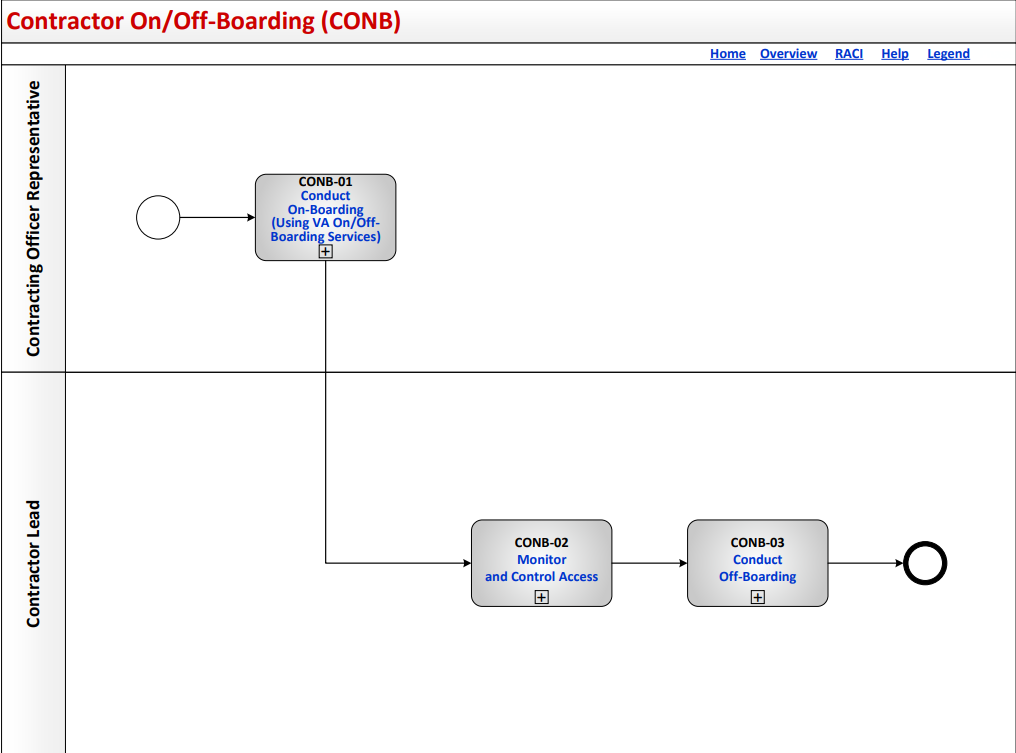
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Process Maps: Contractors On/Off-Boarding

## 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  
CONB-01.02 GFE Required?  
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  
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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-01.13.02 Confirm Remote Access  
CONB-01.13.03 Confirm GFE Request Status  
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CONB-03 Conduct Off-Boarding  
CONB-03.01 Complete Off-Board Checklist  
CONB-03.02 Issues?  
CONB-03.03 Return Items for Off-Boarding  
CONB-03.04 Receive Notification PIV Card Turned In  
CONB-03.05 Deactivate PIV  
CONB-03.06 Items Returned?  
CONB-03.07 Hold Invoice Payment  
CONB-03.08 Communicate to Contractor Lead  
CONB-03.09 Validate Individual Removed from VANS  
CONB-03.10 Complete Emergent Off-Boarding  
CONB-03.10.01 Complete Emergent Off-Boarding  
CONB-03.10.02 Provide Recommended Actions  
CONB-03.10.03 Escort Off Premises  
CONB-03.10.04 Deactivate Physical Access  
CONB-03.10.05 Coordinate Account Deactivations  
CONB-03.10.06 Return Government Property  
CONB-03.10.07 Items Returned?  
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

yourIT Service Portal

## 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

### 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**

yourIT Service Portal

### 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