

# IPAM Demonstration

## IPAM

IES's Public Trust Application Manager



Contract

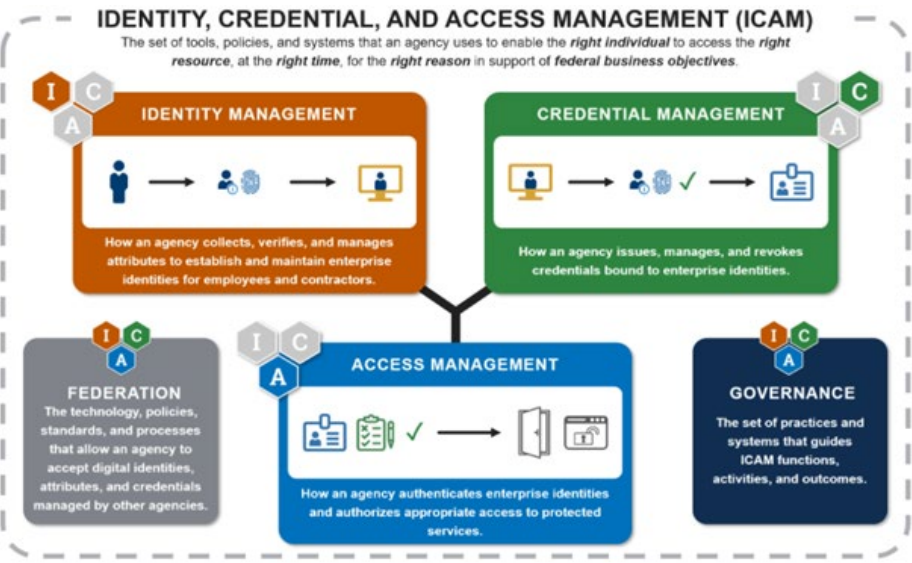
- Contractors?
- Clearance Levels?
- IT Access?
- Adjudication Status?

# Current Workflow



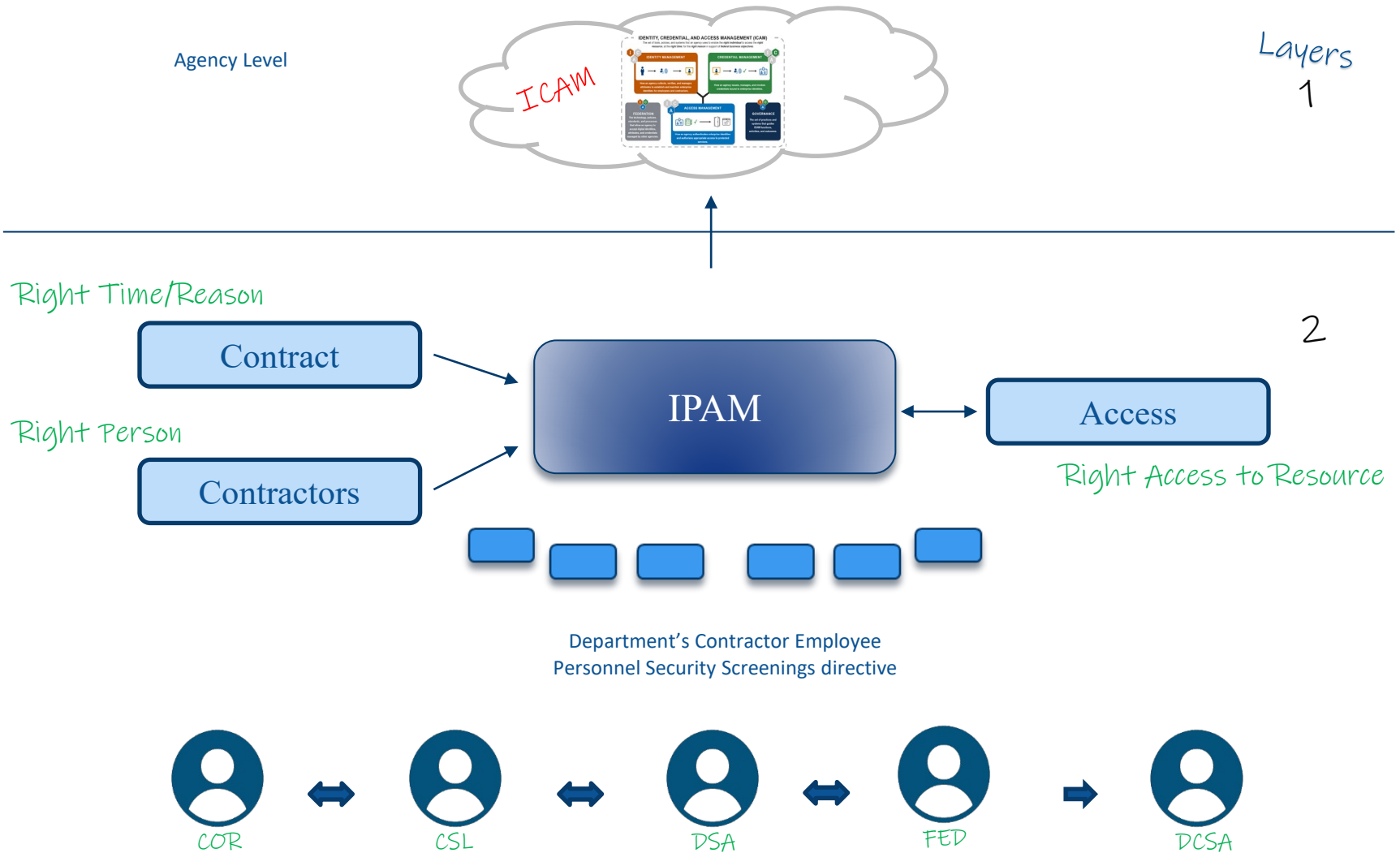
Yesterday's Challenge

Right Time/Reason  
 Right Person      Right Access to Resource



Today's Solution

# Modern-day Solution



# IPAM Features: Contracts

Users can manage their contracts and contract information.

- Name and number
- Start and end date
- Division
- Minimum Security Clearance
- Stakeholders
- Contractors

The screenshot displays a web interface for managing contracts, organized into several sections:

- Information & Period of Performance:** Fields for Contract Name (Test123), Contract Number (1234556789), Start Date (12/31 /2016), and End Date (12/31 /2022).
- Attributes:** Fields for Minimum Clearance (Public Trust 5C (Mod)) and Division (Legacy).
- Stakeholders:**
  - Primary COR:** A search field with the result "Roessler, Melissa".
  - Alternate CORs / Task Leaders:** A search field with the placeholder "Type to search...".
- Contractors:**
  - Prime Contractor:** A search field with the result "Tester".
  - Sub Contractors:** A search field with the placeholder "Type to search...".

# IPAM Features: Database

The system stores the subject's PII, organization, and contact information.

JANE DOE

<b>Characteristics</b>	<b>Identification</b>
Prefix: <input type="text"/>	SSN: <input type="text" value="010101010"/>
Firstname: <input type="text" value="Jane"/>	Date of Birth: <input type="text" value="01/01/1990"/>
Middlename: <input type="text" value="NMN"/>	City of Birth: <input type="text" value="Alexandria"/>
Lastname: <input type="text" value="Doe"/>	Country of Birth: <input type="text" value="United States"/>
Suffix: <input type="text"/>	State of Birth: <input type="text" value="Virginia"/>
	Citizenship: <input type="text" value="United States"/>

<b>Organization and Contact Information</b>
Organization: <input type="text" value="#Tester"/>
Email Address: <input type="text" value="jane.doe@123.com"/>
Phone Number: <input type="text" value="5671238989"/>

# IPAM Features: File Transfer System

Users can securely upload multiple supporting documents at once for each profile.

## Documents

### Uploaded Documents

Position Designation Record - 1	 Test PDR.pdf application/pdf (20.5 KB)
Fair Credit Reporting Act (FCRA)	 FCRA.pdf application/pdf (155.1 KB)
Contractor Suitability Processing Request (CSPR)	 Contractor Suitability Processing Request Form v.2 (1).pdf application/pdf (351.8 KB)
Cybersecurity and Privacy Awareness (CSPA) Training Course 3	 BLANK Certificate of Completion.pdf application/pdf (146.9 KB)
Declaration for Federal Employment (OF306)	 New OF-306.pdf application/pdf (374.3 KB)



## IES Public Trust Application Manager (IPAM) Presentation

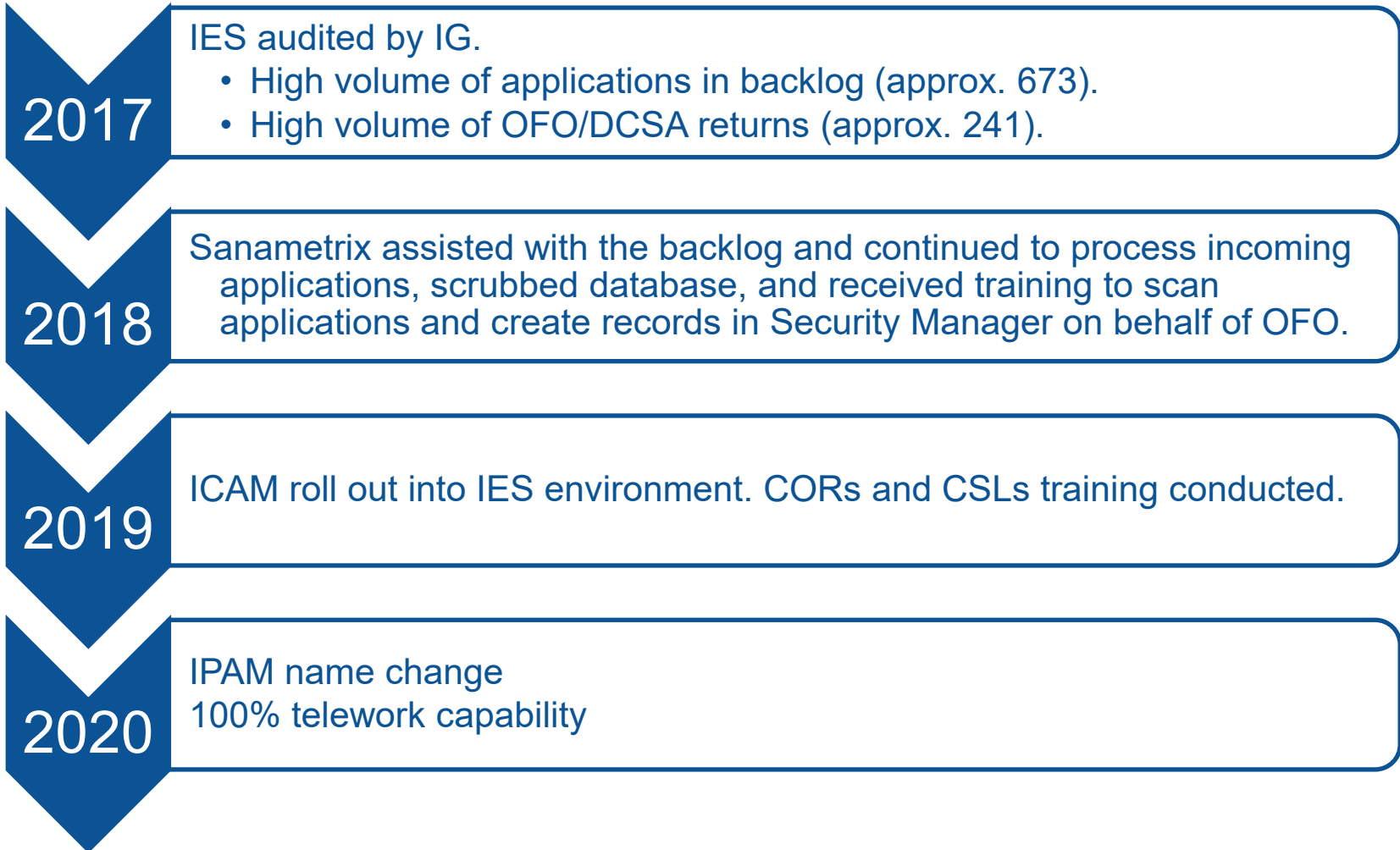
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# Agenda

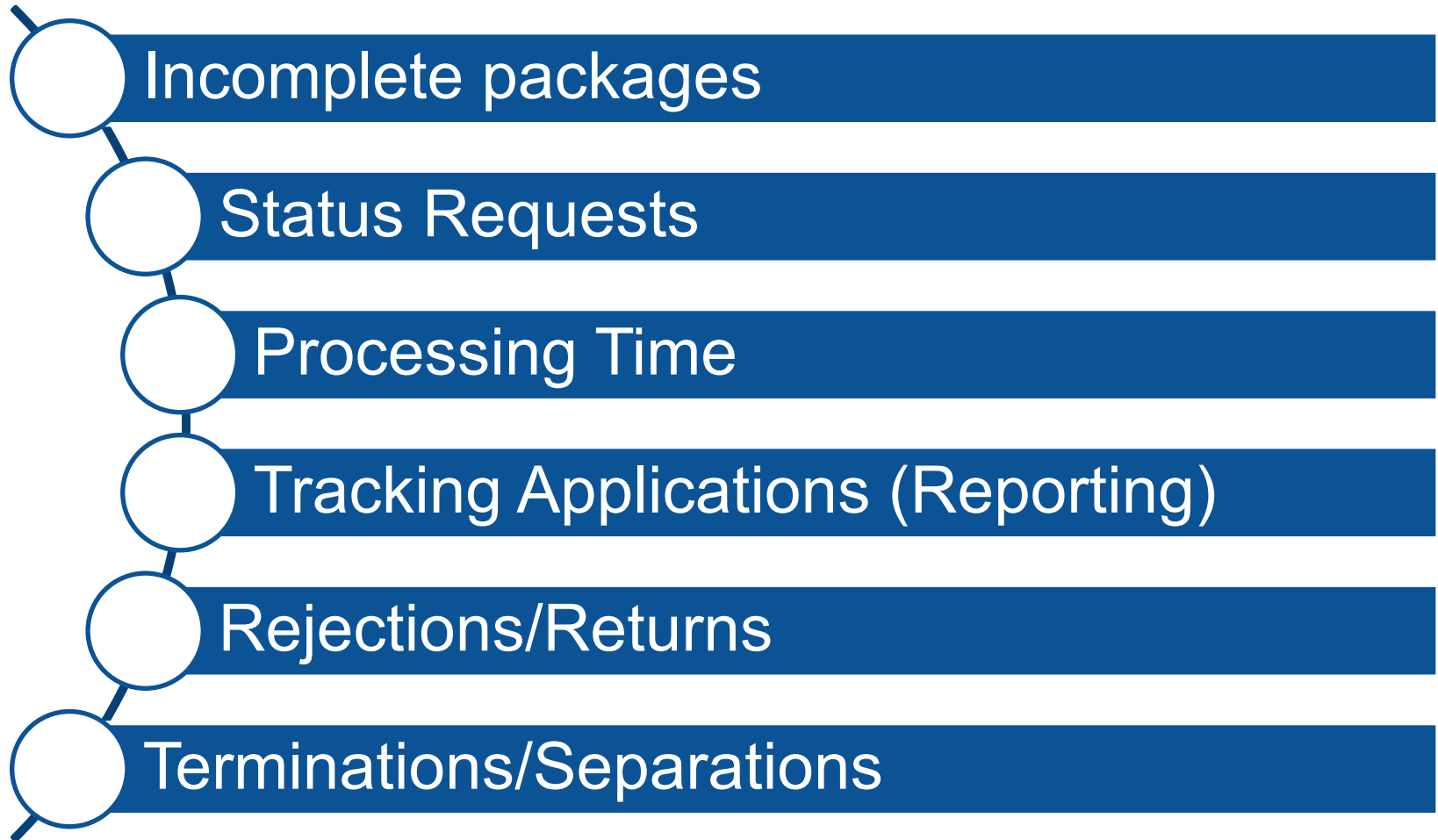




# Timeline



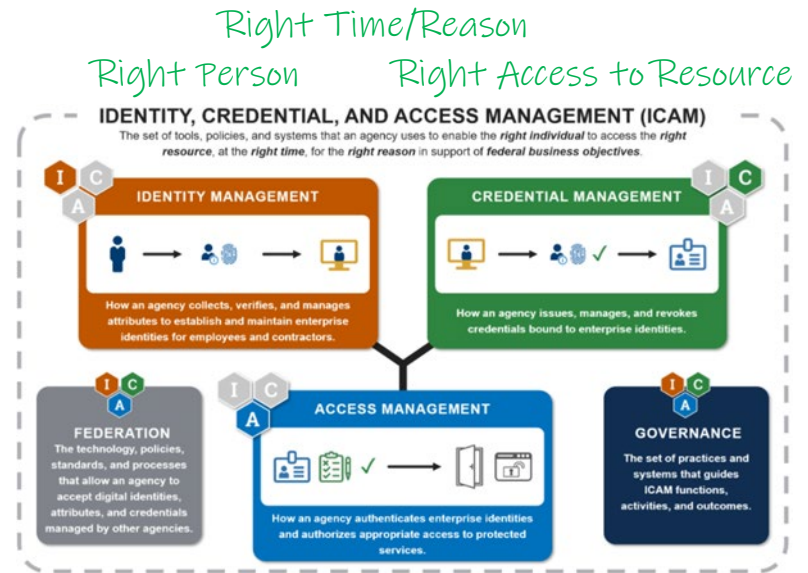
# Common Issues

- 
- Incomplete packages
  - Status Requests
  - Processing Time
  - Tracking Applications (Reporting)
  - Rejections>Returns
  - Terminations/Separations

# Original Vision



Today/Fix

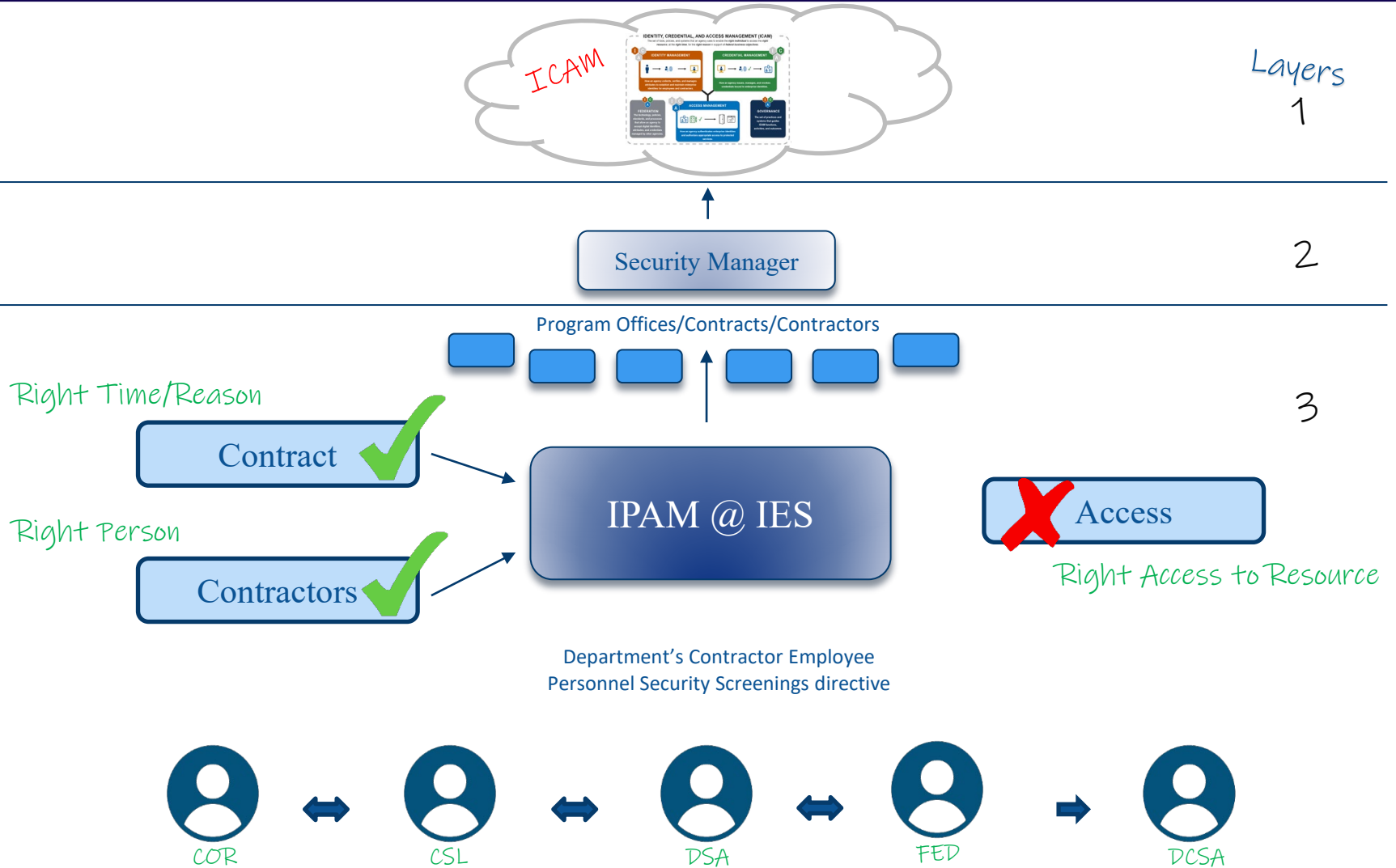


Future/Support



*Whatever we build needs to address today's problem and be able to support tomorrow's changes.*

# Solution Overview



# IPAM contributions

- Increase clearance application processing time.
- Increase Data Quality as an input into Security Manager.
- Eliminates duplication of personnel record.
- Manages the submission, review, and approval of an application prior to OFO/DCSM investigating results in less rejections.
- Tracks the clearance investigation, adjudication, expiration, termination and separation status (current record and historical records).
- Reduced backlog (includes not started) from 600+ to only active cases <50 (all in progress).
- Analytics for process improvement (rejection rate and cause) at the requestor level.
- Improved recorded keeping for CORs, CSLs, and program office.

# Expansion of IPAM

- Continue to streamline the data collection and management process for security clearance requests.
  - All applications go through the same trackable and secured web-based system. Standardizing the records being entered in Security Manger (cleaner data).
- Report analytics on a larger scale
  - How many contractors have a clearance?
  - How many on each contract?
  - How many are in process?
  - How long does it take to process a request from initiation to adjudication? From initiation to investigation?
- Identify and reduce security risks
  - Puddle jumpers: Contractors who are starting and stopping the clearance process.
  - Terminations/Separations: Contractors that may still have a clearance due to communication gaps among program areas.

# Questions & Answers



# Demonstration





# Users and Communication

**COR** - Contracting Officer Representative

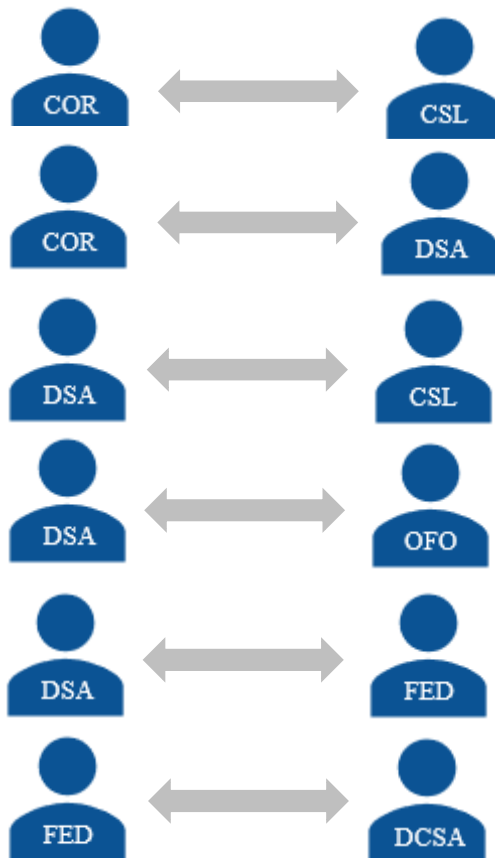
**CSL** - Contracting Security Liaison

**DSA** - Data Security Associate

**DSA Admin** - System Administrator

**OFO** - Office of Finance and Operations

**DCSA** - Defense Counterintelligence Security Agency



**COR** creates the contract.

**CSL** adds contractor employees to contract and uploads PDR.

**COR** approves contractor employees on the contract.

**DSA** reviews information and initiates or rejects request.

**CSL** receives e-QIP registration code and instructions to complete e-QIP and supporting documents. **CSL** uploads all supporting documents and submits request back to **DSA**.

**DSA** submits fingerprints to **OFO**.

**OFO** process fingerprints.

**DSA** releases to Federal employee for review.

**FED** reviews/approves.

**FED** releases to **DCSA**.

# Documentation

1. Position Designation Record (PDR)
2. Contractor Suitability Processing Request (CSPR)
3. Fair Credit Reporting Act (FCRA)
4. Cyber Security and Privacy Basics (2021)
5. E-QIP Signature Pages (4 – REL, MEL, CER, FCR)
6. Declaration for Federal Employment (OF306)\*
7. Copy of U.S. Passport or Naturalization Certificate\*
8. Repayment Agreement/Proof of Payment\*
9. Non-U.S. Citizen Exception Form\*
10. Letter of Reciprocity (LOR)\*

\* indicates required supporting documents if applicable

# IPAM Features

Some of the key features of the system are:

- Secure Web-Based Application
- Management
- Notification Dashboard
- Email Notifications
- Resources
- Contracts
- Database
- File Transfer System
- Search Engine
- Tracking system
- On Demand/Scheduled Reports

# Processing Steps

- The COR initiates a contract in the IPAM system and provides the Contractor Security Liaison (CSL) the position descriptions that the COR prepares using the DCSA/OPM tool.
- The CSL uses IPAM to upload contractor employee names, position titles, Public Trust levels, and position descriptions for each contractor employee that will hold a low-, moderate-, or high-risk position.
- The COR reviews the list and approves.
- IES Data Security Agent (DSA) initiates the cases, and the codes and instructions for applicants are sent to CSLs for distribution.
- IPAM sends notices to nonrespondents.

# Processing Steps

- The CSL reviews the applications before transmitting to IES DSA.
- IES DSA reviews submitted applications and as needed, iterates with the contractor employee over inconsistent or incomplete submissions.
- IPAM sends notices to nonrespondents.
- When correct, IES DSA creates the record in Security Manager, uploads the required documentation, and delivers the fingerprint cards to OFO for processing.
- IES DSA releases to Federal employee/OFO Security for review and release to DCSA.

# IPAM Monitoring Steps



- IES DSA monitors Security Manager for dates for scheduled/accepted at DCSA, completed investigation, and adjudicated and sends notices to CSL/COR and contractor employee for pre-approval to work and for adjudicated.
- IPAM uses the completed investigation data to send automatic messages for reinvestigations.
- IPAM records record separation and termination dates.


Go to Live Demo

# IPAM Features: Secure Web-based Application

The system is housed on a secure server within IES environment

Remote Desktop Servers ▾

 <b>Developers</b> Terminal Server RDS05	 <b>E-QIP (IPAM)</b> Terminal Server RDS06
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Username

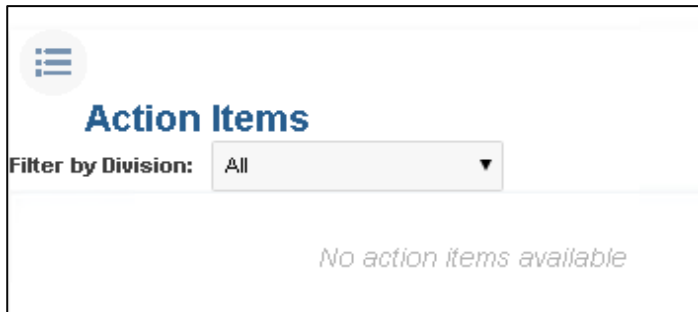
Password

[➔ Login](#)

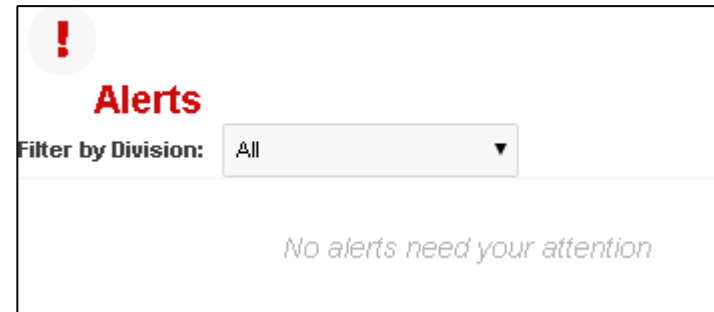
[? Forgot your password ?](#)

# IPAM Features: Management

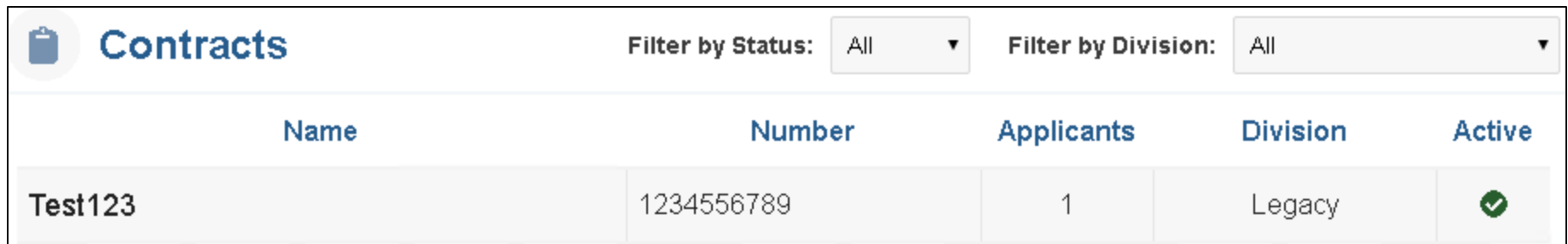
**Action items** are current requests in the user's queue.




**Alerts** are action items turned into alerts if the request is not completed within the requested timeframe.



**Contracts** are listed as active or inactive.




The screenshot shows a user interface for 'Contracts'. It features a folder icon in the top left corner. Below the title, there are two filter controls: 'Filter by Status:' with a dropdown set to 'All', and 'Filter by Division:' with a dropdown set to 'All'. Below the filters is a table with the following data:

Name	Number	Applicants	Division	Active
Test123	1234556789	1	Legacy	



# IPAM Features: Notification Dashboard

The client can post important messages on the home page of IPAM for all users to see.

 <b>System Notifications</b>	
Created	System Message
04/02/2020	COVID-19: Due to the current circumstances, please continue to monitor your emails for any new updates concerning the latest changes for processing Public Trust applications. Please check your inbox for the latest update sent on April 2, 2020

# IPAM Features: Email Notifications

An automated email notification will be sent to the users associated with the contract/subject for every step of the workflow. This includes notifications for:

- Action items
- Alerts
- Initiation Requests
- COR Approval/Rejection
- DSA Approval/Rejection
- Submit fingerprints
- Scheduled at DCSA
- Adjudication Dates
- Notification for Reinvestigations

**From:** IPAM <ipam-noreply@ed.gov>  
**Sent:** Thursday, December 3, 2020 12:44 PM  
**To:** Roessler, Melissa (Contractor) <Melissa.Roessler@ed.gov>  
**Subject:** IPAM System Activity Notification

Melissa Roessler,

Please verify and approve the initiation request, then enter the e-QIP registration code for Akshita Jain on contract NAEP Design, Analysis and Reporting. You have **two business days** after receiving this notification to complete this request.

Thank you,

IPAM Support

# IPAM Features: Resources

The Resource Section allows the client to upload relatable resources and gives users easy access to the documentation they require.



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# IPAM Features: Database

The system stores the subject's PII, organization, and contact information.

JANE DOE

### Characteristics

Prefix:

Firstname:


Middlename:

Lastname:

Suffix:

### Identification

SSN:

Date of Birth:  

City of Birth:

Country of Birth:

State of Birth:

Citizenship:

## Organization and Contact Information

Organization:

Email Address:

Phone Number:

# IPAM Features: Database

The client can also store the eQIP registration code, pursuing and active security clearance level and type, along with the scheduled, closed investigation and adjudication dates for each profile.

## Clearance

### Pursuing Clearance

Clearance Type: Public Trust 5C (Mod) ▾

Initiation Type: New ▾

Registration Number: DD4GF356GHTGHBDB65

### Active Clearance

Clearance Type: Public Trust 5C (Mod) ▾

Initiation Type: New ▾

Registration Number: DD4GF356GHTGHBDB65


Date Adjudicated: 12/10/2020 📅


Investigation Type: T2S ▾






Closed Investigation Date: 12/09/2020 📅

# IPAM Features: File Transfer System

Users can securely upload multiple supporting documents at once for each profile.

 **Documents**

 **Uploaded Documents**


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Contractor Suitability Processing Request (CSPR)	 Contractor Suitability Processing Request Form v.2 (1).pdf application/pdf (351.8 KB)
Cybersecurity and Privacy Awareness (CSPA) Training Course 3	 BLANK Certificate of Completion.pdf application/pdf (146.9 KB)
Declaration for Federal Employment (OF306)	 New OF-306.pdf application/pdf (374.3 KB)

# IPAM Features: Search Engine

Users can use the search engine on the home, contract, or applicant page to search by contract or subject.

## Search for an application by:

- SSN
- Applicant name
- Contract name/number



# IPAM Features: Tracking System

The system can track multiple datapoints including, but not limited to:

- **Number of Contracts**
  - Status of every contract (inactive or active)
- **Number of Subjects**
  - Active or separated/terminated
- **Number of Rejections**
  - Rejection reasons
- **Subject Status History**
  - User, action, and timestamp of every step in the workflow
- **Subject Contract history**
  - User, action, and timestamp of associated contracts
- **Subject Organization history**
  - User, action, and timestamp of associated organizations

# IPAM Features: Generate Reports

Each report can be filtered using different datapoints (ex. organization, status in the workflow, executing users, etc.). Reports currently available are:

- Monthly Report
- Current Status
- Initiation Requests
- Rejections
- Adjudication
- Citizenship
- Contract Creation
- Overall Statistics

### Overall Statistics at a Glance



Statistic	Count
<b>Number of applicants processed</b> Applicants with adjudication date	4626
<b>Number of applicants processed</b> Applicants with Scheduled-Accepted OPM or Released to OPM	499
<b>Number of applicants currently in process</b> Not counting Released to OPM, Scheduled and Adjudicated	183
<b>Number of applicants ever initiated</b> Active and Inactive applicants with initiation date, but have not been sent to OPM	183

### Monthly Report

Click on a Report to add that Report to your selections.

- + Monthly Report For Nov 2020
- + Monthly Report For Oct 2020
- + Monthly Report For Sep 2020
- + Monthly Report For Aug 2020

You can *modify* only one report at a time.  
You can *download* any number of reports.

# Questions & Answers



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# Sanamatrix, Inc.

For additional functionality or usability questions, please always feel free to reach out to:

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Sanamatrix is dedicated to assisting with process improvements. For more information on IPAM, please contact the Director of Operations for IPAM Consulting Services.

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