Naval Information Warfare Center Atlantic
Contractor Check-in

Charleston Defense Contractors Association
52nd Small Business and Industry Outreach Initiative
16 October 2019

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NIWC Atlantic
Command Information Officer
We hear you....

▼ Continually refining the check in process and tool to accelerate the process and reduce errors

- Interim improvements to address awareness of the process and refine ITSM Remedy tool priority issues
- Re-engineering process and planning migration to workflow automation tool in FY21

▼ Need your help in the immediate to reduce errors in data entry
Let’s get started:
NAVWAR Distance Support Landing Page

Submit a Service Request (SRM) Used to submit requests for CACs, physical and IT access, accounts and assets.

ITSM System (REMEDY) Used by anyone with a support account and request approvers.

There is also a new link on the PII data entry page.

Per DoD requirements, accounts will expire after 30 days of inactivity.

https://seitsm.dc3n.navy.mil

Notice!

DoD is transitioning to one common authentication (logon) certificate on CACs called the Personal Identity Verification (PIV) Authentication. The PIV_Auth certificate is mandated as the new standard for NIPRNET network, web, and application login. Users will no longer have to choose between e-mail and identity certificates when logging in. This modification will establish continuity across federal and mission partner organizations with regard to the use of DoD Public Key Infrastructure (PKI) certificates.

Please make sure your PIV is activated using the procedures listed here.

If you are not able to verify your PIV please use the procedures on the NMCI homeport listed here.

The SEITSM system will transition NLT 29 February 2020. Additional announcements will follow with additional plans on this transition.
Factors that influence processing time

▼ Common Errors
- SAAR-N
  - Corrupted SAAR-N forms
- Quality of Data Entered into SRM
  - Data in SAAR-N not matching what is in the ITSM SRM Request
- Duplicate Request
  - Request Again vs. New Request

▼ Other Considerations
- Elevated Periods
  - Surges occur beginning of FY and CY
- System Notifications
  - All updates (comments, rejections...etc.) to a request is captured in the Activity Log, emailed to the initiator
  - All initiators have access to the Activity Log
SAAR-N Form

▼ SAAR-N required for IT Access
  ▪ New contractors
  ▪ Changes to information on current SAAR-N such as contractor name, company, contract, or COR

▼ Click Block 24 on SAAR-N Form to verify Digital Signature is valid

▼ Email attachments (i.e. SAAR-N form) must come from a DoD source (.mil email)
  ▪ Emailed attachments from non-DoD source can corrupt the attachment

▼ For more information on the SAAR-N process contact
  ▪ ISSM Office, NIWCLANT.ISSM.OPS.FCT@NAVY.MIL
Common Reasons for SRM Rejections

SAAR-N

▼ Block 24 - digital signature is corrupt and is not a CAC signature
  ▪ Note for Contractors - If unable to sign with a CAC, the process requires a digital SAAR-N without the signature in block 24 along with a scanned copy of an ink-signed SAAR-N.

▼ Block 13 - Select Unclassified
  ▪ If Classified is required, submit an unclassified SAAR-N first

Data Quality

▼ Block 14a - contract information on the SAAR-N does not match the ITSM request

▼ Block 3 - Competency code on ITSM SRM ticket does not match block 3 on SAAR-N

▼ COR must sign SAAR-N and approve SRM ITSM request.

▼ Block 5 – Email address required. Must match ITSM SRM ticket

▼ Contract number and contract end date must match

▼ Name in the SRM request and SAAR-N must match exactly
  ▪ Misspellings or missing initials will cause a rejection
Duplicate Request

▼ For Cancelled requests – “Request Again” to update and resubmit (Do NOT submit a new request)
  ▪ This will eliminate duplicate request and avoid confusion concerning which ticket to process
Elevated Periods

- Average time from ITSM SRM Submission to ITSM SRM Ticket Closure is ~23 days
- Noticed Spike in October and January due to End of Fiscal Year and End of Calendar Year for Contract Renewals (Elevated Periods)

Target is to process requests within a 2 week period or less!
Ticket generated in TA queue then assigned as Pending to specific TA

- TA ticket could be held up if:
  - company affiliation conflicts between JPAS information and the ITSM ticket information
  - CAC ineligible (favorable fingerprints with open govt. investigation)
  - Incorrect PII in ITSM SRM Request

- When approved Activity Log will record CAC approved in TASS and applicant gets automated email from TASS
- Once approved in TASS applicant has 90 days to have CAC issued
- Renewals can submitted when CAC is within 90 days of expiring

Questions: Trusted Agents 843-218-4000
Best Practices - Facilities Access (Badges)

Issued for up to based on contract end date

- Unclassified – Only needs one ITSM Remedy request
- Classified (Restricted Area Badges) issued for up
- Company will need to update the Visit Access Request (VAR) **EACH YEAR**
  - *Submitted via JPAS not ITSM*
  - Contractor will need to go to a NIWC Badge Office and have their access updated on their CAC.

Questions: Visitor Control 843-218-4000 or visitorcontrol.fct@navy.mil
Best Practices - Space Requests

▼ As of 15 February 2019, ITSM SRM Requests MUST contain a building and a Cube/Office number if space is required (jack number is not a required input).

- The COR of the task order or contract should negotiate a seat reservation with the Facility/Zone Lead (FL/ZL) who manages the space.
- The FL/ZL must reserve a seat in the Master Building List (MBL) Tool, then the initiator can submit an ITSM ticket. (All Government employees and Contractors with CACs have view access to the MBL.)
- Space Management will verify seat reservation in the MBL Tool. If the space is not reserved by the Facility Lead in the tool, the request will be rejected.

▼ If no space is required, or if employee will be using hotel or flex space, say “no” to space and only enter a building number.

*Government COR is responsible for negotiation with Facility Lead*
NIWC Atlantic Check-in

▼ Link to public page
https://www.public.navy.mil/navwar/Atlantic/Pages/ContractorCheckIn.aspx

▼ Helpful documents
- CICO User Guide (includes instructions for finding a status in ITSM)
- Check-in Question Guidelines
- Links to SAAR-N form and Cyber Security training
- ISSM OPS CTR processing guide (for SAAR-N)

▼ Questions about a request or the process
- Accounts Management
  843 218-4000
  ssclant_acctsmgm.fct@navy.mil
Questions