

June 29th, 2000 Emergency Notification

Defense Security Service (DSS) Customers

On June 28th at 1630 the DSS corporate database* experienced a critical Oracle problem. No loss of data occurred. During the remediation process the DSS corporate database will not be available. The estimated availability date is July 7th, 2000.

Electronic Personnel Security Questionnaires (EPSQs) can continue to be transmitted and receipts will be posted on the DSS Web Page, www.dss.mil. All field investigations will also continue to be processed.

We are investigating technical options and will provide updates, as they become available. We will follow up with emergency procedures regarding priority investigations, access to prior investigative files, submission of batch updates and Defense Clearance and Investigations Index (DCII) information. Please direct any calls to the DSS Customer Call Center, 1-800-542-0237.

*The primary corporate database systems affected are the Case Control Management System (CCMS) and the DCII.