DSS Monthly Newsletter

December 2015

(Sent on behalf of ISR)

Dear FSO,

This is the monthly email containing recent information, policy guidance, security education and training updates. If you have any questions or recommendations for information to be included, please feel free to let us know.

DSS KNOWLEDGE CENTER

In January 2016, The Defense Security Service (DSS) will implement a new call center designed to be customer-centric, providing improved and efficient solutions. This will replace the current DSS Call Center and be called the "Knowledge Center". The current phone number will remain the same (888-282-7682).

The Knowledge Center will use an automated system, which offers comprehensive contact management capabilities with built-in queuing and interactive voice response. It will be deployed with "contact service queues" established across various organizations within DSS.

As part of these queues, the caller will be presented with a set of options to select which best describes their issue. Once the caller selects the desired option, the call will be routed either to the appropriate office and subject matter expert (SME) to be resolved (normal business hours) or to the voicemail box of the appropriate office (after hours). The options are:

1. System Access Issues (ISFD, e-QIP, etc.)
2. Personnel Security Inquiries
3. Facility Clearance Inquiries
4. OBMS
5. CDSE / STEPP
6. International
7. Policy

The Knowledge Center is modeled off of best practices for issue resolution from customer service agencies. It is designed to efficiently identify and route the caller to the appropriate

SME. For example, if Industry has questions concerning Facility Clearances (FCLs), the Knowledge Center will route the call directly to an SME in the DSS Facility Clearance Branch to answer the questions or resolve the issue. This program will enable DSS to assist Industry by providing accurate information in a timely manner.

DSS will continue to provide updates on the progress of the Knowledge Center through the Voice of Industry and www.dss.mil.

UPCOMING ANNUAL COST COLLECTION SURVEY

As the Executive Agent for the National Industrial Security Program (NISP) under Executive Order 12829, the Department of Defense is required to report annually, the cost of the NISP, to the Information Security Oversight Office (ISOO). To meet this requirement, DSS will sample randomly selected contractor facilities using an OMB-approved survey. The survey will be deployed in mid-January 2016. Responses are statistically merged and participation anonymity is assured. Questions can be directed to PSIProgram@dss.mil.

PERSONNEL SECURITY INVESTIGATIONS DATA COLLECTION

The Defense Security Service (DSS) is responsible for projecting Personnel Security Investigations (PSI) requirements each year. Annual projections, acquired by DSS from Industry through PSI data collection, are a key component in DoD program planning and budgeting for National Industrial Security Program (NISP) security clearances. As part of this data collection, each facility in the NISP provides estimates of their PSI requirements for the next three years by type of investigation (initial/ reinvestigation Top Secret, initial/ reinvestigation Secret/Confidential).

As in years past, the annual data collection of PSI projection requirements will be conducted in the spring. Effective 2016, data collection will be conducted through the Electronic Facility Clearance System (e-FCL). In preparation for this upcoming data collection, please ensure that your e-FCL login (your email address) and password are current. Password resets can be completed on the e-FCL login page.

If your facility is not registered in e-FCL, DSS will establish an account for you. A completed e-FCL package is not required to participate in the data collection; only an established account is necessary to input the PSI requirements.

Additional instructions and information regarding the PSI data collection will be forthcoming prior to deployment. If you have any questions, please contact PSIprogram@dss.mil.

SECURITY EDUCATION AND TRAINING

CDSE COUNTERINTELLIGENCE NEW RELEASES

Awareness Job Aid

The Defense Security Service (DSS), Center for Development of Security Excellence (CDSE) is pleased to introduce our latest Counterintelligence Awareness Job Aid:

- Foreign Collection Methods: Indicators and Countermeasures

This job aid was developed to help the Department of Defense (DoD) enterprise and industrial security communities identify and report suspicious foreign contacts pursuant to DoD Directive 5240.06 "Counterintelligence Awareness and Reporting," as well as Sections 1-301 and 1-302 of the National Industrial Security Program Operating Manual. The job aid reinforces our existing eLearning and serves as a helpful threat/awareness reference for the security community.

Visit the CDSE Counterintelligence (CI) Awareness page to access the job aid: http://www.cdse.edu/documents/cdse/foreign-collection-methods.pdf.

The job aids is also available in the CI Awareness toolkit. Access the desktop or mobile version for a variety of additional resources: http://www.cdse.edu/toolkits/ci/index.php.

CDSE Insider Threat Webinar Series Presents: DITMAC and the DoD Insider Threat Program

Join the Defense Insider Threat Management Analysis Center (DITMAC) for a session discussing their role in the DoD Insider Threat Program. This webinar is for DoD enterprise security, insider threat program management, and defense industrial base security personnel.

A live presentation, as well as question and answer session will be held on Thursday, January 21, 2016 at 12:00 p.m., Eastern Time. Register today at: http://www.cdse.edu/catalog/webinars/index.html.

GETTING STARTED SEMINAR FOR NEW FACILITY SECURITY OFFICERS (FSOs) FY16 SCHEDULE

The Getting Started Seminar allows new FSOs the opportunity to discuss, practice, and apply fundamental National Industrial Security Program (NISP) requirements in a collaborative classroom environment and develop a network of professional associates. This course is also appropriate for any FSO, new or experienced, who is looking to enhance their security program.

Take a look at the FY16 schedule to see if there is a course in your neighborhood:

March 14 – 15, Rancho Cordova, CA go to:
http://www.cdse.edu/catalog/classroom/IS121-mar14-15.html

March 17 – 18, San Jose, CA go to:
http://www.cdse.edu/catalog/classroom/IS121-mar17-18.html

March 28 – 29, Chantilly, VA go to:
http://www.cdse.edu/catalog/classroom/IS121-mar28-29.html

March 30 – 31, Chantilly, VA go to:
http://www.cdse.edu/catalog/classroom/IS121-mar30-31.html

May 16 – 17, Savannah, GA go to:
http://www.cdse.edu/catalog/classroom/IS121-may16-17.html

May 19 – 20, Huntsville, AL to go:
http://www.cdse.edu/catalog/classroom/IS121-may19-20.html

June 6 & 10, Nashville, TN (NCMS Conference) go to:
http://www.cdse.edu/catalog/classroom/IS121-jun6-10.html

August 15 - 16, Burlington, MA go to:
http://www.cdse.edu/catalog/classroom/IS121-aug15-16.html

August 18 – 19, King of Prussia, PA go to:
http://www.cdse.edu/catalog/classroom/IS121-aug18-19.html

This class will also be offered at CDSE in Linthicum, MD on April 19 – 20 and September 20 – 21, 2016.

Seats are limited so make sure you have successfully completed the current version of the prerequisite *Facility Security Officer (FSO) Role in the NISP* course (IS023.16) and exam (IS023.06), then go ahead and register for the course you would like to attend! We look forward to seeing you soon.

COURSE UPDATE

On November 23, 2015, CDSE launched an updated version of the *Facility Security Officer (FSO) Role in the NISP* course. This course provides in-depth coverage of the role of the FSO, as well as the roles of other government and contractor employees working in the National Industrial Security Program (NISP). It also introduces the FSO Toolkit and provides the student an opportunity to practice using this valuable industrial security resource.

Please note, if you are completing this course as the required prerequisite to the instructor-led, *Getting Started Seminar for New Facility Security Officers (FSOs)*, you must complete the November 2015 version of the *FSO Role in the NISP*. For more information and to register for this course, go to: http://www.cdse.edu/catalog/elearning/IS023.html.

CDSE RELEASES THREE NEW SOCIAL MEDIA "SMART CARDS"

CDSE released three new Social Media Smart Cards on October 26:

- Facebook Security Settings
- Facebook Configuration Guide Trifold
- Twitter Configuration Guide Trifold

These smart cards are a type of job aid that help users securely configure their social media accounts, and provide clear, step-by-step directions on how to use the available security controls and best practices. These are the first in a series; CDSE will release additional ones in the future.

These smart cards are a part of the CDSE Cybersecurity toolkit at:
http://www.cdse.edu/toolkits/cybersecurity/socialmedia.html.

Check out some of CDSE's other cybersecurity course offerings at:
http://www.cdse.edu/catalog/cybersecurity.html.

Thanks,
ISR
Defense Security Service