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NASA Shared Services Center

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NASA Shared Services Center Process Work Instruction

NSPWI-3000-0021 Revision 4.0

Effective Date: **September 29, 2020**
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Suitability Adjudication
- FOR NSSC INTERNAL USE ONLY -

Responsible Office: Human Resources Services Division

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Document History Log

Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	March 13, 2015	<ul style="list-style-type: none"> Basic Release
Revision	2.0	July 7, 2015	<ul style="list-style-type: none"> Added Sections 4.5 and 4.6 Added appendices for Sections 4.5 and 4.6
Revision	3.0	September 24, 2018	<ul style="list-style-type: none"> Updated Effective and Expiration Dates Updated Revision Number Removed references to Remedy and updated to ServiceNow Updated Table of Contents Updated 4.2.5 to include auto-case process ServiceNow NSR Removed steps for manual creation of the NSR in 4.2.5.d Updated SP and CS to NSSC (SP) and NSSC (CS) throughout document Removed Appendices C-O and references to them throughout the document Added Step a to consolidate the Reinvestigation/Position Upgrade Report to 4.6 and 4.7 Updating roles and responsibilities in 6.2-6.6 to match processes
Revision	4.0	September 27, 2019	<ul style="list-style-type: none"> Updated effective and expiration dates throughout document Updated revision number throughout document Updated Table of Contents Added Appendix C – NSSC Workflow Process Diagrams
Revision	5.0	September 28, 2020	<ul style="list-style-type: none"> Moved entire document to new Work Instructions template

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Status (Basic/Revision/ Cancelled)	Document Version	Effective Date	Description of Change
			<ul style="list-style-type: none"> • Updated version number, effective date and expiration date throughout the document • Moved Areas of Responsibilities to 4.0 Process section • Changed applicant to selectee throughout the document • Changed Center Human Resources Office to NSSC Staffing Services Branch where applicable throughout the document • Moved publishing of WTTS record from Center HR to NSSC (SP) • Moved OF 306 Sponsorship up in process after Selectee submits the OF 306 for review, if there are no issues • Update Process Workflow Diagrams in Appendix B

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1.0 Purpose

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) provides suitability adjudication functions performed by Civil Servants (CS) and Service Providers (SP) for the Agency. The NSSC will handle the administration of the Suitability Adjudication Program in accordance with relevant Federal and NASA regulations to provide the stakeholders with timely, accurate, and comprehensive services. Under suitability, employment determinations are made for Applicants, pending Entry on Duty (EOD) and continued employment determinations for Appointees within the first year of employment. This Process Work Instruction (PWI) covers the most common processes, and provides a basic description of the administrative approach to support suitability processing tasks for Initial Suitability, Reinvestigations, and Position Risk and Sensitivity Level upgrades.

2.0 Authority

5 Code of Federal Regulations (CFR) Part 731 – Suitability

3.0 Applicable Documents and References

The following references were used in the preparation of this PWI:

- a. Office of Personnel Management (OPM) Handbook
- b. NSSDG-3700-0001- Suitability Adjudication Service Delivery Guide (SDG)
- c. Agency's Guidance on Suitability

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4.0 Process

This section includes the process steps for the Suitability Adjudication work. This section is divided into subparts that align with the activities in the SDG. The NSSC Suitability Adjudication areas of responsibility include:

- Suitability screening, including identifying selectees and validating the need for investigation;
- Initiation of investigations or applying Reciprocity;
- Suitability Adjudication; and
- Coordinating communications with the NSSC Staffing Services Branch, Office of the Chief of Human Capital Officer (OCHCO)

4.1 Initial Suitability

- The NSSC Staffing Services Branch enters the Applicant into the Workforce Transformation and Tracking system (WTTS) to trigger an e-mail notification to the NSSC Suitability Adjudication Team. The following fields are required to trigger the WTTS e-mail notification to the NSSC Suitability Team and to appear on the NSSC Suitability Ready Report in WTTS:
 - Gain Type
 - Position Description (PD)
 - First Name, Middle Name, and Last Name
 - Social Security Number (SSN)
 - Citizenship
 - Birth Place
 - Birth Date
 - Person Responsible for the Hire
 - Security Contact
 - Other Name Used

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- Current NASA Contractor (Yes or No)

Important: The Initial Suitability tab located in WTTS may be accessed to verify the information is complete. There is also a status field to ensure the NSSC Suitability Team has been notified. The Selectee's resume must be uploaded to the WTTS record prior to placing the Selectee in the Suitability Readiness stage.

- The NSSC (SP) identify selectees as follows:
 - Receive the WTTS notification through an e-mail sent to nssc.suitability@e-mail.nasa.gov.
 - Log into WTTS located at <https://wtts.nasa.gov> with electronic Authentication (eAuth) to access the Suitability Ready Report.
 - Click Launch under Special Programs.
 - Click Suitability Report (Optional Form (OF) 306).
 - Click the Suitability Ready tab.

Note: The Suitability Ready tab will display all records read to be reviewed for Initial Suitability. A ServiceNow case is automatically created and placed in unassigned when a selectee is added to the Suitability Ready status in WTTS by the NSSC Staffing Services Branch.

- The NSSC (SP) assess suitability requirements as follows:
 - Log into WTTS, click Launch button under Gains and complete the following steps:
 - Enter the Last Name of the Selectee into the Keyword Search field.
 - Click the Go button.
 - Click the Green E located on the left side of the screen

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- Retrieve the Selectee's Full Name and Social Security Number (SSN) on the Selectee tab.
- Complete the following steps when the screen is displayed:
 - Click the Suitability tab to retrieve the position risk designation level and the level of investigation required.

Note: The position risk designation level will be used to determine if Reciprocity will be accepted or if an investigation will need to be initiated when the Central Verification System (CVS) is checked.

- The NSSC (SP) update the ServiceNow case as follows:
 - Log into ServiceNow at <https://esd.nasa.gov/navpac.do>.
 - Open the ServiceNow case for the Selectee and update as follows:
 - Create a public profile the Customer Name does not exist in the Global Look-up.
 - From the WTTS record on the Selectee tab, enter the Person Responsible for the Hire as the Requestor.
 - Verify or enter the Location (Center).
 - Category remains Suitability
 - Sub-Category will be either Initial Suitability or Reciprocity after CVS is verified and the determination is made.
 - Assignment Group is HR – Suitability L2
 - Assigned To is the NSSC Suitability Specialist assigned to the case.
 - Enter the Short Description in this format: PP# - Selectee's Full Name. (Pay Period Number = PP#).
 - Change the Status to Work in Progress.

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- The HR Suitability Functional Detail (FD) should have automatically generated. If not, create one.
- Complete the FD with all available information.
- Document all communications and important case information in the Work Notes and Save.

Important: The Initial Suitability tab contains the following metric fields that are required to be populated: Center HRO/Security Notified, Entry on Duty Date, and Suitability Readiness Received.

- The NSSC (SP) determines the level of investigation on file, if applicable in CVS/Personnel Investigations Processing System (PIPS) as follows:
 - Log into CVS using the Identification (ID) and Password (PW) to check for a record of an investigation.
 - Initiate the search process using the SSN and Name.
 - If it is not a National Security position, determine if there is a current investigation of the correct or higher level on file.
 - If a current and favorable investigation is on file, proceed to the Reciprocity process.
 - If there is no qualifying investigation on file, proceed to the following steps to initiate an electronic Questionnaire for Investigations Process (e-QIP).
- The NSSC (SP) completes the following steps:
 - Log into WTTS Gains and update the Suitability tab as follows:
 - Enter e-QIP Initiated date field.

Note: If the Suitability Ready Date is greater than 100 days prior to the Entry on Duty (EOD) date, the NSSC (SP) will not initiate e-QIP until closer to EOD date. Do not populate the e-QIP initiated field in WTTS until e-QIP has been

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initiated and notate this information on the Notes tab in the WTTS record and in the ServiceNow case.

- CVS Check Complete date field.
- Reciprocity Granted date field (Proceed to Reciprocity process).
- Background Investigation Initiated Date.

Note: If the Suitability Ready Date is greater than 100 days prior to the Entry on Duty (EOD) date, the NSSC (SP) will not initiate e-QIP until closer to EOD date. Do not populate the Background Investigation Initiated Date field in WTTS until e-QIP has been initiated and notate this information on the Notes tab in the WTTS record and in the ServiceNow case.

- Initial Personnel Security Review Complete date field.
- Click Update & Continue

Note: The Update & Continue will trigger the first notification to the NASA Contacts listed on the Selectee tab of the WTTS record. This notification alerts the NASA Contacts that the initial suitability assessment is complete. The NASA Contacts are required to receive this notification within three (3) business days of the Suitability Ready Date.

- The NSSC (SP) sends an instructional e-mail to the applicant on how to complete the e-QIP using the e-mail template in the ServiceNow case to ensure the e-mail communication is documented.

Note: All e-mail communication is documented in the ServiceNow case work notes if communication occurs outside of ServiceNow. The instructional e-mail template is sent prior to initiating e-QIP to inform the Selectee they will be receiving e-mails from the e-QIP system with login instructions.

- The NSSC (SP) initiates the case in the e-QIP system as follows:

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- Log into the OPM NP2 portal located at <https://opmssp.opm.gov> using the PIV card and login credentials provided by the Office of Protective Services (OPS).
- Click the Continue to OPMIS desktop button.
- Click the Link to e-QIP Agency on the top of the screen.
- Log into e-QIP using your SSN and credentials provide by the Agency Administrator and click Login.
- Complete the following steps when the screen is displayed:
 - Highlight the Center the e-QIP is being initiated.
 - Click Submit.
 - Click Initiate Request next to Quick Links.
- Complete the following steps when the screen is displayed:
 - Enter the Selectee's SSN and the Investigative Service Provider (ISP)/Form.
 - Enter Default in the Applicant Group
 - Click Continue.
- The NSSC (SP) completes the following steps:
 - If the Selectee has an existing profile, the Selectee's information will auto-populate.
 - If the Selectee does not have an existing profile, enter the Selectee's information from the WTTS.
 - Validate Selectee's information from the WTTS record and edit, if needed.
 - Click Initiate Request with Validate Need.
 - Click Acknowledge Validate Need Result.
 - Complete the Agency Use Block (AUB).

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- Select the correct Template
- Click Use Selected Template
- The NSSC (SP) enters the e-QIP Initiated Date in the ServiceNow FD and add work notes in the case to describe the actions taken.
- The NSSC (SP) publishes the WTTS record.

Note: The Selectee receives two (2) system-generated e-mails from the Entrance on Duty System (EODS) with their username and temporary password.

- The Selectee performs the following steps:
 - Complete and submit the OF 306 in EODS.
 - Complete and submit e-QIP.

Note: The NSSC (SP) will review all e-QIPs daily in the Pending Agency Review status to correct issues early for Selectee's and avoid rejects closer to the EOD dates.

- The NSSC (SP) monitors the Suitability Report OF 306 Report in WTTS to review OF-306s submitted timely and completes the following steps:
 - Select the Pending tab in the Suitability Report OF 306 Report in WTTS.
 - Review the names in the list and click the WTTS ID number.
 - Click the OF 306 to review.
 - Click Approve, if there are no issues on the OF 306.

Note: If there are issues on the OF 306, do not approve or reject the OF 306. Complete a Suitability Worksheet GRID and capture the issues. The GRIDs are placed in the Selectee's folder in TechDoc using the Auto TechDOC

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feature dragging and dropping the document to N:Document Imaging/HR-Suitability Adjudication.

- Create a ServiceNow task for the NSSC (CS) to review the OF 306 and GRID, if applicable.
- The NSSC (CS) completes the following steps:
 - Review the OF 306 in WTTS.
 - If there are no issues, sponsor the Selectee in WTTS for Identity management and Account Exchange Management (IdMAX) by clicking Approve.

Note: When the Selectee is sponsored in WTTS, a system-generating e-mail notification is sent to the NASA Contacts in the WTTS record. The NSSC Staffer is listed as the Person Responsible for the Hire. This e-mail notification alerts the NSSC Staffer that they can proceed with the final job offer to the Selectee.

- If there is a GRID and issues on the OF 306, implement due process to mitigate prior to sponsoring in WTTS.
- If there is an unfavorable determination, proceed to the Unfavorable Adjudication process within the Final Suitability Adjudication section.
- The NSSC (SP) reviews the e-QIP as follows:
 - Log into e-QIP.
 - Click on Request.
 - Highlight and click the Request ID to review.
 - Select the desired Review Copy under the Review tab.
 - Ensure required documents under the Attachment tab have been uploaded by the Selectee.

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- Assign the e-QIP and a ServiceNow task with the Sub-Category of Initial Suitability to the NSSC (CS) with an initial suitability recommendation indicating if a GRID was completed.
- The NSSC (CS) completes the following steps:
 - Receive the fingerprints results from the Center Security Office via CVS/PIPS.
 - Release the e-QIP to OPM through the e-QIP Web site. The e-QIP is released to OPM within 14 calendar days of the Selectee's EOD date.
 - Update IdMAX.
 - Document notes of actions taken in the ServiceNow task/case and enter the e-QIP Released to OPM date in the FD.
 - Change the ServiceNow case status to Pending – External Information.

Note: If this is a National Security position, the Center Security Office the suitability adjudication process. The Center Security Office coordinates with the Central Adjudication Facility (CAF) to complete the security investigation, releases the e-QIP outcome to OPM and notifies the NSSC (CS) of the investigation outcome.

4.2 Reciprocity

- If the Selectee has a current favorable investigation on file of the correct of higher level, the NSSC (SP) completes the following steps:
 - Log into WTTS to access the Selectee record in Gains.
 - Update the following fields on the Suitability tab and the ServiceNow FD and document the ServiceNow case work notes with the outcome of Reciprocity:
 - e-QIP Initiated.
 - CVS Check Complete.
 - Reciprocity Granted.

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- Type of Investigation.
- Background Investigation Closed Date.
- Outcome of the Current Investigation.
- Initial Personnel Security Review Complete.
- Click Update & Continue

Note: The Update & Continue will trigger the first notification to the NASA Contacts listed on the Selectee tab of the WTTS record. This notification alerts the NASA Contacts that the initial suitability assessment is complete. The NASA Contacts are required to receive this notification within three (3) business days of the Suitability Ready Date.

- The NSSC (SP) publishes the WTTS record.

Note: The Selectee receives two (2) system-generated e-mails from the Entrance on Duty System (EODS) with their username and temporary password.

- The Selectee performs the following steps:
 - Complete and submit the OF 306 in EODS.
 - Complete and submit e-QIP.

Note: The NSSC (SP) will review all e-QIPs daily in the Pending Agency Review status to correct issues early for Selectee's and avoid rejects closer to the EOD dates.

- The NSSC (SP) monitors the Suitability Report OF 306 Report in WTTS to review OF-306s submitted timely and completes the following steps:
 - Select the Pending tab in the Suitability Report OF 306 Report in WTTS.

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- Review the names in the list and click the WTTS ID number.
- Click the OF 306 to review.
- Click Approve, if there are no issues on the OF 306.

Note: If there are issues on the OF 306, do not approve or reject the OF 306. Recall the investigation from OPM and create a task on the ServiceNow case with the Sub-category of Recall Adjudication. Complete a Suitability Worksheet GRID and capture the issues. The GRIDs are placed in the Selectee's folder in TechDoc. When the recalled investigation is received in e-Delivery, the Recalled Investigation Received date is updated on the FD.

- Create a ServiceNow task for the NSSC (CS) to review the OF 306 and GRID, if applicable.
- The NSSC (CS) completes the following steps:
 - Review the OF 306 in WTTS.
 - If reciprocity is approved, update ServiceNow case/task and FD and close the case complete.
 - Update and close IdMAX.

Note: When the Selectee is sponsored in WTTS, a system-generating e-mail notification is sent to the NASA Contacts in the WTTS record. The NSSC Staffer is listed as the Person Responsible for the Hire. This e-mail notification alerts the NSSC Staffer that they can proceed with the final job offer to the Selectee.

- If there is a GRID and issues on the OF 306, implement due process to mitigate prior to sponsoring in WTTS.
- If there is an unfavorable determination, proceed to the Unfavorable Adjudication process within the Final Suitability Adjudication section.

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4.3 Final Suitability Adjudication

- The NSSC (CS) retrieves the IdMAX Case Closing Transmittal (CCT) report and places it in the Suitability Adjudication shared secure drive. Robotic Technology (BOT) adds the Return of Investigation (ROI) to the TechDoc folder and updates the ROI Received Date on the ServiceNow FD.
- The NSSC (SP) complete the following steps:
 - Review the investigation information and the Selectee's information on their OF 306, resume, etc.)
 - Apply suitability adjudication standards and criteria, and complete or update a GRID, if applicable.

Note: The GRIDs and any other pertinent documentation are placed in the Selectee's folder in TechDoc using the Auto TechDOC feature by dragging and dropping the document to N:Document Imaging/HR-Suitability Adjudication.

- Create a task on the ServiceNow case with a Sub-Category of Final Adjudication and assign it to NSSC (CS) no later than 60 calendar days after receipt of the ROI Received Date from OPM.
- The NSSC (CS) review the adjudication recommendation as follows:
 - If the adjudication is favorable:
 - Report the favorable determination to OPM by updating information in CVS.
 - Report favorable determination to Center Personnel Security and update IdMAX.
 - Update and resolve Final Adjudication task.
 - Forward the COI to the electronic Official Personnel Folder (eOPF) using the Auto to eOPF TechDoc feature by dragging and dropping the COI to N:Document Imaging/eOPF.

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- Perform a quality review of the ServiceNow case and FD.
- Close the ServiceNow case complete.
- If the adjudication is unfavorable with evidence of material intentional falsification:
 - The NSSC (CS) collaborates with the Center HR, Personnel Security, Legal, and OCHCO offices on issues surrounding the unfavorable determination.
 - The NSSC (SP) complete the following steps:
 - Create a task with the Sub-Category of Proposed Action Letter (PAL) and prepare the PAL.
 - Assign a task to NSSC (CS) with the Sub-Category of Proposed Action Letter to review and issue the PAL.
 - The NSSC (CS) e-mail the PAL to the Center Employee Relations (ER) Office for delivery to the employee.
 - When the confirmation of delivery is received from the Center ER Office, the NSSC (CS) updates the ServiceNow case and FD and awaits due process.
- The NSSC (SP) complete the following steps:
 - Receive and review the Selectee's response and supporting documentation, if applicable.
 - Prepare the adjudication recommendation for NSSC (CS) review.
- The NSSC (CS) complete the following steps:
 - Review the adjudication recommendation and make the determination.
 - If the adjudication is favorable:
 - Report the favorable determination to OPM by updating information in CVS.

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- Report favorable determination to Center Personnel Security and update IdMAX.
- Update and resolve Final Adjudication task.
- Forward the COI to the electronic Official Personnel Folder (eOPF) using the Auto to eOPF TechDoc feature by dragging and dropping the COI to N:Document Imaging/eOPF.
- Perform a quality review of the ServiceNow case and FD.
- Close the ServiceNow case complete.
- If the adjudication is unfavorable after due process:
 - The NSSC (CS) collaborates with the Center HR, Personnel Security, Legal, and OCHCO offices on issues surrounding the unfavorable determination.
 - Report the unfavorable determination to OPM by updating information in CVS.
- The Center HR Office coordinates with the Supervisor and ER on an adverse action resulting from unfavorable determination.
- The NSSC (CS) updates IdMAX and proceeds to Debarment.
- If the adjudication is unfavorable and reflects evidence of material intentional falsification, the NSSC (CS) completes the following steps:
 - Collaborate with the Center HR and Personnel Security offices regarding the material intentional falsification.
 - Contact OCHCO and OPS regarding elevation to OPM.
- The OCHCO coordinates with OPM and the adjudicator on unfavorable suitability cases requiring elevation.
 - If OPM takes jurisdiction, the NSSC Suitability Adjudication is complete.

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- If OPM does not take jurisdiction, collaborates with the Center HR, Personnel Security, Legal, and OCHCO offices on issues surrounding the unfavorable determination.
- Report the unfavorable determination to OPM by updating information in CVS.
- The Center HR Office coordinates with the Supervisor and ER on an adverse action resulting from unfavorable determination.
- The NSSC (CS) updates IdMAX and proceeds to Debarment.

4.4 Debarment

- If an unfavorable suitability determination is made and debarment is warranted, the NSSC (CS) collaborates with OCHCO to determine the type of debarment.
- If it is an Agency debarment, the NSSC (CS) collaborates with the Center HR and Personnel Security offices, OCHCO, and OPS to determine the parameters of the Agency level debarment action.
- If it is an OPM debarment, OCHCO coordinates the debarment case with OPM and the adjudicator and the ServiceNow case is closed.
- The OCHCO coordinates the debarment action with the NASA Resume Operations Center (ROC).
- The NSSC (SP) complete the following steps:
 - Creates a ServiceNow task with the Sub-Category of Final Action Letter.
 - Prepares the Final Action Letter (FAL) and creates a task with the Sub-Category of Final Action Letter for NSSC (CS).
- The NSSC (CS) complete the following steps:
 - Sign and sends the FAL to the Center ER Office for delivery to the employee.

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- Files the FAL in TechDoc using the Auto TechDoc feature by dragging and dropping the FAL to N:/Document Imaging/HR-Suitability Adjudication.
- The Center ER Office delivers the FAL to the employee and notifies the NSSC (CS).
- The NSSC (CS) complete the following steps:
 - Update IdMAX.
 - Perform a quality review of the ServiceNow case and FD.
 - Close the ServiceNow case complete.

4.5 Reinvestigations

- The NSSC (CS) consolidate the Reinvestigation report and places it in the Suitability Adjudication secure shared folder.
- The NSSC (SP) complete the following steps:
 - Using the Data Upload feature in Services, add the Reinvestigation report.

Note: The Data Upload feature will automatically create the ServiceNow cases for employees that require a reinvestigation.

- Review for level of investigation required and risk designation by checking the electronic Position Description System (ePDS).
 - Log into WTTS and access the ePDS by clicking Launch under Special Programs.
 - Click on ePDS/FPPS report.
 - Enter the PD number provided in the Reinvestigations report and click Search.
 - Click on the PD number.

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- When displayed, check the Tier, Position Sensitivity/Risk, Minimum Investigation and Form Required fields to determine the type of reinvestigation needed.
- Copy and paste the entire PD into the ServiceNow case notes for verification of the accurate information as of that date.
- Review the current investigation in CVS and if a new investigation is required, send the instructional e-mail template from the ServiceNow case and initiate e-QIP
- Update the ServiceNow case and FD to include verifying the Sub-Category is Reinvestigation.

Note: The workflow for the e-QIP process follows the same steps as in 4.1 Initial Suitability through 4.4 Debarment, if applicable. The ServiceNow case is closed after Final Adjudication.

4.6 Position Risk / Sensitivity Level Upgrade

- The NSSC (CS) consolidate the Position Risk / Sensitivity Level Upgrade report and places it in the Suitability Adjudication secure shared folder.
- The NSSC (SP) complete the following steps:
 - Using the Data Upload feature in Services, add the Position Risk / Sensitivity Level Upgrade report.

Note: The Data Upload feature will automatically create the ServiceNow cases for employees that require a new investigation.

- Review for level of investigation required and risk designation by checking the electronic Position Description System (ePDS).
 - Log into WTTS and access the ePDS by clicking Launch under Special Programs.
 - Click on ePDS/FPPS report.

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- Enter the PD number provided in the Reinvestigations report and click Search.
- Click on the PD number.
- When displayed, check the Tier, Position Sensitivity/Risk, Minimum Investigation and Form Required fields to determine the type of reinvestigation needed.
- Copy and paste the entire PD into the ServiceNow case notes for verification of the accurate information as of that date.
- Review the current investigation in CVS and if a new investigation is required, send the instructional e-mail template from the ServiceNow case and initiate e-QIP
- Update the ServiceNow case and FD to include verifying the Sub-Category is Position Upgrade.

Note: The workflow for the e-QIP process follows the same steps as in 4.1 Initial Suitability through 4.4 Debarment, if applicable. The ServiceNow case is closed after Final Adjudication.

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5.0 Objective

To provide Suitability Adjudication functions for the Agency.

6.0 Roles and Responsibilities

The NSSC Staffing Services Branch is responsible for the following:

- Entering the Selectee information into WTTS.

The NSSC (SP) are responsible for the following:

- Identifying Selectees or Employees requiring an investigation.
- Assessing suitability requirements.
- Determining level of investigation on file.
- Publishing the WTTS record.
- Updating ServiceNow and WTTS.
- Sending e-QIP instructional e-mails to Selectees and Employees requiring a new investigation.
- Initiating e-QIP.
- Monitoring WTTS reports.
- Reviewing OF 306s and e-QIPs and other supporting documentation.
- Creating GRIDs.
- Making Suitability Adjudication recommendations to NSSC (CS).
- Preparing PALs and FALs.

The Selectee or Employee are responsible for the following:

- Completing and submitting the OF 306 for review.
- Completing and submitting the e-QIP for review.

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- Receiving and responding to PALs and FALs.
- Uploading the Reinvestigation and Position Upgrade reports in ServiceNow.

The NSSC (CS) are responsible for the following:

- Reviewing OF 306s, e-QIPs, GRIDs, and other supporting documentation.
- Sponsoring Selectees in WTTS.
- Making Suitability Adjudication determinations and granting Reciprocity.
- Receiving fingerprints from Center Security Offices.
- Releasing e-QIPs to OPM.
- Updating ServiceNow and IdMAX.
- Retrieving IdMAX CCT report.
- Collaborating with Center HR, Personnel Security, Legal, and OCHCO offices on issues surrounding the unfavorable determination.
- Forwarding COI to eOPF.
- Performing quality review and closing cases.
- Reviewing, Signing, and Sending PALs and FALs to Center ER offices.
- Consolidating the Reinvestigation and Position Upgrade reports and places it in the Suitability Adjudication secure shared folder.

The Center HR and/or ER offices are responsible for the following:

- Collaborating with NSSC (CS) on unfavorable determinations.
- Receiving and delivering PALs and FALs and notifying NSSC (CS) when delivered.

The OCHCO is responsible for the following:

- Collaborating with NSSC (CS) on unfavorable determinations.

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- Coordinating debarment actions with the NASA ROC.

7.0 Records

Records will be maintained in accordance with NASA Procedural Requirements (NPR) 1441.1, NASA Policy Directive (NPD) 1440.6, NASA Records Retention Schedule (NRRS) 1441.1, NASA Interim Directive (NID) 1600.55, Sensitive But Unclassified (SBU) Controlled information, and OPM requirements.

8.0 Cancellation/Supersession of Previous Documents

This document supersedes NSPWI-3000-0021, NSSC Suitability Adjudication Process Work Instruction, Revision 3.0.

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Appendix A – Acronym List

Acronym	Meaning
AUB	Agency Use Block
BOT	Robotic Technology
CAF	Central Adjudication Facility
CCT	Case Closing Transmittal
CFR	Code of Federal Regulations
CS	Civil Servant
CVS	Central Verification System
eAuth	e-Authentication
ePDS	electronic Position Description System
EOD	Entry on Duty
EODS	Entrance on Duty System
eOPF	electronic Official Personnel Folder
e-QIP	electronic Questionnaire for Investigations Process
ER	Employee Relations
FAL	Final Action Letter
FD	Functional Detail
GDIT	General Dynamics Information Technology
ID	Identification
IdMAX	Identity management and Account Exchange Management

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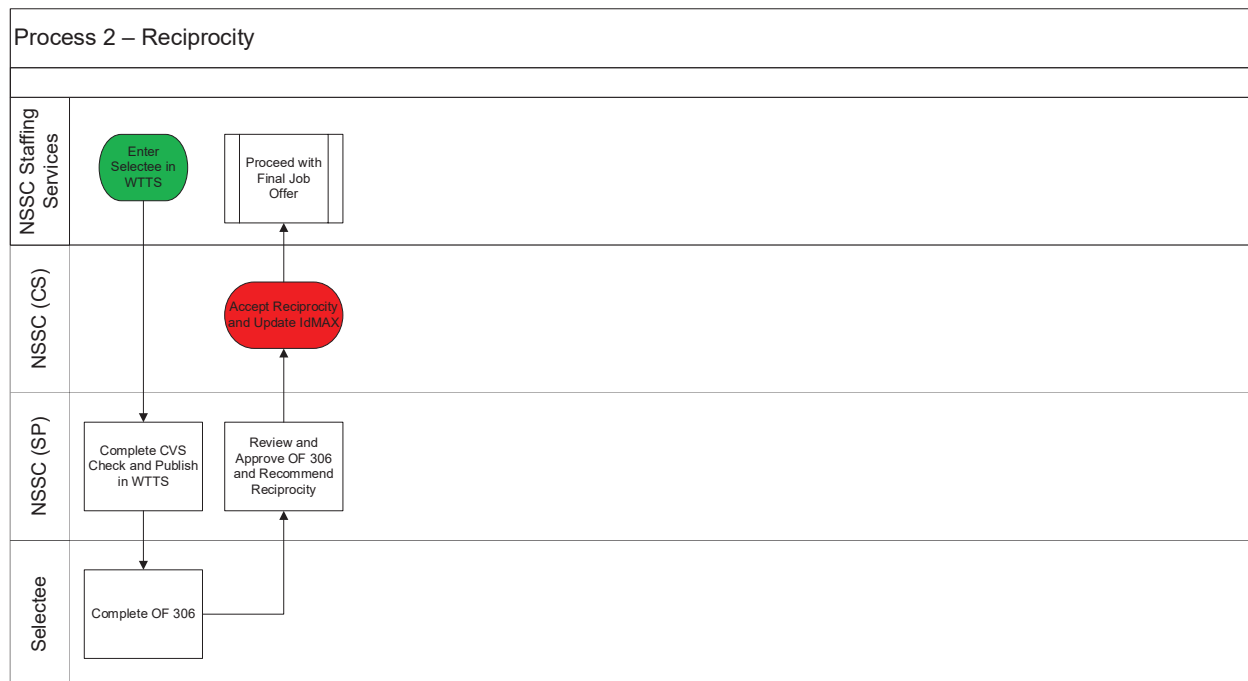
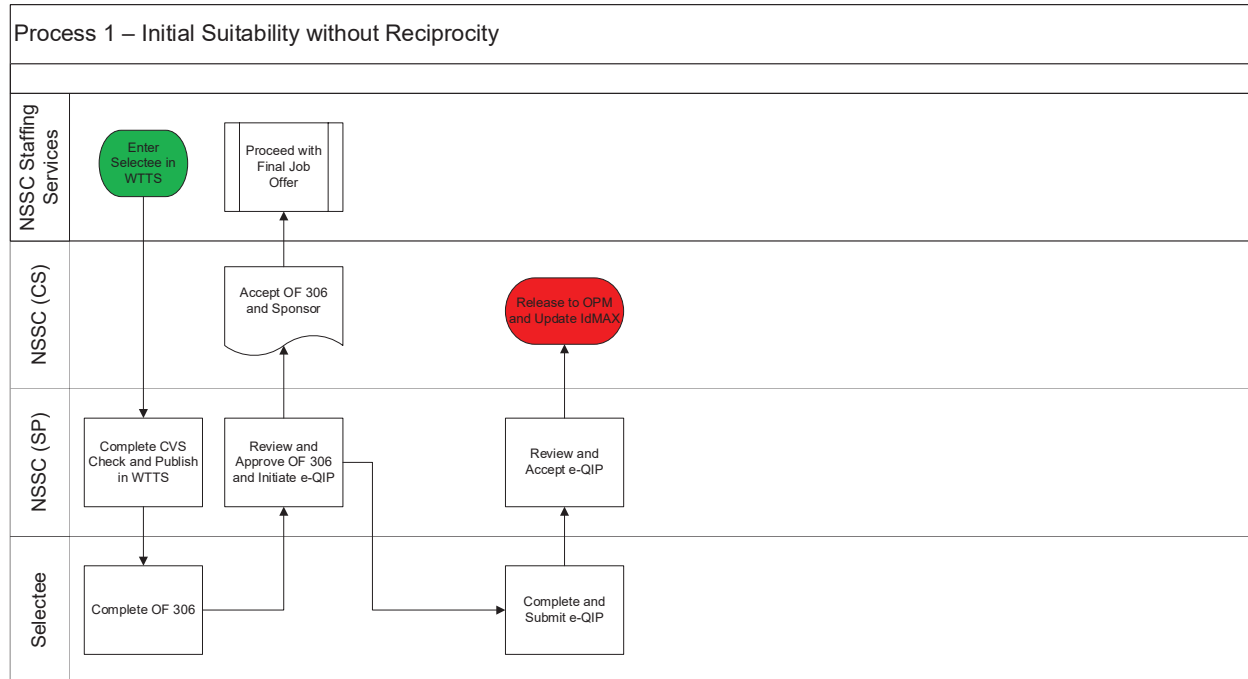
Acronym	Meaning
ISP	Investigative Service Provider
HR	Human Resources
NASA	National Aeronautics and Space Administration
NID	NASA Interim Directive
NPD	NASA Policy Directive
NPR	NASA Procedural Requirements
NRRS	NASA Records Retention Schedule
NSSC	NASA Shared Services Center
OCHCO	Office of the Chief of Human Capital Officer
OF	Optional Form
OPM	Office of Personnel Management
OPS	Office of Protective Services
PAL	Proposed Action Letter
PD	Position Description
PIPS	Personnel Investigations Processing System
PP	Pay Period
PW	Password
PWI	Process Work Instruction
ROC	Resume Operations Center
ROI	Return of Investigation
SDG	Service Delivery Guide

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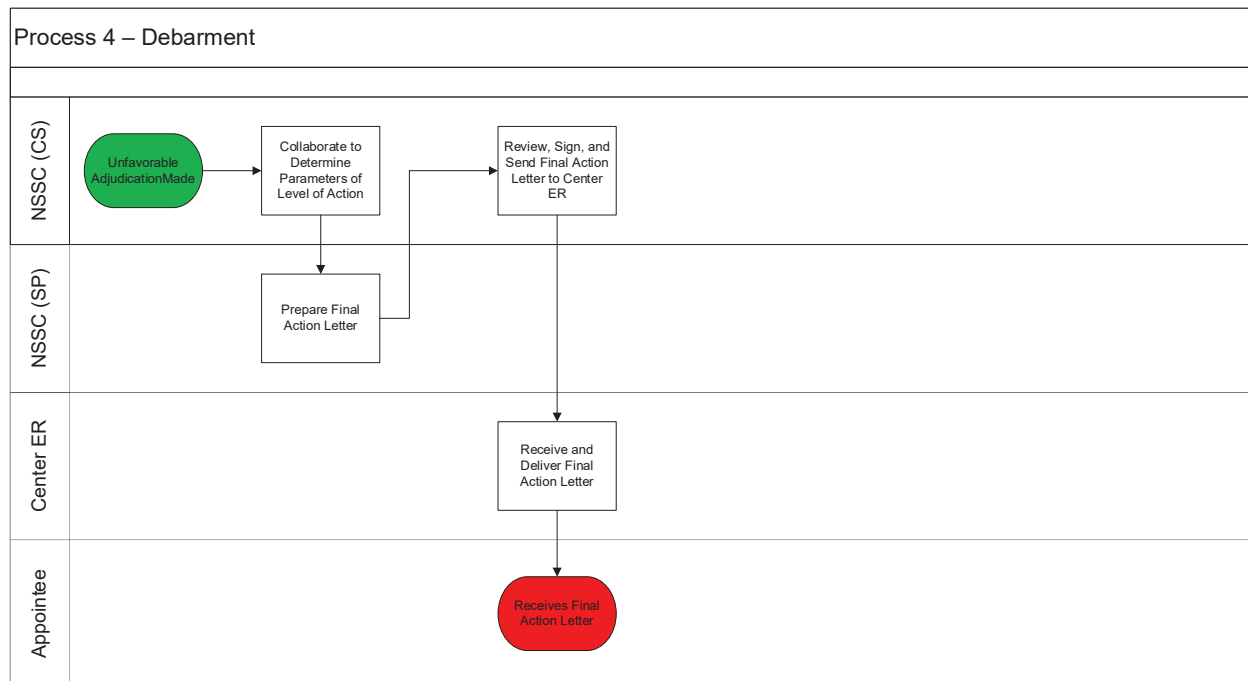
Acronym	Meaning
SSN	Social Security Number
SP	Service Provider
SBU	Sensitive But Unclassified
WTTS	Workforce Transformation Tracking System

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Appendix B – NSSC Workflow Process Diagrams



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